

## Key Contact List

| DEPARTMENT  | CONTACT  | TELEPHONE   | FAX                                  |
|---|--|---|--------------------------------------|
| <b>New Sales/Business Development</b> <ul style="list-style-type: none"> <li>• Small/Large Group Rates</li> <li>• Group Voluntary Plan Support</li> <li>• General Agent Support</li> <li>• New Sales, New Products</li> <li>• New Accounts and Benefit Designs</li> <li>• New Broker Agreements</li> </ul>  | <b>Greg Clure</b><br>Vice President of Sales<br>Lic # 0B81161<br>gclure@LHP-CA.com<br><br>Back-up: <b>Rhonda Clure</b><br>Account Manager<br>rclure@LHP-CA.com   | (800) 298-4875<br>x27761 or opt. 5<br>or (916) 569-3361<br><br>(916) 569-3312 | (916) 307-5250<br><br>(916) 307-5250 |
| <b>Account Management/Renewals</b> <ul style="list-style-type: none"> <li>• Group Renewals &amp; Amendments</li> <li>• Benefit Changes</li> <li>• SOBs/Custom Benefit Summaries</li> <li>• EOC/Disclosure Forms</li> <li>• Broker of Record Changes</li> <li>• Enrollment Packets &amp; Materials</li> </ul>  | <b>Rhonda Clure</b><br>Account Manager<br>rclure@LHP-CA.com<br><br>Back-up: <b>Greg Clure</b><br>Vice President of Sales<br>Lic # 0B81161<br>gclure@LHP-CA.com   | (800) 298-4875<br>x27712 or opt. 6<br>or (916) 569-3312<br><br>(916) 569-3361 | (916) 307-5250<br><br>(916) 307-5250 |
| <b>Premium Billing/Enrollment</b> <ul style="list-style-type: none"> <li>• Premium Billing Processing</li> <li>• Account Updates &amp; Inquiries</li> <li>• Eligibility Verification</li> <li>• Enrollments &amp; Status Changes</li> <li>• COBRA &amp; HIPAA inquiries</li> <li>• Schedule A Requests (Form 5500)</li> <li>• Tax ID Request</li> </ul>       | <a href="mailto:GroupServices@LHP-CA.com">GroupServices@LHP-CA.com</a><br><a href="https://LHP-CA.secureemailportal.com">https://LHP-CA.secureemailportal.com</a><br><b>Register to our secure email system to communicate secure emails to the Group Services inbox</b> | (800) 298-4875<br>x27750 or opt. 4<br>or (916) 569-3350                       | (800) 337-7211                       |
| <b>Electronic Enrollment</b> <ul style="list-style-type: none"> <li>• Electronic Eligibility Updates</li> <li>• Electronic File Format</li> </ul>   | <b>Amanda Mallonee</b><br>Enrollment & Eligibility<br>amandam@LHP-CA.com   | (502) 338-0916  | (800) 337-7211                       |
| <b>Broker Commissions</b> <ul style="list-style-type: none"> <li>• Broker Commission Payments</li> <li>• Broker Commission Statements</li> </ul>  | <b>Whitney Rosenbarger</b><br>Accountant<br>wrosenbarger@LHP-CA.com  | (502) 439-9381  | (800) 337-7211                       |
| <b>Customer Service</b> <ul style="list-style-type: none"> <li>• Claims Inquiries</li> <li>• Benefit &amp; Eligibility Inquiries</li> <li>• Website Assistance</li> </ul>   | Hours:<br>M – F 8:30am - 5:00pm  | (800) 298-4875,<br>option 2   | (800) 599-8350                       |
| <b>Provider Services</b> <ul style="list-style-type: none"> <li>• Locate a Provider</li> <li>• Nominate a Provider to Our Network</li> </ul>  | Hours:<br>M – F 8:30am - 5:00pm  | (800) 298-4875,<br>option 3   | (800) 599-8350                       |
| <p><b>When sending PHI to anyone at Landmark Healthplan (i.e.: @LHP-CA.com), please use our secure e-mail system by registering at <a href="https://LHP-CA.secureemailportal.com">https://LHP-CA.secureemailportal.com</a>.</b></p> <p><b>Visit us at <a href="http://www.LHP-CA.com">www.LHP-CA.com</a> for Group, Broker and Member Resources 24/7.</b></p> |  |   |                                      |