



July 2, 2025

To Our Valued Patients,

Thank you for your continued trust in Carson Valley Health for your healthcare needs. We know that your relationship with your healthcare provider is important; and we would like to keep you informed of a recent change with your Prominence Medicare Advantage insurance coverage.

Carson Valley Health was informed that our providers will no longer be in-network with Prominence Medicare Advantage beginning October 16, 2025.

How do I continue care with Carson Valley Health and remain in-network?

You may qualify for a Special Enrollment Period (SEP). This allows you to switch to a different Medicare Advantage plan that includes Carson Valley Health in their network.

Steps to change plans using SEP:

1. Call 1-800-MEDICARE (1-800-633-4227) and explain that your provider is no longer in-network. TTY users can call 1-877-486-2048.
2. Request a Special Enrollment Period due to a network provider termination.
3. Compare plans that continue to contract with Carson Valley Health and enroll in the plan that meets your needs. You typically have up to three (3) months from the termination notice date to use this Special Enrollment Period.

Changes in insurance coverage can be stressful, and we want to help. **Here is a list of Medicare Advantage plans in our network:**

- Aetna Medicare
- Anthem Medicaid
- Wellcare, Silversummit Medicare
- United Healthcare Medicare

In Good Health,
Colleen Reid,
Chief Financial Officer