



Dear Valued USHL Client,

As you are probably aware, Michigan's Governor issued a Stay Home, Stay Safe directive on Monday, March 23, 2020. This executive order requires all non-essential businesses to close, and for Michigan residents to shelter in place. **As an essential business, US Health and Life (USHL) is permitted to remain open and is committed to servicing our clients during these uncertain times.** As part of our business continuity planning, we have made the decision to move our associates to remote operations for as long as necessary in order to comply with this directive, but also to ensure the health and safety of our associates.

Please be assured that during this time, we are striving to the best of our ability to operate "business-as-usual", and that all of our business operations continue to function to serve you and our members. USHL will maintain the processing of claims, billing, and enrollment changes. Customer Service telephone assistance will be open, although we fully expect that wait times may be longer than normal. Our offices will remain temporarily closed to walk-ins.

Your employees and their family members are encouraged to utilize our digital servicing tools as much as possible during this time. They can also log into their accounts at www.ushealthandlife.com to check their benefits, claims and out-of-pocket expenses.

Providers will continue to submit prior authorization requests via our existing processes. More information on that process can be found [here](#).

Sales Support will continue to process new business submissions and group enrollment changes. If you need to contact them directly, please utilize the salesupport@ushealthandlife.com email box or call 844-828-5968.

As always, your USHL Sales Support team is always available to assist you with any questions. We are here to serve you. Thank you for your patience and understanding as we navigate this public health crisis together.

Wishing you the best in health,

A handwritten signature in black ink that reads "Mike McCollom".

Mike McCollom
President