



CAROLINA CARE PLAN®
A MEDICAL MUTUAL OF OHIO COMPANY

April 2009

Dear Valued Group Benefit Administrator:

I wanted to let you know that your employees will receive new Carolina Care Plan identification (ID) cards in the coming weeks. Nothing has changed with your group's benefits. 1st Medical Network, your employees' network of doctors and hospitals in Georgia, will now be known as the SuperMed network – the same network your employees currently use in South Carolina. *1st Medical Network is only changing its name to SuperMed; members will still have access to the same network doctors and hospitals they used before.*

Your members will now access SuperMed in Georgia and will have expanded access in South Carolina, where many more top-rated doctors and hospitals have recently been added to the network. Our networks in South Carolina and Georgia, as well as our proprietary networks in Ohio and Indiana, are now collectively known as the SuperMed network. Outside of these states, members will continue to use the same networks of doctors and hospitals they use today.

In addition to a new Carolina Care Plan logo, new ID cards will feature the new SuperMed logo on the front of the card and updated travel network information on the back. Members will also notice that their cards have been redesigned to make important information more visible for both members and providers. Members should continue using their current ID card until they receive the new one.

Although an increased number of South Carolina doctors and hospitals are now included in the SuperMed network, members should always check to make sure a doctor is in our network before scheduling an appointment or procedure. An updated list of network physicians is available on CarolinaCarePlan.com.

Network doctors and hospitals have been notified of the network name change, but please make sure that your employees bring their new IDs, along with a copy of the member letter they will receive, when they receive services in Georgia for the first month after they receive their new cards.

Thank you for choosing Carolina Care Plan to serve your health coverage needs. Please contact your health coverage broker or Carolina Care Plan Sales representative with any questions.

Sincerely,

Carson Meehan
President
Carolina Care Plan