



February 1, 2005



ROCKY MOUNTAIN
HEALTH PLANS®
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BROKER BRIEFINGS
NEWS
flash

Improved Changes in our Explanation of Benefits

As a result of feedback we have received from our members, RMHP has improved our Explanation of Benefits (EOB) format. Attached, you will find a flyer that will be sent to all RMHP members explaining the changes. EOB's will now be sent to our members once a month beginning February 2005. A notice is also being sent to all of our employer groups with their next premium billing statement.

If you have any questions about the new EOB, or any other questions relating to member issues, please call the Broker Customer Service line toll free at 1-877-784-9655; 970-248-5000 for local calls.

Thank You!

As always, if you have any questions or comments or need assistance, please call your Rocky Mountain Health Plans Account Executive.

Grand Junction 970-244-7760 or 800-453-2981	Denver 303-689-7367 or 800-823-8356
Durango 970-385-5131 or 888-662-6489	Pueblo 719-253-3900 or 888-332-8963



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HEALTH PLANS®

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**NEW
&
IMPROVED**

EXPLANATION OF BENEFITS

**...AS SEEN IN *GOOD HEALTH*,
YOUR RMHP NEWSLETTER,
AND AS REQUESTED BY YOU!**

At Rocky Mountain Health Plans, serving you is our purpose. We listen to you, our members, to learn how we can help improve processes.

You told us you wanted an Explanation of Benefits that:

- Is easier to read
- Has your whole family's claims history
- Comes just once a month

EOB improvements

Many of you receive an explanation of benefits (EOB) from us after you receive services. The EOB shows the services you received, how much the provider billed, how much we paid, and how much you owe, along with other important information.

We are making noticeable improvements to the EOB that will be completed after the first of the year.

You will no longer receive a separate EOB for every claim and for each family member. We will keep track of claims we receive for services

provided to you and your family members and will send you one EOB every month containing this information.

The EOB will be easier to read. We have redesigned the layout of the EOB to make it easier for you to find and understand the information you need.

You'll be hearing more from us in the upcoming months about the redesigned EOB and other improvements we are making to help you get the most out of your membership with Rocky Mountain Health Plans.

We've included your Explanation of Benefits for this month, in the new format. Please take some time to look it over, make sure you understand it, and contact us with any questions or feedback you may have.

***Thank you for your help.
We truly appreciate your membership.***

www.rmhp.org

E-Mail: customer_service@rmhp.org

