

Dear Valued Patient,

It brings me great pleasure to welcome you to ChapCare by AltaMed. AltaMed Health Services Corporation was founded on the idea that everyone deserves access to affordable health care that is close to home and reflects their community. You should receive an updated health plan ID card and a letter from your health plan confirming your transition to the AltaMed medical group.

Please note that your health plan benefits and coverage will not change. However, as a ChapCare by AltaMed patient, you now have access to all the services and resources offered by AltaMed. These include primary care, women's health, pediatrics, dental services, behavioral health, HIV services, youth services, and more. We also offer wellness programs such as obesity and diabetes management, prevention, and dietician counseling.

AltaMed also has programs tailored to the unique needs of our aging community. Seniors with chronic illnesses, or those who require more care, may qualify for AltaMed Plus. AltaMed Plus offers a dedicated care team, extended office visits, ongoing support, and more to improve the overall health and well-being of our seniors. You may also already be familiar with our Program of All-Inclusive Care for the Elderly (PACE). PACE is a Medicare program that helps seniors avoid nursing homes by providing all the care and services needed under one roof.

AltaMed is committed to the well-being of the communities we serve. As a ChapCare by AltaMed patient, you will enjoy an expansion of care through more than 50 AltaMed and affiliated urgent care centers. Additionally, you may receive care at the following affiliated hospitals near you: Alhambra Hospital Medical Center, College Hospital Cerritos, Intercommunity Medical Center, Glendora Hospital, Foothill Presbyterian Hospital, Children's Hospital of Los Angeles, and San Gabriel Valley Medical Center. Our community mobile unit provides vaccines and screenings to AltaMed patients and local residents. We offer flexible preventive care visits in-person, over the phone, or through video. You can even get a telehealth urgent care appointment through AltaMed Now.

AltaMed follows a value-based model of care. This means we work as a team, using all our available resources to help you grow healthy. Often times, your health may be impacted by needs outside of medical care, such as lack of food, housing, or other basic needs. AltaMed Helps can work with you to gain access to community resources in your area. Additionally, AltaMed Gives can provide assistance to patients through requests from our clinic staff.

I invite you to explore [AltaMed.org](https://www.alta-med.org) where you will find a wealth of health resources now available to you as a new ChapCare by AltaMed patient. You will also learn more about community programs that may benefit you and your family, search for urgent care centers, clinic and pharmacy locations and hours of operation, and much more.

Once again, welcome to ChapCare by AltaMed, your community health network. If you have any questions about the services or programs mentioned above, call **(888) 499-9303**.

Sincerely,



Cástulo de la Rocha  
President and CEO