



# Understanding the Value of Your Chen Doctor

Keeping the right doctor is the key  
to taking advantage of your benefits.



**As we enter the Annual Enrollment Period (AEP), it's important to remember why staying with your trusted Chen primary care provider (PCP)\* is crucial—keeping the same doctor helps them understand your unique health needs and provide effective treatment to keep you healthy.**

If you're considering a new insurance plan this AEP season, talk to us first! Our Care Teams at Chen will help you navigate any changes and make sure you continue getting the healthcare you deserve with the doctors you deserve. Your health plan agent, broker, or representative will walk you through any benefit changes. As you review plan options, we want to make sure you remember to consider if we are on the plan's network so you can stay with your doctor. If you make a plan change, we hope you will stay with us and let us know so that we can add your new insurance information. This will help ensure there are no delays in care when your new insurance plan begins.

\*Note: Most PCPs are doctors, but nurse practitioners and physician assistants can sometimes also be PCPs.



## 8 reasons your Chen doctor is the right one for you



### **We have experience with older adults**

Our doctors understand the changes and challenges that come with aging, adjusting their approach to meet your specific needs.



### **We take the time to focus on you**

Your health matters, and so does your time. Our doctors aren't rushed—they take the time to listen to you, understand your concerns, and answer all your questions.



### **You have easy access to your doctor**

As our patient, we make sure you can reach us whenever you have an urgent concern.



### **We work alongside your other providers**

Our Care Teams work closely with your other healthcare providers to coordinate care, making sure nothing falls through the cracks when it comes to your health.



### **We practice true preventive care**

Our doctors typically see their patients at least once a month. Your doctor is always there to listen and take care of your needs. Plus, our Care Teams will coordinate with your specialists to ensure a seamless healthcare experience.



### **Our focus is on whole-person care**

Staying healthy as you age is about more than just medication. We offer support with diet, exercise, and mental well-being, helping you maintain a balanced, healthy lifestyle.



### **We see you often to keep you feeling your healthiest**

At Chen, our doctors are committed to keeping you healthy. They focus on preventive care, seeing you more frequently to catch potential issues early before they become serious. This consistent care helps maintain your health over time.



### **Our patient satisfaction rate doesn't lie**

Based on a recent survey, 93.7% of patients reported being highly satisfied with the care they received from their doctor.\*

\*Based on Q1 2021 ChenMed third party survey results.



## Staying with your doctor matters

Sticking with your Chen doctor is vital for your long-term health. Your current doctor has taken the time to build your trust and develop a deep understanding of your health history and needs. This helps make your treatment work better and fit your needs, so you can stay healthier for longer.

## Thinking about changing your plan?

Changes to your insurance plan during AEP could mean you might have to switch doctors. If you are thinking about making changes to your plan but want to keep seeing your Chen doctor, we can help make sure you continue to receive the high-quality care you deserve.

## As our patient, you receive:



### Transportation coordination

Need help coordinating transportation to and from your doctor's appointments? We're here for you.



### In-house labs and tests

Our convenient, in-house lab services save you time and hassle.



### Same-day and walk-in appointments

Have an urgent need? We'll see you right away during regular business hours.

## Ways Chen Senior Medical Center will continue supporting you



### Help navigating changes

If you're thinking of making changes to your plan and want to keep seeing your Chen doctor, reach out to us. Our team can help make sure you continue to receive care from the doctor you trust.



### Staying connected with your Care Team

Our Care Teams are here to work closely with you to ensure your health and well-being, helping you stay healthy and out of the hospital.

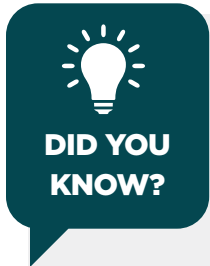


### Staying committed to your care

Choosing the right doctor is a lifelong commitment. By sticking with Chen, you can rest knowing you're taken care of by doctors who want to keep you healthy.

## Keep choosing Chen Senior Medical Center

We know that choosing the right doctor for you is essential, especially as you get older. Here at **Chen Senior Medical Center**, we provide our patients personalized, preventive care to keep seniors like you healthy.



**4 out of 5 patients recommend Chen** to their family and friends because of our commitment to keeping you healthy.\*

\*Based on company survey data administered by third-party vendor

**Don't take our word for it. Here's what our patients have to say about the Chen difference.**



**"I knew the moment I walked in the door, I was home."**

- Melanie, Patient



**"My doctor is a gentleman and I love him like a son, and I wouldn't change him for nothing."**

- Donato, Patient



[www.ChenMedicalCenters.com](http://www.ChenMedicalCenters.com)

Some services are not covered under all plans. Check your plan documents for details and service availability at each individual center. Due to space and time limitations, some services are not available at all centers. Limitations, copayments and restrictions may apply.