



Dear Loyal AdaptHealth Patient Care Solutions customer,

With the busy holiday season upon us, AdaptHealth Patient Care Solutions understands that your annual insurance deductible may not be top-of-mind. That's why we want to remind you that your insurance deductibles may reset on January 1, 2023.

Is your insurance policy or coverage changing in 2023? If so, please update the information one of the following ways to avoid potential delays in order processing.

1. Fill in this form with your updated insurance information [AdaptHealth PCS Insurance Update Form](#)
2. Email your updated insurance information to pcsinsurancechange@adapthealth.com
3. Inform one of our Customer Care Specialist when placing your next order via telephone.
4. Chat with us online at pcs.adapthealth.com M-F 8:30am to 7:30pm EST.

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

Offices closed:

- Thursday, November 24, 2022
- Monday, December 26, 2022
- Monday, January 2, 2023

Adapthealth Patient Care Solutions UPS for most of our supply shipments, therefore, deliveries may be delayed due to the UPS holiday schedule. The third-party shipping schedules can be found on our website at pcs.adapthealth.com/yearend.

To place your re-order, we encourage you to utilize our Express Reorder, a quick and convenient way to place your medical supply order. Express Reorder can be found at <https://pcs.adapthealth.com/reordersupplies/>. Our Customer Service Team can be contacted at 855. 404.6727.

Thank you for allowing us to support you in achieving better health. Have a wonderful Holiday season!

AdaptHealth Patient Care Solutions

Orders placed within the last 7 business days of the year may encounter delays allowing them to be subject to 2021 deductibles

Due to limited staff around the holidays, hold times might be longer than normal