



July 27, 2011

Dear HealthPlus Subscriber,

Welcome to HealthPlus. We've received feedback that some providers are confused about the partnership between HealthPlus and EHIM, your third party administrator. We've been told that some providers are requiring members to pay up front for services that apply to deductible. This should not be happening.

You will be receiving special ID card sleeves in the mail within the next two weeks. These card sleeves detail billing instructions for providers. Please insert your HealthPlus ID card in the sleeve upon receipt and present both to your provider when you receive services from him or her. The card sleeve will include billing instructions and informs them not to charge deductible amounts up front.

We are including an informational sheet with this letter. Please present this letter to your provider until you receive your ID card sleeve.

HealthPlus and EHIM are committed to making sure you get your questions answered quickly and accurately. If you have questions regarding your medical benefits, contact EHIM at 1-248-204-6440 (in the Detroit area) or toll free at 1-855-396-1159. For prescription drug benefit questions, contact HealthPlus Customer Service at 1-888-212-1512.

Thank you for choosing HealthPlus and EHIM!

Sincerely,

The HealthPlus/EHIM Team