



COVENTRY CONSUMER CHOICE™

December 14, 2009

Dear Coventry Consumer Choice Member,

Earlier this month we sent a letter to alert you to some changes we are making to your Coventry Consumer Choice (C3) Health Savings Account (HSA). This letter provides information and instructions to help facilitate those changes.

We are pleased to introduce a new preferred HSA administrator and custodian, HealthEquity, Inc. You will now enjoy additional services including 24/7 live support from a HealthEquity Member Services Specialist to request reimbursements and check balances over the phone.

**Important Dates You Should Know**

To simplify this transition, Coventry is transferring your HSA to HealthEquity, your new custodian. Please refer to the important dates below:

- **Sunday, December 20, 2009** –
  - After this day, your C3 HSA debit card will be deactivated.
  - The C3 HSA website will be disabled.
  - HSA contribution requests will be suspended until January 4, 2010. After this date, any remaining 2009 contributions, as well as 2010 contributions, can be made. We will provide you and your employer with instructions to ensure you receive any contributions that you were eligible to receive between December 20 and January 4.
  
- **Monday, December 28, 2009** – Begin checking your mail for a Welcome Kit from Coventry Consumer Choice (C3) and HealthEquity. The kit will include a new debit card for you and your spouse (if applicable) as well as other information, including how to make contribution and reimbursement requests with HealthEquity.

If you need access to your HSA funds while you are waiting for your new debit card, you can submit a withdrawal form. Forms are available through your secure member website, My Online Services<sup>SM</sup>. The web address is on the back of your medical plan ID card. Please note: There may be a slight delay during the transition period.

**Important – C3 Online Account History and Web Tools**

After December 20, 2009, the Coventry Consumer Choice (C3) HSA website will be disabled. To ensure you have documentation that you may need for tax purposes, **we ask that you print your monthly account statement before December 20.**

In January, you will have access to HealthEquity's member website to track 2010 account transactions, balance information and make contributions. Simply log into your secure member website, My Online

Services, and link to HealthEquity's member tools. You will be asked to create a user name and password the first time you visit the site.

**HealthEquity's PayChoice™ Bill Pay**

PayChoice™ is an online tool on HealthEquity's website. It gives you control over how and when your HSA funds are used similar to an online bill pay service. Your account will be in 'Save' mode to start the new year. Save mode gives you an option to review your claims and actively release funds to pay a provider or reimburse yourself.

**Investments**

If you invested your HSA funds in any C3 investment options, we will transfer those investments so you can maintain your investment strategy without disruption. There is nothing for you to do.

**Rollover Considerations**

If you choose to move your HSA to a different custodian, please provide Coventry with a completed HSA Closure Request. This form is available in the C3 section of My Online Services. Important: Coventry will process your request after January 1, 2010. You will need to deposit your money with an HSA custodian within 60 days, or you could be subject to a 10 percent penalty and you would be required to report the value of your HSA as income for the current year. Remember, if you made a rollover contribution at any time within the last 12 months, you may not be eligible to conduct another rollover contribution until 12 months from the date of your last rollover contribution.

**Customer Service**

If you have any questions about these changes, please contact the telephone number on the back of your medical plan ID card or contact HealthEquity Member Services at 866-855-4066.

Thank you for your patience during this transition. Coventry is dedicated to providing an optimal health benefits experience for our customers and the adjustments we are making today will serve you better in the future.

Sincerely,

Coventry Consumer Choice