



# Important Notice:

## Transition to HealthEZ

### Starting September 1, 2024

We're excited to let you know that on **September 1, 2024**, your health plan will transition to **HealthEZ**. During this changeover, you might notice a slight delay in how your claims are processed. Here's what you need to know to ensure everything goes smoothly:

### Why This Matters

You might receive bills for healthcare services several months after your visit because providers have 6-12 months to submit claims. Usually, your previous insurance provider would handle claim processing and payment for any services incurred prior to your termination date until the transition is complete. However, for this transition, HealthEZ will take over processing and payment of claims for any services incurred between January 1, 2024 to August 31, 2024. **These claims can be submitted to HealthEZ for up to one year after the service date.**

### How This May Affect You

If your provider informs you that a claim has been rejected, denied, or if you receive a bill showing no insurance coverage for services incurred in 2024, you'll need to assist in redirecting the claim to HealthEZ.

### What You Should Do

If you receive a call from your provider or a bill indicating no coverage, please share this flyer and your new ID Card.

Administered by: <b>healthEZ</b>	Employer:	Provider Information
Policy Holder:		Eligibility:
Group ID:		Benefits/Eligibility:
Subscriber ID:		Precertification:
Medical Coverage:		Submit Claims to:
		Medical Network:
In-Network Deductible: \$		
In-Network Out-of-Pocket: \$		

### Instruction for Providers

Please note the previous third-party claims administrator will not be processing claims for dates of service prior to the transition to HealthEZ. As a result, if you are submitting a claim for services provided between January 1, 2024 and August 31, 2024, you will need to resubmit it according to the instructions on the member's new HealthEZ ID card.

Thank you for your cooperation. If you have any questions or need further assistance, please contact HealthEZ directly at the number on the members ID Card.