



November 17, 2017

Dear Patient,

In the summer, we sent a letter about CareSource to you or a member of your household who may be a Cleveland Clinic patient. We are pleased to share with you that Cleveland Clinic and CareSource have come to an agreement and signed a long-term contract. This means that CareSource Medicaid and MyCare members can continue to have their care covered at Cleveland Clinic without any interruption.

What this means to you:

- You can still get your care at Cleveland Clinic and Cleveland Clinic Akron General facilities.
- As always, Cleveland Clinic's emergency departments are available to you regardless of your insurance coverage or ability to pay.

Between now and Nov. 30, 2017, you can call the Ohio Medicaid Consumer Hotline at 800.324.8680 or visit ohiomh.com/EnrollOptions.aspx if you want to change your Medicaid Managed Care plan.

We are deeply committed to caring for Medicaid patients, and we currently work with all of the Medicaid insurance companies in the state of Ohio, including:

- Buckeye Health Plan
- CareSource
- Molina Healthcare of Ohio
- Paramount Advantage
- UnitedHealthcare Community Plan

Questions about your coverage:

You may reach us in one of the ways listed below, and our caregivers will be happy to talk with you.

- Call a Cleveland Clinic patient financial advocate at 855.831.1284.
- Email a Cleveland Clinic patient financial advocate at InsuranceHelp@ccf.org.
- Stop by the Cleveland Clinic patient financial advocate office where you receive your care.

You can also visit clevelandclinic.org/acceptedinsurance for more information.

We appreciate your patience and value our relationship with you. We look forward to continuing to care for you.

Sincerely,

Cleveland Clinic