



A message from your health plan

We're calling because your health matters.

SummaCare uses a friendly AI assistant to reach out to members with helpful reminders, benefit updates and care guidance – all at no cost to you.



This is an official SummaCare communication – not a sales call, not a scam.
We will never ask for your Social Security number, payment information or passwords over the phone.

Here's how we can help you

Understanding Your Benefits



Get clear, plain-language explanations of what your SummaCare plan covers so you can use your benefits with confidence.

Preventive Care Reminders



Friendly reminders about screenings that save lives – including colorectal cancer and breast cancer screenings covered by your plan.

Care Guidance



Help understanding how healthcare works, where to go for care and how to get the most from your Medicare Advantage plan.

Important Plan Updates



Timely information about changes or updates to your coverage so you're never caught off guard.

What to expect when we call

1



You'll receive a text from SummaCare giving you a heads-up that a call is on the way

2



Our AI assistant will greet you and explain the reason for the call

3



You can ask questions, get information or request to opt out at anytime

4

If you'd prefer to talk to a person, just ask – we'll connect you

Not sure if a call was really from us? Here's how to verify.

You can always hang up and call us directly at **800.996.6250 (TTY 711)** (Member Services). We'll confirm any outreach and answer your questions. You can also visit **summacare.com** to learn more about our outreach programs. Your trust means everything to us.

Questions?

Oct 1 – Mar 31: 7 days a week, 8:00 a.m. – 8:00 p.m.

Apr 1 – Sep 30: Mon – Fri, 8:00 a.m. – 8:00 p.m.

800.996.6250 (TTY 711)

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