

Dear Loyal Patient,

With the busy holiday season upon us, AdaptHealth Patient Care Solutions (AHPCS), 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, 2023.

Is your insurance policy or coverage changing in 2023? 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 24, 2022
- Monday, December 26th, 2022
- Monday, January 2nd, 2023

Limited office staff and potential shipping delays*:

- Friday, November 25, 2022
- Friday December 23rd, 2022
- Friday, December 30th, 2022

As AHPCS 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. *Send us a text message to 833.609.5299 to opt into our resupply ordering via text, by sending "2023"*
2. *Chat with us online Monday through Friday, 8am to 7:30pm EST by visiting our website [here](#).*
3. *Utilize our express reorder feature by clicking [here](#).*

If you need assistance our Customer Care Team can be contacted via phone at 855.404.6727 *Monday through Friday, 8am to 8pm EST.*

We wish you and your family a wonderful Holiday season!

Adapthealth Patient Care Solutions

*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