



Dear [Member's Name],

I wanted to personally welcome you as a new member and thank you for choosing Coastal Communities Physician Network (CCPN) as your healthcare provider. We understand that you had many options for your care, and we are honored to be your trusted partner in maintaining your health.

As a valued member, we've provided some important materials in this packet to help you get familiar with all the benefits CCPN offers. Please keep these documents in a safe place for easy reference whenever needed.

At CCPN, our motto, "We C.A.R.E.... Where Caring Comes to Life!" reflects our commitment to providing compassionate, accessible, and high-quality care. Whether it's through our dedicated Customer Service representatives, our After-Hours Advice Nurses, or other services, we are available 24/7 to assist with your healthcare needs.

We encourage you to visit our website to learn more about the services and providers available to you: www.ccpnhpn.com.

Your experience with us is very important, and we want to ensure it is as positive and fulfilling as possible. If there is anything we can do to improve your experience, we'd love to hear from you!

Customer Satisfaction Line:

(800) 763-7732

Monday to Friday: 8:00 AM – 5:00 PM

Confidential voicemail available after hours and on weekends

Once again, thank you for choosing CCPN. We value you and look forward to supporting your healthcare journey as your dedicated provider and partner.

How may we C.A.R.E. for you today?

Sincerely,

Carol L. Sorrell, RN
Chief Executive Officer
Coastal Communities Physician Network