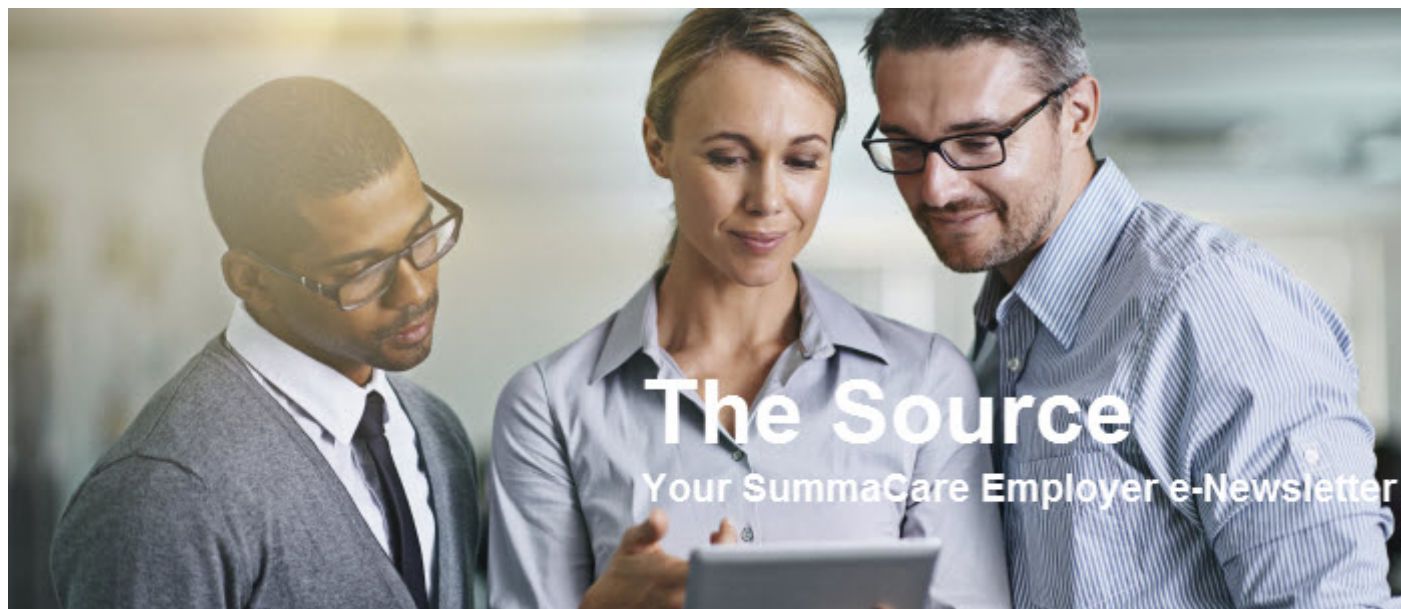


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April 2017

Coordination of Benefits (COB) Redetermination Process Reminder

Beginning May 1, SummaCare will be conducting our coordination of benefits (COB) redetermination process for all commercial fully-insured group members, with the exception of new SummaCare groups effective in 2017.

COB is the procedure used to pay for healthcare expenses when employees and/or their dependents are covered by more than one healthcare plan.

Beginning in May, a new claim received by SummaCare will trigger a member letter explaining COB and how the SummaCare member can update his/her information via [Plan Central](#), by paper form or by calling into Customer Service.

If no response is received within 15 days of receiving the request to update COB information, the claim will move from a pending status to a claims denial until the COB information is updated.

If a member has any questions, please call SummaCare Customer Service at 330-996-8515 (TTY 1-800-750-0750).

Billing and Customer Service Inquiries Information

SummaCare would like to better assist our clients by providing you with the direct phone numbers and/or email addresses you can utilize to reach specific departments:

- Commercial Sales: 330-996-8444
- Customer Service & Claims: 330-996-8700 or CSVC@summacare.com

- Billing & Eligibility: 330-996-8456 or groupbrokerservices@summacare.com
- Enrollments, Changes & Terminations: enrollmentACTS@summacare.com

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