

Dear Loyal Patient,

With the busy holiday season upon us, Solara understands that your annual insurance deductible may not be top-of-mind. That's why we would like to remind you that your insurance deductibles may reset on January 1, 2022.

Is your insurance policy or coverage changing in 2022? If so, you have several ways to update your information with us to ensure there is no disruption in your care.

- ✓ You can click this [link](#) to fill out a webform
- ✓ On your next reorder you will hear an option to elect to update your insurance. Press 1 and the agent taking your order will capture your necessary insurance change information.

For your convenience, we have included our holiday schedule below so that you can best plan for future orders.

Our Offices are closed in observation of the upcoming holidays:

- ✓ Thursday, November 25, 2021
- ✓ Friday, December 24th, 2021
- ✓ Friday, December 31st, 2021

Limited office staff and potential shipping delays*:

- ✓ Friday, November 26, 2021
- ✓ Thursday December 23rd, 2021
- ✓ Thursday, December 30th, 2021

As Solara utilizes third party delivery services (UPS, Fedex and USPS) for supply shipments, deliveries may be delayed due to their holiday schedules. [Click here to view third delivery services holiday schedule.](#)

Below are easy and convenient ways to place your reorders during the busy time of the year:

1. *Reply via text to Solara's monthly reorder notifications*
2. *Opt-in to year end text ordering by texting "2022" to 833-221-6953*
3. *Utilize our reorder options online, by [clicking here](#)*
4. *Place orders via the TRACE or Plus App*

If you need assistance our Customer Care Team can be contacted at 800-999-7516, Monday through Friday 8am to 8pm EST.

We wish you and your family a wonderful Holiday season!

Solara Medical Supplies

*Orders placed within the last 7 business days of the year ending may encounter delays allowing you to be subjected to 2022 deductibles

*Due to the holiday season hold times might be longer than normal