

August 20, 2009

**Keystone Mercy Health Plan Introduces E-Lert:  
A New and Innovative Provider Communication Tool**

Dear Provider,

We are pleased to announce that on September 1, 2009, Keystone Mercy Health Plan will introduce a new electronic communication tool, our **Provider E-Lert System: a new and efficient way for us to relay important information to our providers via e-mail.**

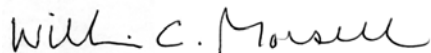
Provider **E-ler**ts will contain urgent and critical information on a number of issues. These issues typically have a significant impact on your work with our members or your relationship with Keystone Mercy Health Plan and you will be able to choose to receive e-mail communications covering topics including, but not limited to:

- Claims and Reimbursement
- Billing Updates
- Monthly Provider Bulletin
- Policy Changes/Updates
- State and Federal Laws Affecting Plan Providers
- New Technologies

To ensure that you will receive the invitation to register for E-Lerts, please send your e-mail address to [Provider.Communications@KMHP.com](mailto:Provider.Communications@KMHP.com). We will send you an e-mail invitation to register.

To learn more about **E-Lert**, please visit the Provider Center on our Web site, [www.keystonemercy.com](http://www.keystonemercy.com), or contact your Provider Account Executive.

Sincerely,



William C. Morsell  
Senior Vice President, Provider Network Management



## FREQUENTLY ASKED QUESTIONS (FAQs)

### **What is E-Lert?**

E-Lert is a free e-mail alert service for Keystone Mercy Health Plan providers.

### **What does E-Lert do?**

E-Lert allows you to:

- Receive important information 5 to 10 days faster than via standard mail
- Choose ONLY the information that you would like to receive
- Manage your own subscription and profile information
- Unsubscribe at any time

### **What kind of communications will I receive?**

Sign up to receive only the news that is most important to you concerning topics such as:

- Claims and Reimbursement
- Billing Updates
- Monthly Provider Bulletin
- Policy Changes/Updates
- State and Federal Laws Affecting Plan Providers
- New Technologies

Keep information for your records • Find information easily • No more paper files • No more accidentally misplaced or discarded communications

### **How Many E-mails Will I Get?**

The number of E-Lert messages varies from three to six e-mails each month. We respect your time and make an effort to send you only the most pertinent information. You can choose which types of information are most important and you will never receive irrelevant or spam e-mails from Keystone Mercy Health Plan.

### **How Do I Sign Up?**

Visit the Provider Center on the Keystone Mercy Health Plan Web site:

<http://www.keystonemercy.com/provider/index.aspx>.

### **Questions about Keystone Mercy Health Plan's E-Lert System?**

If you have any questions or concerns regarding the E-Lert System, please feel free to e-mail us at [ProviderCommunications@kmhp.com](mailto:ProviderCommunications@kmhp.com).