

## 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> Vice President of Sales Lic # 0B81161 gclure@LHP-CA.com  Back-up: <b>Rhonda Clure</b> Account Manager rclure@LHP-CA.com	(800) 298-4875 x27761 or opt. 5 or (916) 569-3361  (916) 569-3312	(916) 307-5250   (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> Account Manager rclure@LHP-CA.com  Back-up: <b>Greg Clure</b> Vice President of Sales Lic # 0B81161 gclure@LHP-CA.com	(800) 298-4875 x27712 or opt. 6 or (916) 569-3312  (916) 569-3361	(916) 307-5250   (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>• Broker Commission 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>	<b>Group Services</b> GroupServices@evicore.com  <a href="https://securemail-&lt;br/&gt;evicore.com/">https://securemail- evicore.com/</a> <b>Register to our secure email system to communicate secure emails to the Group Services inbox</b>	(800) 298-4875 x27750 or opt. 4 or (916) 569-3350	(916) 646-1263
<b>Electronic Enrollment</b> <ul style="list-style-type: none"> <li>• Electronic Eligibility Updates</li> <li>• Electronic File Format</li> </ul>	<b>Laurie Riolo</b> Enrollment & Eligibility Department Manager lriolo@evicore.com	(800) 298-4875 x27762	(916) 646-1263
<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: M – F 8:30am - 5:00pm	(800) 298-4875, 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: M – F 8:30am - 5:00pm	(800) 298-4875, option 3	(800) 599-8350
<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>			