



Danis Russell
Executive Director

1/11/2013

To: All Staff & Retirees with Health Plus HDHP Insurance (HMO & PPO plans)
From: R. David Hunter, GCCMH - Contract Manager
RE: Update from Health Plus regarding EOB's

As some of you may have noticed, Health Plus (H+) experienced an unusual issue when generating their individual member Explanation Of Benefit (EOB) documents during the past few months of 2012. Maybe you noticed that in the Summary area of the EOB's that your year-to-date totals toward meeting your Annual Deductible and your Co-Pays going toward reaching your Maximum Out Of Pocket were all reading \$0.00 across the board. Rest assured that had you called Health Plus during this period, they effectively tracked the individual health experience and their Customer Service reported the actual year-to-date running totals as they normally would have done. The only real issue I am aware of is the all \$0.00 reporting.

On Jan. 23, 2013, Health Plus' IT Department will be generating new EOB's for the past period of 10/14/2012 through 01/03/2013 and mailing them to affected individuals. This should allow you to get your files organized and closed out for the 2012 Health Plan year. Note that all EOB's generated after 1/3/2013 should reflect the proper formatting and accounting totals, whether for 2012 or 2013 dates of service. Look for these revised EOB documents to show up in your mail boxes during the first week in February 2013.

If you have issues that occur during the year and you need a sounding board or potential assistance, please send me an e-mail, dhunter@gencmh.org or call me directly at (810) 496-5366.

Sincerely,

R. David Hunter
Contract Manager



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