



Delay of Service (DOS) Acknowledgement

Date: _____

Attn: _____

Address: _____

Group Name: _____

City, State, Zip: _____

Thank you for choosing True Health New Mexico for your employees' healthcare coverage. Our goal is to provide the very best service and healthcare experience possible.

We are working with your Agent of Record to secure all of the required documentation to finalize your new or renewal paperwork. However, due to the very short period until the effective date of coverage, your employees may experience some difficulty in obtaining services during the initial period of coverage. Services may be disrupted or delayed as follows:

- **Member identification numbers and health plan identification cards may be delayed.** Member identification numbers and identification cards will be available approximately 10 to 14 days after the sale has been finalized. Our Customer Service center may be unable to identify you during this period. Many physicians and other providers require the ID card at the time of service.
- **Prescription eligibility may be delayed.** For example, if a member attempts to fill a prescription at a participating pharmacy, the member may be required to pay for the covered medications and seek reimbursement directly from the health plan. On occasion, participating pharmacies will reimburse the member the cost of the covered medication (minus the applicable copayment) if the member returns to the pharmacy within 5 days of the purchase and presents a valid identification number.
- **Employee communications may be delayed.**
- **Initial premium billing may be inaccurate or delayed.**

Please acknowledge that you understand the probability of service disruptions or delays by signing this letter. Share this information with your employees prior to your effective date of coverage.

Signature of Group's Authorized Representative

Today's Date

Proposed Effective Date of Coverage: _____

Agent of Record: _____

***If all required documentation is not received by the 25th of the month prior to the effective date, we will be required to move the effective date of the coverage to the next available effective date.**

Please contact your Agent if you have any questions.

Sincerely,

True Health New Mexico Sales Team