



<Month, DD, YYYY>

<F_Name><L_Name>
<ADDR1>
<ADDR2>
<City>, <State> <Zip>

Dear <F_Name2>,

Thank you for being a member of Harken Health. We are sad to let you know that all Harken Health Centers will close July 31, 2017, and you will no longer have access to the Harken Health Centers or Harken Care Teams. However, you can continue to receive unlimited, \$0 access to primary care until your Harken Health insurance plan ends. You can do this by accessing a different preferred network primary care doctor from the Harken Health Insurance Company network.

Find a preferred network primary care doctor outside the Harken Health Center before August 1, 2017. You can do this by:

- Scheduling an appointment with your Harken Care Team to get help finding a preferred network primary care doctor they know and trust **OR**
- Calling a Membership Assistant at 800.797.9921, and they can help you find a preferred network primary care doctor **OR**
- Using the search tool at harkenhealth.com to find a preferred network primary care doctor alternative to the Harken Care Team.

Help With Moving Your Care

Your Harken Care Team may reach out to you to create a personalized transition care plan. This could include reviewing current health status, prescription drug needs and a plan to help prevent an interruption of your treatment.

Access To Your Online Member Account

Your online member account provides you access to your:

- Deductible and Out-of-Pocket Maximum information
- Claims information
- Medical records
- Prescription drug information

You can access and create your member account at **member.harkenhealth.com**. If you experience any difficulties viewing your information online, call a Membership Assistant at 800.797.9921. Harken will maintain your medical records as required by law. If you are currently visiting the Harken Health Center and would like a copy of your medical records or would like your records transferred to another physician, please call your Care Team.

Still Have Questions?

Please call a Membership Assistant at 800.797.9921 Monday-Friday 7am to 5pm CST.

We have enjoyed working with you and are sad to say goodbye.

Sincerely,
Harken Health