

October 2026

Thank you for participating in Heartshare Human Services of New York's new Open Access health plan. We would like to take this opportunity to provide you with helpful tools and information so you can make the most of your plan and have the best possible member experience. Here are some helpful tips:

### **Concierge support, one call away**

Your plan includes a personal concierge team through PERMA FAIR. Simply call the Member Number on your Benefits ID Card and select Option 2 to reach PERMA FAIR. The team can answer your benefit questions, help you find a provider, and work directly with your provider's office to address any questions they may have.

### **Available 24/7**

PERMA FAIR is available 24 hours a day, 7 days a week. If questions arise while you are at a provider's office, you or your provider can call for immediate assistance. If you experience any issues receiving care, day or night, call us directly from your provider's office and PERMA FAIR can help facilitate a resolution while you are still there.

### **Your new Member Care Guide**

Enclosed is the new PERMA FAIR Member Care Guide. The Member Care Guide includes important details about your plan and serves as a helpful, quick reference for both you and your provider. We recommend bringing your Member Care Guide with you to provider visits as a convenient resource for benefit plan information. If you need additional copies, simply call the Member Number on your Benefits ID Card, select Option 2, and request more copies. We will send you as many as you need. We believe the Member Care Guide will be helpful to you.

### **The New Benefits Website for Heartshare Human Services of New York Members**

We have launched a new benefits website for Heartshare members. This website is dedicated to helping members understand the Open Access plan and includes brief instructional videos on how to use the plan effectively. It also offers additional tools to help members better understand and make the most of their benefits. You can access the site via the link posted on your Lucent Health member portal, or at [www.heartsharebenefits.com](http://www.heartsharebenefits.com).



Your Open Access plan is designed to provide flexible, comprehensive coverage in a way that is straightforward and easy to use. The resources outlined in this letter, along with the new Member Care Guide, are intended to give you the tools and information you need to make the most of your plan. If you have any questions, simply call the Member Number on your Benefits ID Card, and we will assist you from there.

Wishing you the best of health,  
**PERMA FAIR and Lucent Health**