

**Thank you**  
for choosing  
your new health plan,  
administered by Centivo.

**Hi Penelope,**  
it's time to  
activate your  
health plan.

Penelope Jacobs  
120 Old Orchard Road  
Anytown, US 01234



# Here's your Centivo member ID:

You'll receive your ID card(s) separately in the mail.

ACME1654321

## Activate your health plan by selecting a primary care doctor now.

You have three easy ways to activate:



### On the Centivo app

Text "**DOWNLOAD**" to **65021** or visit your app store to get started.



### In the member portal

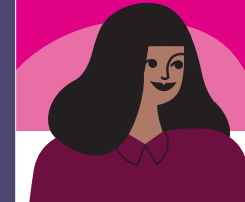
Go to [my.centivo.com](https://my.centivo.com).



### By phone

Call Centivo Member Care at **833-452-2888**.

### Important info about your plan



#### Centivo Member Care:

**833-452-2888**

Mon-Fri, 7 am-8 pm CT

#### Centivo Member Portal:

[my.centivo.com](https://my.centivo.com)

#### Get the Centivo App:

Text "**DOWNLOAD**" to **65021** or visit your app store



**Be sure to activate right away. Activating is an important part of your plan.** If you don't activate, you'll have to pay the out-of-network cost for your care for all visits except OB/GYN, behavioral (mental) health, urgent care and emergency care.