



765 The City Drive South, #200
Orange, CA 92868



Make the Most of Your Astiva Card!

We encourage all members to download the Astiva Card app to your smartphone for easy access to your account information.

With the app, you can quickly check your over-the-counter and grocery balance, explore what's covered, and find nearby stores that accept your Astiva card—right at your fingertips. It's a convenient way to stay on top of your benefits and make shopping for healthy foods even easier!

Scan the QR Code to download the app today!



The information listed is not a complete description of benefits. Please refer to your Evidence of Coverage for details. Some of the benefits mentioned are part of a special supplemental program for the chronically ill and not all members qualify. Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Astiva Health is an HMO with a Medicare Contract. Enrollment in Astiva Health depends on contract renewal. ATTENTION: if you speak Vietnamese/Spanish or other languages, language assistance services, free of charge, are available to you. Documents available in alternative formats such as large print and braille. Call 1-866-688-9021 (TTY: 711). The hours of operations are 8:00 am to 8:00 pm seven days a week between October 1 - March 31. 8:00 am to 8:00 pm, Monday - Friday between April 1 - September 30.

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RECEIVED



from the Centers for Medicare & Medicaid Services (CMS)

FOR 2025 OVERALL PLAN RATING

SPRING 2025

Membership Newsletter

A MESSAGE FROM OUR CEO

I'm thrilled to announce that Astiva Health has earned the prestigious 4-star rating from the Centers for Medicare & Medicaid Services (CMS) for the 2025 calendar year.

Each year, CMS evaluates health plans using a 5-star rating system, assessing the quality of care and member experience, with 5 stars being the highest.

We are proud to be among a select group of health plans in California that have achieved a 4-star rating or higher for 2025.

This accomplishment reflects our unwavering commitment to excellence in both customer service and member satisfaction. We are dedicated to continually improving your health care experience.

Thank you for trusting Astiva Health as your Medicare Advantage plan provider.

TRI NGUYEN, M.D.
Chief Executive Officer

LEARN MORE TODAY

astivahealth.com / 1-866-688-9021, TTY 711



How to Schedule Transportation for Your Next Medical Appointment

At Astiva Health, we're pleased to offer no-cost transportation for members who need a ride to medical appointments. If you need to see your physician for a medical reason, we've got you covered.

IMPORTANT DETAILS:

- ➔ Services are available Monday - Friday, from 8:00 a.m. to 8:00 p.m.
- ➔ To ensure availability, members must contact Member Services at least 48 hours prior to the requested pick-up date.

We're here to make sure you can get the care you need with ease. If you have any questions or need assistance, don't hesitate to reach out to our Member Services team.



Looking for an Acupuncture Clinic Near You?

If your Astiva Health plan includes acupuncture services and you're looking for an acupuncturist near you, we've made it easy to find a provider in your area.

How to Find an In-Network Acupuncturist:

To locate a nearby in-network acupuncturist, simply scan the QR code below. This will connect you directly to our provider search tool, where you can view a list of qualified acupuncturists available to you.

Important Reminder:

To avoid out-of-pocket expenses, it's important to receive acupuncture treatment from an in-network provider. By choosing an in-network acupuncturist, you can take full advantage of your acupuncture benefits.

If you need further assistance or have any questions about finding a provider, don't hesitate to contact our Member Services team. We're here to help you get the care you need!

Scan with your smart device's camera to see clinics around you.



Which Dentist Accept Astiva Insurance?

SOUTHERN CALIFORNIA

Astiva Health offers a wide network of contracted dentists ready to provide care for our members. If you reside in Southern California, it's important to visit an in-network dental provider to ensure coverage.

To find the nearest in-network dentist in your county, simply scan the QR code.

If you don't have a smartphone to scan the QR code, please contact Member Services for assistance in locating a dental provider near you.

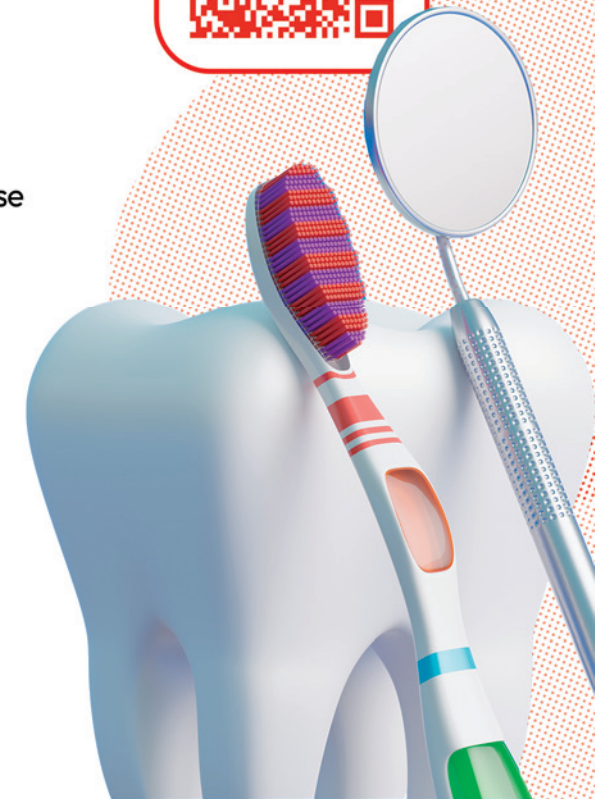


SANTA CLARA COUNTY

Members in Santa Clara County have the option to see an "out-of-network" dentist. If you prefer to go out of network, please follow these steps:

1. Choose any California-licensed dentist.
2. Pay for the procedure upfront.
3. Submit the receipt for reimbursement to Astiva Health for out-of-pocket expenses.

We are committed to ensuring you get the dental care you need, no matter where you are. If you have questions or need help, our Member Services team is always here to assist.



MEMBER SERVICES HOURS OF OPERATIONS:

January 1 to March 31 | Monday - Sunday | 8:00 am - 8:00 pm
April 1 to September 30 | Monday - Friday | 8:00 am - 8:00 pm
Phone: 1-866-688-9021, TTY 711
Email: memberservices@astivahealth.com

FOR MORE INFORMATION
CALL A MEMBER SPECIALIST:

1-866-688-9021, TTY 711