



To Our Valued Producers,

In addition to the previous email where we spoke of Behavioral Health and state-based Monthly Contribution Amount changes, we referred to making a few changes prior to Open Enrollment that will directly impact how we facilitate our Members' medical cost-sharing needs, Monthly Contribution Amounts, and Program features.

As part of our commitment to providing the best services for our Members, and keeping our valued Producers well-informed, you will find the details of these updates below.

As always, if you have any questions, the OneShare Producer Support Team is ready to assist you! We can be reached by phone at [\(833\) 546-4477](tel:8335464477), Monday–Friday, 8am to 5pm CST.

OneShare Health Updates to Take Effect November 1, 2020

Just to recap, here are all the updates we mentioned in previous emails regarding state-based Monthly Contribution Amount changes:

Contribution Amounts

OneShare Health's Member Guidelines have been updated to reflect state-based Monthly Contribution Amounts and will include:

- OneShare Health's implementation of state-based Monthly Contribution Amounts for Member Monthly Contribution Amounts affect all Traditional Programs including the Catastrophic, Classic, and Complete Programs (excluding List Bill). Monthly Contribution Amounts will vary based on state, Member's age, Demographics, Program, and Tier.

To clarify, existing Members will **not** have their Contribution Amounts changed to state-based unless:

- The Primary Member moves to a new resident state.
- The Primary Member enrolls in a new Program via a Program Change Request.

If the existing Primary Member does any of the following, their Contribution Amounts will not be changed to state-based:

- If the Primary Member adds or removes a Dependent.
- On the Program Year Anniversary.

Behavioral Health

The IBH Behavioral Health / Member Assistance Program (MAP), in partnership with OneShare, is available to all your existing and future Members of the Catastrophic, Classic, and Complete Programs. We are sending out Member communications regarding this addition to their Programs.

The Behavioral Health / Member Assistance Program (MAP) provides innovative, technology-based tools and Work-Life treatments for substance abuse, behavioral health, and wellness management through the following services:

- **Confidential Counseling:** Up to four (4) face-to-face, video, or telephonic counseling sessions for relationship and family issues, stress, anxiety, and other common challenges.
- **24-hour Crisis Help:** Toll-free access for you or a family member experiencing a crisis.

Program Updates

We have clarified OneShare Health Program specifications for the Classic and Complete Programs for In Network Labs.

- **Laboratory Services / Diagnostic Services / X-Rays Terminology:** Laboratory Services have been updated to provide clarity for sharing under the Visit Fee Diagnostic testing, such as general diagnostic laboratory and X-rays, performed in a Primary Care Office, but only if the service is routinely performed and completed in that office or facility. Diagnostic imaging such as MRI, Cat Scans, Pet Scans, and pathology labs are not included in the Visit Fee and the ISA will separately apply.

Program Change Requests

We are providing details regarding how all Members may change Programs. Program Changes will become effective at the Member's next billing cycle following OneShare Health's approval and meeting of requirements. This gives our Members the following advantages:

- The Member's Pre-Ex lookback does not start over but remains associated with the original Program Effective Date.
- The Member's Waiting Periods do not start over.
- The Member's ISA does not start over but carries over to the new Program.
- The Member's Out-of-Pocket requirement does not start over but carries over into the new Program. All amounts shared under the original Program are applied to the Lifetime Maximum and the Per Incident Maximums.
- Within the first 10 Business Days after the Effective Date, a Member can elect to make a Program Change, without an Application Fee, or OneShare Health approval.

- After the first 10 Business Days after the Effective Date, an increase in Program or Tier, or a decrease in ISA—which would result in a higher Monthly Contribution—will be subject to OneShare Health's medical question review and approval.

Program Change Request Details:

- A Member may elect to reduce their Program or Tier, or increase their ISA—resulting in a lower Monthly Contribution—and the change will not require OneShare Health's medical question review and approval.
- A Program Change Request Form must be signed and submitted by the Member for any Program Change Request.
- All Members over the age of 18 must also acknowledge and sign the Program Change Form.
- The Program Change will become effective at the next billing cycle following OneShare Health's approval, and the Application Fee will apply. The billing cycle Effective Date is dependent on the method the Form is sent; submission via email or fax can expect a response within two (2) business days, while mail submission could take up to 30 days to process from the day received, and up to 60 days past the Member's next billing date.
- Adding or deleting Dependents to or from the Membership is not considered a Program Change.

Latin Market Materials

OneShare Health has provided online resources and a Spanish-language website for Spanish speakers. You can toggle back and forth between the English- and Spanish-language OneShare Health website by clicking the globe icon in the navigation bar. This way, you can view important OneShare Health site information in both languages!

You are invited to check out the Spanish materials on the OneShare Health [Marketing Portal](#)! If you don't have access, Producers may request access to the OneShare Health Marketing Portal by filling out the [request form](#).

Producer Webinars

To keep up to date on all Producer information, please register for one of our Producer Training Webinars by clicking below:

([REGISTER NOW](#))

Remember, if you have any questions or would like more information, please don't hesitate to reach out to our Producer Support Team! We thank you for being a part of the OneShare Health Family and look forward to exceeding the expectations of our Members, together!

With Gratitude,

The Team at OneShare Health

"Share with the Lord's people who are in need. Practice hospitality."

Romans 12:13 (ESV)

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