

February 2026

Dear CarePlus physician or other healthcare provider:

To help you satisfy a Centers for Medicare & Medicaid Services (CMS) requirement and learn more about our 2026 Special Needs Plans (SNPs) and the critical role you play in them, we have posted a training presentation at www.careplushealthplans.com/providers/educational-resources/snp. Please select the “CarePlus SNP Provider Education” button. This presentation will help you understand the benefits offered to CarePlus-covered SNP patients and your responsibilities, as defined by CMS, in coordinating care for them. Please note that CarePlus must maintain a record of training participation for contracted physicians and other healthcare providers. Please make sure to enter all information requested prior to viewing the presentation.

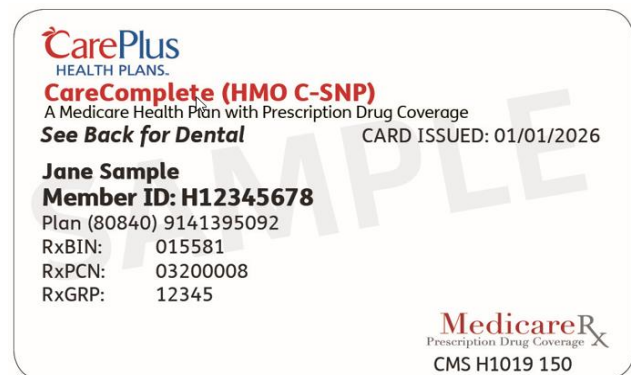
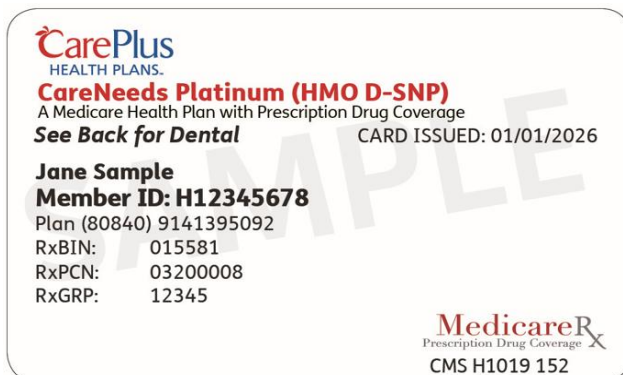
Training may be completed at the contract level. If you are affiliated with a physician organization, please coordinate within your organization to have one person responsible for compliance complete the training on behalf of all entities under your contract(s) with CarePlus. It is important that you share this information with employees and/or any of your downstream or related-entity providers who service CarePlus products.

After you complete the online training, the navigation tool on the left side of your screen will show “Completion Criteria: Completed.” If you entered your name and email address in the presentation guestbook when you first accessed the presentation, you will receive a certificate of completion by email, usually within a day of completing the training.

CarePlus offers 17 SNPs (12 chronic condition SNPs and 5 dual-eligible SNPs) across the service areas. For those who qualify, CarePlus SNPs offer the following valuable services:

- Enhanced benefits that go beyond regular Medicare benefits
- Additional vision, dental and/or transportation benefits (varies by plan and county)
- Lower cost sharing
- Greater care coordination and an interdisciplinary team approach to patient care
- Help integrating benefits provided through Medicare Advantage and Medicaid (dual-eligible SNP only)
- Disease-focused care management (chronic condition SNP)

You can easily identify the member’s SNP Plan on their CarePlus ID card, as shown below:





Feel free to contact your designated CarePlus provider services executive for assistance or to schedule a face-to-face or virtual SNP training. If you have questions, please call CarePlus' Provider Services at **1-866-220-5448**, Monday – Friday, 8 a.m. to 5 p.m., Eastern time. If you prefer, you can email your inquiries to **CPHP_SNPInfo@careplus-hp.com**.

As always, thank you for your support and continued care of CarePlus-covered patients.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Swank".

Melanie Swank, Regional Vice President
Provider Engagement