



## Welcome to the Consumer Involved Medical Plan with Cost Share Fund

We felt it was important to provide you some additional education as to how your medical coverage and cost share fund work together for you.

Attached is an example of an **Explanation of Benefits (EOB)** you would receive from the Gundersen Lutheran Health Plan when you incur a claim. With it, is an example of a **Gundersen Lutheran Cost Share Statement** that will show you how this same claim is processed through the Cost Share Fund. The EOB and the Cost Share Fund Statement should be reviewed together so you can see how charges on your EOB flow through to the Cost Share Fund Statement. As you look at the Cost Share Fund Statement, please note that a variety of data items are numbered (1-13). These numbered items are explained in detail the **How to Read Your Cost Share Fund Statement**. Please take the time to follow the charges through the EOB and onto the Cost Share Fund Statement so as to gain a good understanding of how the Cost Share Fund pays a portion of your claims.

For additional assistance, enclosed is a **Frequently Asked Questions (FAQ's)** document about our Consumer Involved Medical Plan. The FAQ's along with the rest of the educational materials contained within this mailing can also be accessed on the Gundersen Lutheran Health Plan website at [www.glhealthplan.org/costshare](http://www.glhealthplan.org/costshare).

If you have questions and would like to speak to a customer service representative at the Health Plan, please call (608) 775-8007 or (800) 897-1923. For those with hearing impairment, call TTY (800) 947-3529. The Health Plan's standard office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.