

Dear Member,

Please find attached your new identification card(s) for your benefits plan. Please destroy any previously received ID cards and present this new ID card(s) to each of your providers at the time of service, which will ensure they have the appropriate billing instructions.

The Loomis Company is committed to best-in-class customer service, and we are available to assist you with any questions that you may have. Below are three easy and expedient ways to obtain information and ask questions related to your benefits program:



24/7 SECURE ONLINE ACCOUNT ACCESS

Go to www.loomisco.com

Log on to MyLoomis

- Important Documents:
 - Application
 - Schedule of Benefits
 - Policy Riders
- Check Claim Status
- Print explanation of benefits
- Locate a provider
- Respond to correspondence from The Loomis Company
- Access forms
- Check your accumulators
- Contact Customer Service



Protecting What You Value Most. Your People. Your Assets. Your Future.

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SECURE MOBILE APPLICATIONS

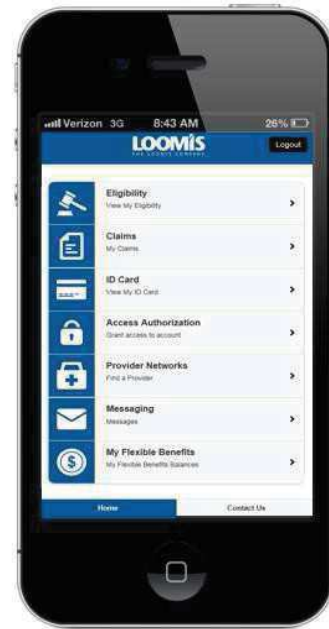
- Verify eligibility
- Check claim status
- View and/or email your ID card
- Find a network provider
- Contact Customer Service

Apple
App Store

Android/Google
Playstore



Available in iTunes and Google Playstore or by visiting www.loomisco.com/myloomismobile



3

TELEPHONE YOUR CUSTOMER SERVICE TEAM

- Call the dedicated, toll-free customer service number located on the back of your ID card



We care about your health, just as we know you do. We strive to ensure you have access to as much information as possible, so that you can be an informed consumer of your health plan benefits. Please do not hesitate to reach out to us if you have any questions or concerns.

Sincerely,




The Loomis Company

Protecting What You Value Most. Your People. Your Assets. Your Future.

Front of card

Member information including identification number & group number. Dependent information if there is Dependent coverage.

Medical Plan Information: includes effective date of coverage, type of plan & copay information if applicable.

Member Employee: JOE SAMPLE ID #: 000000000 Group #: ABCD "S"	Medical Plan Effective Date: 10.01.2013 Coverage: Family Plan: STANDARD  <small>Locate Provider: 800-xxx-xxxx www.XXXX.com</small> Office Visit Co-Pay \$25 Preventive Co-Pay \$0
Ancillary Plan(s) Coverage: Family  <small>Locate Provider: 800-XXX-XXXX www.XXXX.com</small>	Pharmacy Plan RxBin: 000000 RxPCN: ABC Issuer: 00000 000000  <small>Customer Care: 800-XXX-XXXX www.XXXX.com</small>

This is your Primary PPO. Use the web address to find a participating provider.


Ancillary Plans are Dental and Vision if applicable to your plan. This includes the PPO network contact & web address to find a provider for these types of plans.

Name of your Prescription Drug carrier and claim submission information for your Pharmacist. If you or your pharmacist have questions or are having trouble filling a prescription please call this number.

Back of card

Medical bills should be submitted to the address indicated in this box.

Telephone number for pre-notification services.

Medical Claims Submission The Loomis Company PO Box 7011 Wyomissing, PA 19610-6011 EDI# 23223	Pre-Notification Non-Emergency hospital admission and certain other procedures require pre-notification no less than 5 days prior to services being performed. ABC Company must be notified of emergency admissions within 2 business days. Failure to call will reduce benefits. Please call: ABC Company @ 800-XXX-XXXX.
Ancillary Claims Submission The Loomis Company PO Box 7011 Wyomissing, PA 19610-6011 EDI# 23223	Eligibility Providers: Dial 800-XXX-XXXX for automatic faxed return of eligibility, claim and coverage information. For customer service: The Loomis Company @ 800-XXX-XXXX visit our website @ www.loomisco.com
Out of Area If you need to see a provider and you are traveling or attending school outside your health plan's service area, call ABC Company at 800-XXX-XXXX. 	

All Dental and Vision claims should be submitted to this address.

Instructions for your physicians and hospitals to receive eligibility for you automatically by fax.

If you or your dependents are out of your primary PPO area, call this number to find a network provider.

For claim inquiries or coverage questions the Loomis customer service phone number and website. The website has many forms that can be completed online as well as claim forms you may need.