Important Phone Numbers/Contact Information:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Website</th>
<th>Phone Number</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CareMark</td>
<td><a href="http://www.caremark.com">www.caremark.com</a></td>
<td>888-771-7268</td>
<td>Pharmacy Services</td>
</tr>
<tr>
<td>Delta Dental of TN</td>
<td><a href="http://www.deltadentaltn.com">www.deltadentaltn.com</a></td>
<td>800-223-3104</td>
<td>Dental Services</td>
</tr>
<tr>
<td>LUTHERANPreferred</td>
<td><a href="http://www.lutheranpreferred.com">www.lutheranpreferred.com</a></td>
<td>888-312-9744</td>
<td>Participating provider status (medical only)</td>
</tr>
<tr>
<td>Hewitt Associates</td>
<td><a href="http://www.chsbenefits.net">www.chsbenefits.net</a></td>
<td>800-964-0160 – Help Line for online enrollment only</td>
<td>Enrollment (must use website); eligibility questions must be addressed with local HR department</td>
</tr>
<tr>
<td>MedPartners Administrative Services</td>
<td><a href="http://www.medpartnersonline.com">www.medpartnersonline.com</a></td>
<td>888-312-9744</td>
<td>Medical Claims Administration</td>
</tr>
<tr>
<td>Three Rivers Medical Management</td>
<td><a href="http://www.medpartnersonline.com">www.medpartnersonline.com</a></td>
<td>888-773-0038</td>
<td>Medical Pre-determination, Prior Authorization, Case Management</td>
</tr>
<tr>
<td>Planned Benefit Systems, Inc</td>
<td><a href="http://www.pbs.us.com">www.pbs.us.com</a></td>
<td>800-800-0133 Option 1 – COBRA Option 2 - Flex</td>
<td>COBRA/Flex Account Administration</td>
</tr>
<tr>
<td>Value Options</td>
<td><a href="http://www.achievesolutions.net/chs">www.achievesolutions.net/chs</a></td>
<td>877-206-0070</td>
<td>Behavioral Health Services</td>
</tr>
<tr>
<td>VSP</td>
<td><a href="http://www.vsp.com">www.vsp.com</a></td>
<td>800-877-7195</td>
<td>Vision Services</td>
</tr>
</tbody>
</table>

MedPartners Administrative Services – who are we and what questions can we answer?

MedPartners Administrative Services, a division of Community Health System, is the claims administrator for the medical benefit only. MedPartners is providing the following services to you:

- Medical Claims Processing – administration of the Summary Plan Document (SPD) that details the services that are covered under your medical benefit.
- ID Cards – all associates enrolled in the medical benefit have been sent two (2) medical ID cards. These ID cards should be presented to your provider at each visit to ensure that claims are filed to the appropriate claims filing address.
- Benefit Verification
- Claim Payment Inquiries
- Web access – the member portal available to you as associate is a very useful tool. Once you have registered on-line, you will be able to request additional ID cards, check claim status, etc. Please visit www.medpartnersonline.com to enroll today.

Other important information:

- **CHS Benefits:** As in years past, you will continue to receive your best benefit by having your services provided at a CHS facility. This includes the following facilities:
  - Lutheran Hospital
  - The Orthopaedic Hospital of LHN
  - Dupont Hospital
  - St Joseph Hospital
  - Rehabilitation Hospital of Fort Wayne
  - Bluffton Regional Medical Center
Dukes Memorial Hospital

Kosciusko Community Hospital

You will receive a reduced benefit if you have services provided at a LutheranPreferred or out-of-network provider that could have been rendered at a CHS facility.

- **ID card process:** The Community Health Systems Group Health Plan ID cards are issued around the 15th of each month. If you are a new enrollee or requesting additional ID cards, they will be produced around the 15th of the month following your enrollment in the plan or your request. Please allow for mailing time before calling. You can also print a temporary ID card on our website, if necessary.

- **Address change:** Current addresses are extremely important. If you have recently moved, please update your address through your respective HR department. All of our communications are sent to the address they have on file.

- **Plan Name:** As provided by Community Health System, your health plan is called “Community Health System Group Health Plan” and your group number remains “2001.”

- **COB forms:** It is essential that the COB form is filled out as soon as it is received. This form is included with your medical ID cards and can also be found on the MedPartners website. The claims of your dependents will be denied until this form is received by our office. You will only be asked to fill this form out once per year, unless there is a change.

- **Provider Network:** LutheranPreferred is your provider network. In-network provider status can be verified by visiting www.lutheranpreferred.com or by clicking on the LutheranPreferred link located within the www.medpartneronline.com site.

- **Three Rivers Medical Management (TRMM):**

  **PRECERTIFICATION**

  Precertification can help make sure you receive the most appropriate treatment at the most appropriate facility, as well as manage the length of your inpatient hospital stay. **You or your physician must call THREE RIVERS MEDICAL MANAGEMENT @ 888-773-0038 for precertification.** This precertification phone number is on your medical plan ID card:

  **PRECERTIFICATION REQUIREMENTS**

  - At least 5 days before an planned inpatient admission
  - Within 48 hours or the next business day after an emergency admission
  - Before you schedule an outpatient procedure or diagnostic test that is not available at a CHS-affiliated facility so that you minimize out of pocket cost
  - Within the first trimester of pregnancy
  - Before you schedule bariatric surgery
  - Before you schedule an organ transplant procedure
  - When you need Home Health Care (includes Home Hospice)
  - When you need Home Infusion Services (IV Therapy, TPN, IV Drugs)

  **NOTE:** Some services are not covered under the Benefit Plan, call MedPartners Administrative Services @ 888-312-9744 with any questions.

**BABY FIRST** is a maternity care management program designed to insure that all pregnant women understand the importance of healthy behavior throughout their pregnancy and aims to reduce the incidence of preterm births. Just call Three Rivers Medical Management at 888-773-0038 as soon as your pregnancy is confirmed. During the initial call, a BABY FIRST nurse case manager will ask some easy to answer questions in order to identify if you may be at risk for pregnancy-related complications or prenatal hospitalization. Within a few days, you will receive some useful information on how to have a Healthy Pregnancy. If you are determined to be at-risk, a BABY FIRST nurse case manager will contact you throughout your pregnancy to provide ongoing care management.
Case Management is a process for the management of acute and chronic medical conditions. It includes unexpected catastrophic events as well as the proactive management of anticipated complex medical management situations. Case management is multidisciplinary and involves all members of the healthcare team. TRMM nurse case managers initiate calls to the patient. Employees can also self-refer to case management by calling TRMM @ 888-773-0038.

Take Control Hypertension Care Management program is an awareness program designed to provide information on high blood pressure. The focus is on self-management of the disease and prevention of complications. Patients are identified through claims data. Educational materials including Heart Insight, an American Heart Association magazine, will be mailed to your home. A Nurse Case Manager will be a resource for related questions and for Case Management needs.