



Ask Your Customer Experience Team

Q: How do I update my communication preferences?

A: Members have several options to update communication preferences

- Call the Customer Experience Team at 1-877-374-7993 (TTY 711) October 1 - March 31, 8 a.m. to 8 p.m., CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m., CST, Monday through Friday
- Email: YourTeam@cnchealthplan.com
- Care N' Care website: On the member page you will go under tools and resources, <https://www.cnchealthplan.com/members/member-tools-resources/>. Under helpful links, you will find communications preferences.

Don't miss out on newsletters, alerts and other important information! Keep your communication preferences or make any updates.

Customer Experience Team Spotlight: Xavier Hicks

What is something about you that would surprise people?

One thing that would surprise people is that I was born on Halloween.

What is one of your guilty pleasures?

A guilty pleasure of mine is watching Dr. Pimple Popper.

What is something you would like to learn to do?

One thing I would like to learn how to do is speak fluent Spanish.

What is your favorite hobby?

My favorite hobby is being a girl Dad to my 2 daughters.

