

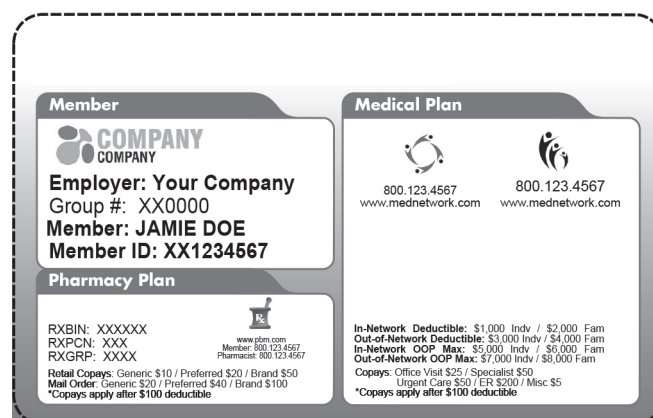
Welcome to ABC Company!

As of your plan's effective date, **ABC Company** is the new benefit administrator for your employee health benefit plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We wanted to take this opportunity to welcome you and provide you with some helpful information.

Your new ID card(s) should be arriving in the mail soon. As of the effective date of your health benefit plan, your ID card and your benefits are ready to use.

You can also access your ID card(s) online, anytime, via our member portal, **ABC Company** Member Portal, or mobile app, **ABC Company** Mobile.

Just show your ID card to your doctor or present it to the pharmacy. You're all set!



Ways to Connect with ABC Company



Phone: If you or your doctor have any questions about your plan, just call our customer service team at [000.000.0000]. This same number is located on the top of your ID card



Online: Our secure online member portal, **ABC Company** Member Portal gives you self-service of your benefit plan anytime from anywhere, including:

- Status of deductible and out-of-pocket max
- View explanations of benefits (EOBs)
- Access digital copy of ID card(s)
- View and filter claims
- View family information and benefits
- Connect with customer service



App: Our free app, **ABC Company** Mobile, allows you to access information about your benefits on-the-go and get answers from our customer service team to any questions you may have. You can download our app from the App Store from Apple or Google Play.

FAQs

Q: What is [NETWORK NAME], located under the Medical Plan portion of my ID Card?

A: [NETWORK NAME] is the network of providers that you should use for healthcare services to receive the best benefits from our health benefit plan. [NETWORK NAME] providers should submit medical claims to the address listed on your ID card:

EDI: Payer ID [00000]

Mail: [NAME], [STREET ADDRESS], [CITY], [STATE] [ZIP]

Q: What happens if my doctor's office doesn't recognize ABC Company's name?

A: Tell them ABC Company is your benefits administrator and that they should call ABC Company at [000.000.0000] should they have questions. Also remind them to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Q: Who should I (or my pharmacy) call with questions about my prescriptions?

A: [NAME] is your pharmacy program. The number to reach them is [000.000.0000] for members and [000.000.0000] for pharmacists and is located on your ID card under Pharmacy Plan.

Q: What is an easy way to manage and pay all my healthcare bills?

A: **ABC Company** offers an online payment manager to give you flexibility and control to choose which bills to pay and when to pay them, using the payment method easiest for you. It's as easy as online shopping. The online payment manager is part of your health benefit plan and can be accessed by logging onto NAME member portal.

Q: How do I register on **ABC Company** member portal?

A: Go to **ABC Company** member portal and select the "Create My Account" button in the "I am a Participant" box. You'll need information provided on your medical ID card, so make sure you have it handy. Then just follow the on-screen prompts. At the end of registration, you'll be asked to create a username and password for future visits. Finally, remember to bookmark **ABC Company** member portal for quick access.

At **ABC Company**, we pride ourselves on delivering personal service to our members. You can reach our customer service team Monday through Friday, X:00 a.m. to X:00 p.m. TIME ZONE.

Please don't hesitate to call us with questions.
We look forward to servicing and supporting you!