

GUNDERSEN LUTHERAN HEALTH PLAN, INC. SENIOR PREFERRED VALUE AMENDMENT EFFECTIVE JANUARY 1, 2011

The following Amendment is hereby made a part of your Evidence of Coverage. Please read these changes carefully and keep this amendment, with your 2011 Evidence of Coverage.

Chapter 4. Medical Benefits Chart (what is covered and what you pay)

The following box becomes a part of page 45. This language belongs after the box entitled "Kidney Disease Services".

Outpatient diagnostic tests and therapeutic services and supplies

Covered services include:

- X-rays or diagnostic tests
- Therapeutic services
- Radiation therapy
- Chemotherapy
- Surgical supplies, such as dressings
- Supplies, such as splints and casts
- Laboratory tests
- Blood. Including storage and administration.
- Other outpatient diagnostic tests.

10% of the cost for Medicare-covered testing.

Separate office visit cost sharing of \$30 may apply.

For more information, please visit our Web site at www.seniorpreferred.org or call Customer Service at (608) 775-8077 or (800) 394-5566. For those with hearing or speech impairment, call TTY (800) 947-3529. A customer service representative is available to assist you Monday through Friday from 8:00 a.m. to 8:00 p.m. From November 15th through March 1st we are also available to assist you on Saturdays and Sundays from 8:00 a.m. to 8:00 p.m.

If you would like to meet with a customer service representative in person, you can visit us during our office hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. Our offices are located at 3190 Gundersen Drive, Onalaska, Wisconsin and at the Resource Center located in the Gundersen Lutheran Clinic at 1836 South Avenue, La Crosse, Wisconsin.

Gundersen Lutheran Senior Preferred (HMO) Value is an HMO with a Medicare Contract.