January 19, 2015

Dear Brokers,

We want to take this opportunity to thank all of broker partners who helped make 2014 successful. We couldn't have accomplished what we did without your help. Here's to a great 2015!

Note: Members should receive their Welcome Kit and member ID's 5-7 days after payment has been processed. For additional questions or concerns, they should call Customer Care at (800) 580-8502, (614) 918-6600 or (800) 398-1047.

As a reminder, if you have clients that terminate, please have them stop their automatic payments.

Please see the information below which was sent to all of our members. You may find it helpful when fielding questions from them.

Invoices and ID cards
New Members have until January 15, 2015 to make your first payment.
To make a payment, please submit your payment as instructed on your invoice or call our Customer Care team at (800) 580-8502 or (614) 918-6600.

For Members renewing your insurance, you have until January 30th to pay without penalty for coverage effective January 1.

If you were already set up with automatic bill pay (ACH), your new premium payment will be deducted as in the past unless you informed us of a change.

Your Member Welcome Kit and ID cards will be sent to you once your payment has been received.
If you haven’t received an invoice or have concerns please contact Customer Care.

---

**Customer Service**

We apologize if you experienced difficulty reaching our office. Due to increased volume, we've added additional customer service options to better serve you.

For *any questions* related to your health insurance, please call our Customer Care team at (800) 580-8502, (614) 918-6600 or (800) 398-1047.

---

**Questions about our Network?**

Before visiting your healthcare provider, check to see if they are part of our network. You can do this online at our link [http://www.inhealthohio.org/you-need-to-know/provider-network](http://www.inhealthohio.org/you-need-to-know/provider-network).

If you present your ID card to them and the provider doesn't recognize InHealth Mutual, ask them if they are part of Ohio PPO Connect (OPPOC). Our Provider Network is provided by Ohio PPO Connect (OPPOC) which consists of four regional health systems:
InHealth Mutual - Thank You

- Ohio Health Choice
- Healthspan
- Quality Care Partners
- Ohio State University Health Plan

InHealth has one of the largest statewide provider networks with over 300 hospitals, 25,000 physicians, 5,000+ ancillary providers, 11,000 non physician providers such as psychologists, nurse practitioners and chiropractors across all 88 counties.

For any other questions and for more information you can check out your Member Handbook. If you have not yet received your book, you can view one online in our Member portal at http://www.inhealthohio.org/Account/Login.aspx?ReturnUrl=%2findividual-member-portal
You must register to have access to the materials online.

Again, welcome to InHealth Mutual! We communicate monthly to our Members through our InHealth InSights e-newsletter. If you have topics you would like for us to cover, email us at info@inhealthohio.org.