



## Policy Update to the Evidence of Coverage

**Where:** Chapter 3, Section 3.4: *“Getting Care When You have an Urgent Need for Services”*

Effective January 1, 2025, the 98point6 text-based messaging service will no longer be available.

If you are enrolled in a care management program and need to speak with a clinician, please contact your Clear Spring Health care manager.

If you are not partnered with a Clear Spring Health care manager, please call Case Management Department at 1-866-938-3720 and request to speak with a nurse during regular business hours.

For assistance after 6:00 p.m. Eastern Time (ET), please contact the after-hours nurse line, TeamHealth, at 1-833-222-9516, to speak with a nurse.

We apologize for any inconvenience. For any other questions, please contact Member Services at 1-877-364-4566.

Sincerely,

Clear Spring Health