



Mutual Assurance Administrators is now HealthSmart!

Mutual Assurance Administrators (MAA) has been acquired by HealthSmart Benefit Solutions, Inc. We are truly excited about the opportunities this acquisition brings. Both organizations have similar cultures and customer service philosophies and will create opportunities to expand our offerings to include new additional services to you.

We want to take this opportunity to review some questions you may have. Most importantly, we want to assure you that the member services you have entrusted to MAA will be handled by the same service team and in the same quick, professional and courteous manner that you're accustomed to.

FAQs:

1) Who is HealthSmart?

HealthSmart is a national healthcare management company dedicated to successfully navigating our clients and their members to better outcomes. The HealthSmart Companies are committed to providing self-funded employer solutions through cutting-edge products and services. Our mission is to improve member health while reducing healthcare costs.

2) What will change?

The Mutual Assurance Administrators name has changed to HealthSmart Benefit Solutions, Inc.

3) Will claims and customer service continue to be processed locally?

Yes. All contact information will remain the same.

4) Will member ID cards change?

No. The ID card(s) will not change at this time; however, when new ID cards are issued in the future, they will be updated with the HealthSmart Benefit Solutions name and website.

5) Will the Explanation of Benefits (EOB) look different? Will we receive them on the same frequency?

There are no changes at this time. We will be rebranding our EOB's with HealthSmart's logo and name in the near future. You will continue to receive your EOB on the same frequency, and you can continue to receive them in the same manner you receive today.



6) How will Care Management services or contact information change? What about pre-certification requirements?

The contact information and process for pre-certification and Care Management services will not change. You can expect to receive the same professional customer service.

7) Will we need to use new claim forms?

No, not at this time. You will receive notification in advance of any changes.

8) Will we need to access a different website to view claims history and/or eligibility?

You will continue to access your claims via the MAA website. Over time, the website will be rebranded and redirected to HealthSmart. You will receive notification in advance of these changes.

We will continue to provide you timely updates and keep you informed of new and exciting products and services, which will further enhance customer service levels and your experience with HealthSmart. To learn more about HealthSmart, visit www.healthsmart.com.

For Questions about your Benefits or Claims

Contact your Client Solutions Team at:

800.825.3540

Or login at www.maa-tpa.com