



Your Health. Our Purpose.

April 2024

Dear Valued Patients and Families:

Advocare has a contract with Horizon to provide medical care to their customers that will expire on June 30th. For several months, Advocare has been trying to negotiate an extension of the contract. Despite our best efforts, we have not been able to achieve a fair and equitable agreement. We are sending you this letter to let you know that if one is not reached by June 30, Advocare's providers will no longer be participating in Horizon's network.

Advocare has always strived to provide outstanding compassionate care to our patients. Over the past few years, Advocare has experienced very significant increases in the cost of providing those services. The offer proposed by Horizon does not account for this level of inflation and makes it difficult for Advocare to continue to provide the highest level of healthcare you and your family have come to expect and deserve from Advocare.

It had been our sincere hope that the contract negotiations with Horizon would have been resolved by now. Nonetheless, Advocare will continue good-faith negotiations with Horizon to reach agreement on a mutually acceptable contract that supports high quality patient care and provides fair and competitive reimbursement rates.

We deeply care about our patients. Should Horizon refuse to agree to a fair resolution before the June 30th expiration, we will do all we can to limit the disruption you may experience.

You can take action to help ensure your continued access to care at our Advocare primary care and specialty Care Centers.

- Reach out to Horizon directly to express the importance of continuing your access to Advocare providers. You can contact them by mail, phone, or online message:

Mail: Horizon Healthcare of New Jersey
PO Box 820
Newark, NJ 07101
1 (800) 355-2583
https://my.horizonblue.com/new_message

- Ask your employer about other health plan options that include Advocare. Advocare participates with most of the other major insurance companies in the region.

As the region's leading independent multi-specialty medical group, we deeply value the trust you place in us. We are committed to working diligently toward a smooth and satisfactory resolution, and we will keep you informed on our progress. Should you have questions about your Horizon coverage, please email us at HorizonQuestions@advocaredoctors.com, or call us at 833-239-3938. Thank you, as always, for your understanding, your support, and your trust.

Sincerely,

Your Advocare Provider