

TruAssure has updated the look and format of our bills.

The TruAssure bills that fully insured groups receive moving forward will look different, but the information needed is still included. See below for an overview of TruAssure's bill for fully insured groups. For any questions, contact TruAssure at 888-559-0779 between Monday — Thursday, 7:00 a.m. to 5:30 p.m. (CST) and Friday, 7:00 a.m. to 5:00 p.m. (CST) or email billing@truassure.com.

The primary change you will notice is we have reorganized the account structure to include more information. Your group number will remain the same but will have additional preceding zeros before the group number and zeros following the group number. Bills may also display new subscriber attributes like Employment Status, Employee Type, Union Status and Rate Code. Excel versions of your bills can be accessed in the TruAssure employer portal and will allow you to sort the bill by a particular category.

A The first page will contain the group account number, in addition to a billing summary which identifies any balance forward charges, current charges and total amount due for the current billing period.

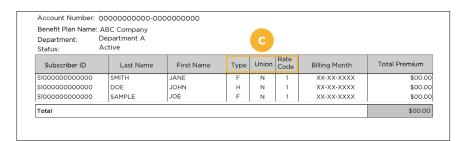


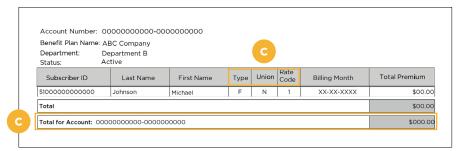
B The next page includes a key to help you understand your bill. However, not all items in the key may apply to your group.



The following pages include a summary detail by department in the new account structure.

The detail by department will reflect the current charges due for the billing period.





The last page of the bill reflects a summary of total transactions, including total retroactive transactions. This summary will identify the plan count by rate, total premium amount and current charges.

