

Changes to the
Sonder Complete Health Medicare Advantage (HMO)
2024
Evidence of Coverage

January 20, 2024

Dear Member,

This is important information on changes in your Sonder Complete Health Medicare Advantage (HMO) coverage.

We previously sent you information about how to access the Evidence of Coverage (EOC) which provides information about your coverage as an enrollee in our plan. This notice is to let you know there were errors in your EOC. Below you will find information describing and correcting the errors. Please keep this information for your reference. The correct EOC can be found on our website at <https://sonderhealthplans.com/for-members/member-resources/2024-summary-of-benefits-eoc/>.

Changes to Your EOC

Where you can find the error in your 2024 EOC	Original Information	Corrected Information	What does this mean for you?
Page 59, Chapter 4 Medical Benefits Chart, Flexible Spending Card	<p>You receive a Mastercard® Prepaid Card that will be funded annually towards the purchase of additional dental, vision and/or hearing services. The Mastercard® Prepaid Card will be provided through our partner Nations Benefits. Your card must be activated before you use your Benefits. You can activate your card at Sonder.NationsBenefits.com/Activate.</p> <p>You receive an annual allowance of \$135.</p>	<p>You will receive one multi-wallet flexible spending card that will be used for SSBCI benefits. You receive an allowance on your flex card of \$135 per month towards the purchase of the following services:</p> <ul style="list-style-type: none"> • Gasoline Card • Home Safety Access / Modifications • Social / Active Club Membership • Internet Services, including cellular data <p>You receive a monthly allowance of \$135.</p>	For SSBCI eligible members, your Flexible Spending Card can be used for the services listed in the corrected Information Column, and the \$135 is refreshed monthly.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions please call us at 888-428-4440 (TTY: 711) April 1st - September 30th Hours: 8:00 a.m. - 8:00 p.m. Monday to Friday, October 1st - March 31st Hours: 8:00 a.m. - 8:00 p.m. 7 days a week.

We apologize for not making you aware of your full benefits at the time of enrollment, but we hope you are able to make good use of the benefits described above.

Regards,

Sonder Health Plans
“Georgians Caring for Georgians”

This document is available in other alternate formats.

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call 1-888- 428-4440 (TTY: 711).

ATENCIÓN: Si habla español, hay servicios de traducción, libre de cargos, disponibles para usted. Llame al 1- 888-428-4440 (TTY: 711).

Sonder Complete Medicare Advantage is an HMO plan with a Medicare contract. Enrollment in Sonder Complete Medicare Advantage depends on contract renewal.