



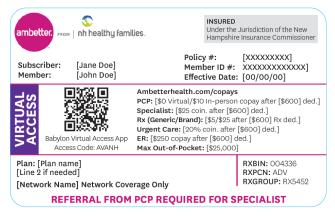
August 10, 2023

Dear Provider,

Thank you for being a participating provider with Ambetter from NH Healthy Families and Ambetter Virtual Access. We'd like to update you on some important information regarding our Ambetter Virtual Access members' telehealth coverage.

Babylon Health's telehealth services are no longer available as of August 7, 2023. **Due to this change,** you may receive new requests for both virtual and in-person services from Ambetter Virtual Access members as you are currently in our network.

As always, please verify each member's eligibility, benefits, and referral requirements before rendering care. An example of an Ambetter Virtual Access member ID card is below:



We value your continued partnership with Ambetter. Please contact Provider Services at 1-844-265-1278 with any questions.

Sincerely,
Ambetter from NH Healthy Families