



To support membership growth, better serve our current members and partners, and fulfill our mission of making a genuine difference in the health and well-being of the people and communities we serve, Hometown Health will be going live with Link on January 1, 2022.

With the implementation, there are a few important things to call out as we transition systems.

**First and foremost, we are asking for your assistance to make sure members get the care and customer service they need. Please do not turn patients away. Members may contact you with concerning medical care, labs, imaging or prescription medications. Please take all reasonable steps outlined below to assist our members before contacting the Customer Engagement Center.**

- 1) Members are receiving new ID cards with their insurance information. However, members may not receive these cards prior to January 1.
  - a. Please do not send patients away who do not have a card to present. A letter was sent to members containing their new member ID numbers, and please accept this letter as though it is their card. The member ID numbers from last year are not the same as their new Tapestry member ID number.
  - b. If a patient presents without their new physical insurance card, coverage information will be available real time in Link to end users. Please see tip sheets on the homepage in Link for additional details.
  - c. Members/Patients will be able to find their ID cards starting January 1 within MyChart if they have an active MyChart account and Hometown Health insurance.
  - d. MyChart Push Notifications will be sent to patients with Hometown Health insurance outlining how to find their ID card and member info in MyChart.
  
- 2) The HealthConnect portal is currently used to obtain prior authorizations. Beginning January 1, authorizations will be requested via Link. To sign up for Link, please visit <https://www.hometownhealth.com/link/>

We greatly appreciate your support as we work through this transition period. If you have any questions, please reach out to Hometown Health Customer Service at (775) 982-3232.