Devoted Health and your practice

To protect patients, CMS has rules around our partnership. Here are some of the dos and don’ts you need to follow.

**In waiting rooms or other common areas**

<table>
<thead>
<tr>
<th>DO</th>
<th>DO NOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>make our enrollment forms and plan brochures with benefit information available</td>
<td>collect enrollment forms for us</td>
</tr>
<tr>
<td>answer patients’ questions about Devoted Health and our benefits</td>
<td>mail out Devoted Health materials, unless they’re clearly labelled with your practice’s name</td>
</tr>
<tr>
<td>let our agents hold sales presentations, distribute materials, and collect enrollment forms</td>
<td></td>
</tr>
</tbody>
</table>

**In exam rooms or other places care is given**

<table>
<thead>
<tr>
<th>DO</th>
<th>DO NOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>display our materials and posters with no benefit information</td>
<td>let anyone at Devoted Health pay you for any marketing or advertising activity</td>
</tr>
<tr>
<td>feel free to say you work well with a particular health plan</td>
<td>offer gifts, or anything of value, to get patients to enroll in a Devoted Health plan</td>
</tr>
<tr>
<td>encourage patients to explore their Medicare options, including Medicare Advantage plans, during the Annual Enrollment Period between October 15 and December 7</td>
<td>conduct health screenings as a way to promote Devoted Health</td>
</tr>
<tr>
<td></td>
<td>recommend a specific health plan over another</td>
</tr>
</tbody>
</table>

Learn more about working with us at [devoted.com/providers](http://devoted.com/providers)
Answering questions about Devoted Health

CMS also has rules about what you can (and can’t) say about us. Here are some ways to answer some common patient questions.

Who’s Devoted Health?
- They’re a new healthcare company offering Medicare Advantage plans
- They’re on a mission to improve the lives of their members by making healthcare easy, affordable, and a whole lot more caring

Do you accept Devoted Health plans?
- Yes!

What’s different about Devoted Health?
- Their plans offer a boatload of benefits to help their members save money
- Their plans are easy to use
- Their customer service is based in the U.S.
- If you call a Devoted Health Guide, a real person will answer the phone in 30 seconds or less about 80% of the time*

Are people happy with Devoted Health?
- Their members are very happy with them
- Their Net Promoter Score—which measures their members’ experiences—is 83, compared to 15 on average

Do you recommend Devoted Health?
- Good news! If you love Devoted Health, you can safely let your patients know
- You can talk about Devoted Health benefits—like $0 copay for primary care visits—with them (even in the exam room)

How do I sign up?
- Let patients know they can grab a Devoted Health brochure from your waiting room to learn more (be sure you don’t collect any enrollment forms)
- Tell your patients to call 1-800-305-7972 TTY 711, and a Devoted Health Guide can help them sign up for a plan

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*Based on 2019/2020 statistics.
Devoted Health is an HMO and PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.