



Important Update About Your Future Supply Orders

Dear Valued Member,

We hope this message finds you well. We're reaching out to inform you about an upcoming change that will affect your future supply orders.

Our records show that Devoted Health is your primary insurance provider.

Unfortunately, starting May 1, 2025, we will no longer be able to service Devoted Health plans. We understand this may be an unexpected change, and we're here to help you transition smoothly to a new supplier.

To ensure there's no interruption in receiving your diabetes supplies, here's what to do next:

1. Contact Devoted Health to identify an alternate supplier asap.
2. Ask your doctor to send a new prescription to your chosen supplier.

Please complete these steps before May 1st, 2025, to avoid any delays in receiving your supplies. If you have questions or need further assistance during this transition, don't hesitate to call us at 1-866-723-6958.

Thank you for allowing us to be part of your healthcare journey. We've truly valued the opportunity to serve you. Our commitment to exceptional customer care has helped us become one of the nation's leading distributors of CGM supplies. We would love the opportunity to work with you again if your insurance changes in the future.

Sincerely,

Your US MED Member Service Team

Member Care Business Hours:

Mon - Fri: 7:30 a.m. – 8:00 p.m. ET

Sat: 10:00 a.m. - 2:00 p.m. ET