

New for 2011. Online forms are here.
See what's new on the LifeWell website.

Pending Claims Are Now Easier To Handle!

LifeWell Health Plans knows that responding to pending claims investigations can be somewhat inconvenient. The old method consisted of writing information down on the EOB and then either mailing or faxing it in to our offices for processing. Our members let us know that being able to do this online would be so much easier and more convenient for them. So we went to work on creating online forms that will enable you, the member, to respond to things like accident details or other insurance investigations online when it is convenient for you!

Starting June 1, 2011 LifeWell's website, www.lwhp.com will be launching four new online forms for our members! Under the *LifeWell Members* section, you will see a link for *Online Forms*. This is where all of our new member forms will be available. You will see some "Coming Soon" forms that are not yet available for use, but will be soon! The first two live forms that deal with pending claims will be the **Accident Detail Response Form** and the **Other Insurance Investigation Form**. These forms are designed to give our Claims Analysts everything they need to process your claim.

Once all of the necessary information is submitted to our Claims Department, we can then move forward with updating your record and paying your claim. You will be emailed a confirmation receipt immediately that gives you a copy of what you submitted to LifeWell. No more mailing the form in and wondering if we got it! Your pending claims are processed within 15 days of our receiving all of the necessary information.

We hope that our new online forms make things a little bit easier for our members and we look forward to hearing your feedback. Please feel free to contact us with any questions or comments you have regarding our new forms!

Customer Service Now Available 24-Hours A Day!

The third new online form is the **Customer Service Request Form**. With this form, you can submit your customer service inquiry to our friendly Customer Service Reps 24 hours a day, 7 days a week! We can answer inquiries such as: Has my claim been processed? Do I need a Pre-Certification for an MRI? Do you want to know which specialists require a referral? We can tell you. Plus, if you provide the name and type of specialist, we can even tell you if he/she is in network with your plan! All Customer Service Inquiries will be answered via your preferred method of contact (email, phone or fax) within 1 business day. Of course, our Customer Service Reps are still available to you by phone Monday through Friday, 8:00 a.m. to 4:30 p.m. EST.

Order An ID Card Too!

Our fourth new online form, is the **Order a Replacement ID Card** link. This provides you the opportunity to order ID Cards for you or your covered dependents at any time! ID Cards are ordered within 24 hours and mailed out in 7-10 business days. Depending on your company's guidelines, ID Cards may be sent to the groups HR Department for distribution.

LifeWell enters the social networking craze!

LifeWell Health Plans is now active on FaceBook and Twitter!

- **To find us on FaceBook** - search **LifeWell Health Plans** and "Like" us to get the latest information first. You can also sign up for our newsletter by clicking on the Email Signup link under our profile picture!
- **To find us on Twitter** - go to www.twitter.com/lifewellhealth and "Follow" us to see what we are tweeting about.
- **To get our email Newsletter sent directly to your inbox** - sign up at our website www.lwhp.com

We look forward to "seeing you" on the web!
LifeWell Health Plans

