



Important Message From CEO

We want to keep you informed on the progress that we are making with our plan to address the enrollment, coverage, and billing issues that your clients and members have experienced.

We continue to make progress, and we'd like to share some of this week's highlights with you.

EDI and Call Center

- We continue to test the automated EDI feeds directly from the Innovation Health Private Exchange to the Innovation Health Eligibility System. We are sharing information daily to ensure that the process is running smoothly before we transition the file to a live state. Moving this file to production is a high priority.
- We will continue to keep these systems in sync through daily audits to ensure that updates are maintained across systems.
- *Effective immediately*, your requests for manual coverage updates will be routed to the Innovation Health Service Center for processing. This will help us ensure that all updates flow to the Innovation Health Eligibility System accurately.
- We continue to monitor and work to answer your calls and tickets that are submitted to our service centers, and have made progress in addressing open tickets. Our goal continues to respond within 24 to 48 hours, but we acknowledge that we are still seeing some delays beyond this timeframe due to volume. Please be assured that we are tracking these calls and tickets daily.

February and March Billing

- February bills for December renewals: We are processing the February invoices for December renewals via eBilling. An email notice of availability will be sent to your plan sponsor billing contact early next week. *If February's bill is delayed for any reason for a December renewal group, the billing contact will be notified.*
- March bills for December renewals: March bills are expected to

be processed the week of February 20th via eBilling. An email notice of availability will be sent to the plan sponsor billing contact when these bills are processed. *If March's bill is delayed for any reason for a December renewal group, the billing contact will be notified.*

▪ March bills for January and February new business and renewals:

These bills have been processed via eBilling. Email notices of availability are being sent to the plan sponsor billing contact. *If any of these bills are delayed for any reason, the billing contact will be notified.*

- We understand that you and your plan sponsors have been anticipating these bills. Please be assured that we will not suspend or terminate coverage to give you time to review and process the billing.

We will continue to update you weekly on our progress until we have completed our correction work.

For login assistance or if you have any issues accessing the Innovation Health Private Exchange, please contact the Innovation Health Private Exchange Call Center: 1-855-578-0566, Monday through Friday from 8:00am to 7:00pm EST.

Again, thank you for your patience. As always, we look forward to earning your trust back.