












# 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

-  **DO** make our enrollment forms and plan brochures with benefit information available
-  **DO** answer patients' questions about Devoted Health and our benefits
-  **DO** let our agents hold sales presentations, distribute materials, and collect enrollment forms
-  **DO NOT** collect enrollment forms for us
-  **DO NOT** mail out Devoted Health materials, unless they're clearly labelled with your practice's name

## In exam rooms or other places care is given

-  **DO** display our materials and posters with no benefit information
-  **DO** feel free to say you work well with a particular health plan
-  **DO** encourage patients to explore their Medicare options, including Medicare Advantage plans, during the Annual Enrollment Period between October 15 and December 7
-  **DO NOT** offer gifts, or anything of value, to get patients to enroll in a Devoted Health plan
-  **DO NOT** conduct health screenings as a way to promote Devoted Health
-  **DO NOT** recommend a specific health plan over another

# 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 the industry average of 15

## 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



Learn more about working with us at [devoted.com/providers](https://devoted.com/providers)

\*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.