COALITION HEALTH CENTERS - ALASKA

Participant Transition Information

Your Coalition Health Centers - Entering a New Chapter.

In partnership with your health trust, the Pacific Health Coalition (PHC) is preparing to transition management of the Coalition Health Centers - Alaska from Beacon to Vera Whole Health (Vera). Our priority is to make this change as smooth as possible while continuing to provide eligible participants and their families with convenient access to care.

TRANSITION AT A GLANCE

NOW THROUGH NOVEMBER 20th	Beacon continues operating the Coalition Health Centers and meeting participants' care needs. Beacon operations conclude at 11:59 p.m. on November 20, 2026. **Your care needs should continue to be met by Beacon through November 20th.**
NOVEMBER 23rd - DECEMBER 8th	Vera assumes operational responsibility and begins operational readiness.
	Temporary clinic closure. Acute care needs will continue to be met during this temporary closure period.
DECEMBER 9th	Anchorage, Fairbanks, and Mat-Su clinic locations will reopen.

WHAT YOU NEED TO KNOW

Pacific Health Coalition appreciates your patience and understanding during the transition and apologizes in advance for any inaccurate messaging. Together, with Vera Whole Health, we will be taking every step to assure minimal disruption and that all acute care needs are met during the temporary closure. **No action is required on your part unless you need a medication refill, in which case please review the information below.** We look forward to the transition and are confident your experience will be enhanced and elevated.

WHAT WILL REMAIN THE SAME

The Coalition Health Centers will remain in their current Anchorage, Fairbanks, and Mat-Su locations. Existing clinic telephone numbers, hours of operation, and walk-in availability will continue under Vera. Primary, preventive, acute, and chronic care will also continue, along with onsite laboratory services, point-of-care testing, and x-ray services.

EXPANDED SERVICES UNDER VERA

- Integrated behavioral health
- Health coaching
- Diabetes and nutrition education
- Registered nurse care management and care coordination
- Expanded access to Vera's existing Anchorage location

WHAT SHOULD YOU EXPECT?

Locations	The Coalition Health Centers will remain in the same three locations: Anchorage, Fairbanks and Mat-Su.
Phone Number	The Coalition Health Center phone numbers will remain the same for all three locations: Anchorage, Fairbanks and Mat-Su. Please note the phone cutover will not take place between November 23rd and December 4th.
Hours of Operation and Walk-in Availability	The current hours of operation and walk-in availability will continue under Vera at all three locations: Anchorage, Fairbanks and Mat-Su.
Care During Temporary Closure	All acute care will be available during the temporary closure by appointment. Virtual care will be available to all eligible participants. For acute care needs from November 23rd to December 8th, please call 1-888-241-1407. • **Anchorage and Mat-Su participants:** In-person **acute care** will be available through Vera's existing Anchorage clinics: 582 *East 36th Street* and *1450 North Muldoon Road*. • **Fairbanks participants:** Virtual care will be available.
Medical Records	If you have previously received care at a Coalition Health Center, your medical records will be transferred as part of the transition. There may be a delay before all historical information is available following the transition. For your first visit after the transition, please bring your insurance card, plan to register through the Vera platform, and bring current medication information.
Scheduling Information	Before the transition is complete, additional information will be provided about how and when to schedule appointments under Vera, including any updated contact or online scheduling information. **Please note, it is very likely Beacon will pause scheduling, and it will be the participants' responsibility to call the clinic to schedule appointments under Vera's management.** PHC and Vera are committed to maintaining continuity of care throughout this transition. While scheduling is temporarily paused, participants who need assistance with an immediate healthcare need or would like to plan follow-up care for December 9th or later are encouraged to contact Vera at 1-888-241-1407.

Medications	There may be a delay in medication refills that are due November 20th through December 9th. Please request refills prior to November 10th from your current care provider to avoid disruption.
Staying up to date	As things change, we will work to post information on the CHC website at https://coalitionhealthcenter.com/Alaska

Watch for additional information as we continue to work through the transition. Thank you for your patience and support as we work diligently to enhance and elevate your care within the Coalition Health Centers.