



424 West O'Brien Drive
Julale Center, Suite #200
Hagatna, Guam 96910
Telephone: 671-472-3610
Facsimile: 671-472-3615
www.netcarelifeandhealth.com

FOR NEWS RELEASE

Contact: Jerry Crisostomo, Plan Administrator
(671) 472-3610 ext 225

NETCARE ENTERS INTO NEW PARTNERSHIP WITH MERITAIN HEALTH

In our continuing effort to bring new and improved services to our members, NetCare Life & Health Insurance Company is pleased to announce that it has entered into a partnership with Meritain Health, Inc., the nation's largest independent provider of consumer driven services for health and wellness plans. Meritain Health is based out of Minneapolis, Minnesota and provides plan and system administration, innovative wellness programs, medical management, disease management, network management and cost management services for self-funded and fully insured clients throughout the United States. **This new partnership will become effective as of August 1, 2009.**

What does this mean for NetCare Clients, Members and Providers?

By entering into an agreement with Meritain Health, NetCare will implement a new and advanced system integration that will allow its members and providers access to state of the art administrative and claims system portal as well as direct access to contact Meritain's Customer Service Department toll free when you are traveling in the U.S. and need assistance with verification of benefits, claims inquiry or provider referral assistance. NetCare members will also have 24/7 access to Meritain's nurse line for medical inquiries and assistance.

How Can I Contact Meritain Health?

If members' need assistance while traveling in the U.S. Mainland whether on vacation, business trip or medical referral issue, they can dial the dedicated toll free number at: **1-866-400-2448**

NetCare will issue new member ID card upon a group's renewal reflecting the member new identification number; the toll free number while in the U.S., and the 24/7 toll free nurse line number. In addition, these toll free numbers will be posted on the NetCare website at www.netcarelifeandhealth.com.

Meritain Health has a dedicated customer service unit to handle any NetCare member issues and is readily available to assist members. Please note that this number is not accessible when calling from Guam. On Guam, you can contact our local customer service representatives at (671) 472-3610 for assistance or in the CNMI at (670) 234-6442.

We are excited about our new partnership with Meritain Health as it brings new and improved services for you and our health plan. Please feel free to contact our customer service department at 472-3610 if you should have any questions about this matter.