



A Better Member Call Experience Begins August 2015

In August 2015 we will make a change to how our Member Services call system works. We refer to this change as Natural Language. Today, when you call in you hear a list of choices. You are then asked to pick one of these choices.

When we make the change to Natural Language you won't have to pick from one of the choices you hear. Instead, you will hear a message like, "In a few words, please tell me the reason for your call today." When you say why you are calling, your call will go to the right person to help you.

This change is just one way we are making your experience with our plan better. Because you will have to listen to fewer choices, you will get the help you need—faster.

If you have any questions about this change, contact Member Services at 1-800-348-4058.