

From: Karen Giles [karen.giles@meritain.com]
Sent: Wednesday, September 07, 2011 4:24 PM
Subject: Consult a Doctor–FREE program beginning 9/1/11 for anyone covered by one of the Egyptian Trust Health Plans



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Breakfield at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group ~

As a reminder, this FREE access to medical doctors via phone or email began September 1, 2011. All participating Employer Groups in the Egyptian Trust should have received their employees brochures and should have distributed this information to your employees by now. We have since received a number of questions about this program. Following are the FAQ's received to date. Please review carefully and let me know if you have any additional questions.

Q. I need additional posters to publish throughout my buildings. How can I obtain these?

A. Email Krista Breakfield at krista.breakfield@meritain.com with your name, address, and quantities necessary. Krista will ship within 48 hours of receipt of your request.

Q. I need additional magnets for my employees. How can I obtain these?

A. Email Krista Breakfield at krista.breakfield@meritain.com with your name, address, and quantities necessary. Krista will ship within 48 hours of receipt of your request.

Q. When will new employees receive a Consult a Doctor brochure and membership card?

A. Once your new employees are entered into Meritain's system indicating the employee has enrolled in one of the Egyptian Trust health plans, they will have access to Consult a Doctor and do not need an ID card to access the program. Meritain sends eligibility information daily to Consult a Doctor. ID cards are issued two times per month and will be mailed directly to the employee's homes. You, as the employer, should offer the Welcome Letter and the magnet to your employees as they enroll in one of the Health Plans. This way, they will have the phone numbers and websites, and immediate access to one of the Consult a

Doctor professionals.

Q. Employees are requesting additional ID cards for dependents. How should I handle?

A. Employees should feel free to copy their ID card for their dependents or just give them the phone number of Consult a Doctor. Once the eligibility information is entered in their system, any dependents of the covered employee will have access to Consult a Doctor. They will only need to give the employee name, date of birth, and/or social security number to be identified as a covered dependent. It's not necessary they have a card in hand to use the program. Employers should feel free to provide additional magnets to the employees.

Please let us know if you have any additional questions and we'll be sure to keep everyone updated. Thank you.

Karen L. Giles
V.P. Client Relations

Meritain Health
13 Executive Drive, Suite 19
Fairview Heights, IL 62208

Toll Free: 866-588-2431, opt. 3, ext. 6104
Fax: 888-525-2799

karen.giles@meritain.com

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