



December 18, 2017

Dear Participating Provider:

Community Health Options (Health Options) determined that its current claim system was not sustainable into the future and embarked on identifying a suitable new operating platform in the summer of 2016. At the start of 2017, Health Options selected HealthRules by HealthEdge, a leading provider of next generation software solutions to both payers and providers. The HealthRules platform will strengthen our core processing necessary for greater efficiency, precision, and sophistication in full support of our members and more fully informed relationship with providers.

After a significant amount of work this year in concert with our implementation partner UST Global and its healthcare solutions team, Health Options will begin processing claims on the new operating platform beginning January 1, 2018. Due to the change in system, there will be some differences in medical and procedural reimbursement policies, and claims processing. These changes were previously documented through bulletins that have already been published and disseminated to provide detailed information to help all affected participating providers plan for these changes. To further assist you, we are enclosing a transition FAQ encompassing the most pertinent questions and answers likely to arise, which we will update as feedback and additional questions are received from our provider network.

Please be assured that this new platform installation does not change your current contractual relationship with Health Options, and the process for submitting claims to us remains the same. Health Options is committed to open communication as we transition to our new operating platform. We may encounter questions or challenges post transition, but we commit to working collaboratively with you to address any concerns as quickly as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Hillman", is written over a horizontal line that extends to the right.

Robert J. Hillman
Chief Operating Officer