



August 1, 2001

Subject: New Online Member Services

Dear Member:

Thank you for registering to use Health Plan of the Redwoods' (HPR) online member services. Now, you will be able to view current HPR member information about yourself and your covered dependents, 24 hours a day, seven days a week. You also will be able to conduct simple transactions using convenient online forms. The available services in this secure, members-only section of our website (www.hpr.org) include:

- Your current member profile, enabling you to update your mailing address and telephone numbers for our records.
- Your current member benefits, including co-payment amounts.
- Your benefit history, so you can review any changes in your benefits during the past 12 months.
- Online forms you can use to order new ID cards and request a change to a new primary care physician.
- Provider directories.

Your user password is <xxxxxxx>. You will need to enter this password, along with your HPR identification number, whenever you use our secure online services. If you prefer, you can change your password online at any time. If you forget your password, you can always re-register online, and we will mail your password to you. For privacy reasons, please keep your password in a safe place.

Our online member services are just the beginning of our web-based strategic plan. In 2002, we look forward to providing you online access to authorization, referral, and claims information as well.

If we may answer any questions about this online service, please call Customer Services at <XXX-XXXX> or <XXX-XXXX>, Ext. <XXX >, and one of our Customer Service Representatives will gladly help you. Our office hours are 8 a.m. to 5 p.m. Monday through Friday. Toll-free TTY/TDD service is available 8 a.m. to 5 p.m. weekdays at <XXX-XXXX>. Thank you for your membership in HPR.

Sincerely,
<XXXXXXXX>

Member Relations Manager