

The New myCoreSource.com

Our newly developed web portal and reporting package improves our systems and services for a better member experience! The consolidated, personalized member portal from CoreSource is simple to use with a new look and feel that we believe makes navigation and retrieval of information easier and faster.

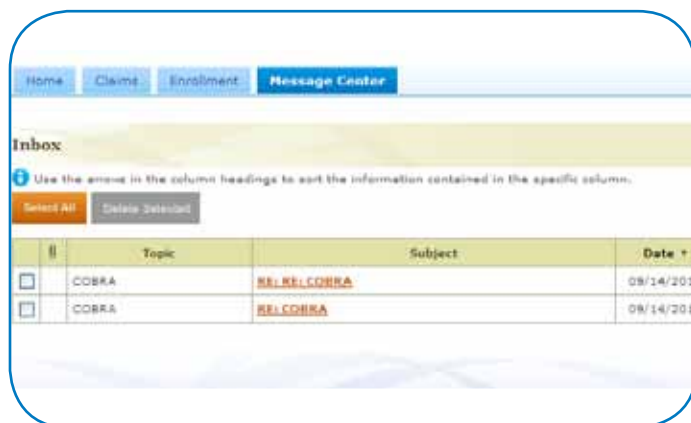
Once you set up your new account information and login, you will gain access to some of the same great tools you know and love and many more.

Take advantage of the new myCoreSource.com

Some of the enhanced features you gain access to include:

Correspondence via Message Center

- :: Gain quick, direct access to customer service.
- :: Immediately send questions about a specific claim while viewing it.
- :: Select certain topics so that messages are filtered to the appropriate department and answered as quickly as possible.
- :: A secure messaging feature allows you to receive information or documents.



Claim Lookup and Account Balances

- :: View claims detail.
- :: Use a variety of filtering and sorting capabilities to help you find specific claims faster, including the ability to sort by status, type or provider.

The screenshot shows the 'Claims + Account Balances' section. It features a 'Claim Summary' header with a tip: 'Use the arrows in the column headings to sort the information contained in the specific column. To access additional information regarding a claim, click the claim number from the list below. To access a claim's justification of benefits (JOB), click the "View" link for the appropriate claim.' Below this is a filter section with fields for 'Service Date', 'Type', and 'Provider Name'. The main part of the screenshot is a table with columns: 'Claim #', 'Status', 'Type', 'Provider Name', 'Service Date', 'Provider', 'Billed Charges', 'Amount Allowed', 'Benefit Exposed', 'Patient Responsibility', and 'EOB'. The table contains five rows of data, each representing a claim with its respective details.

Claim #	Status	Type	Provider Name	Service Date	Provider	Billed Charges	Amount Allowed	Benefit Exposed	Patient Responsibility	EOB
0000000000	OPEN	HEALTH	SMITH, BILLY	01/17/2012	CHY BENNETT DC	\$100.00	\$0.00	\$0.00	\$0.00	
0000000000	PROCESSED	HEALTH	SMITH, BILLY	01/20/2012	CHY BENNETT DC	\$100.00	\$0.00	\$0.00	\$100.00	View
0000000000	PROCESSED	HEALTH	SMITH, BILLY	12/20/2011	CHY BENNETT DC	\$100.00	\$0.00	\$0.00	\$100.00	View
0000000000	PROCESSED	HEALTH	SMITH, BILLY	02/10/2012	CHY BENNETT DC	\$100.00	\$0.00	\$0.00	\$100.00	View
0000000000	PROCESSED	HEALTH	SMITH, BILLY	12/20/2011	SMITH, B WILLIAM MD	\$70.00	\$20.00	\$00.00	\$00.70	View

View Custom Content

:: View links and resources personalized to be relevant to your coverage.

Site Security and Login

- :: Site enhancements offer more intense security to protect members' information.
- :: Separate logins can be created for family members, with the ability to block certain information from other members of the household.

The screenshot shows a registration form titled "Registration" with a yellow header. Below the title is an information icon and the instruction: "To register for access, please enter all of the information below and click Submit." The form contains the following fields:

- Member First/Last Name: Two text input fields.
- Member Date of Birth: A date selection field.
- Member SSN (last 4 digits): A text input field.
- Member ID: A text input field.
- Member ZIP/Postal Code: A text input field.
- A checkbox labeled "I confirm that I am an authorized 3rd party for the above member".
- Your First/Last Name: Two text input fields.
- USA: A checkbox.
- Address 1: A text input field.
- Address 2: A text input field.
- City: A text input field.
- State: A dropdown menu.
- ZIP Code: A text input field.

E-mail Alerts

- :: Members are automatically alerted when their online Explanation of Benefits (EOB) is ready.
- :: Members receive an alert when personal information has been updated or changed on the site.

Expect more information about myCoreSource.com soon!

Users must have Internet Explorer 8.0 or higher or FireFox 3.5 or higher for myCoreSource.com to work appropriately.

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