

The transaction processor that Coventry Health Care uses to help administer consumer-driven health care products recently initiated changes that immediately affect our operations. As a result, we are quickly making a couple of adjustments to our Coventry Consumer Choice (C3) product portfolio.

Effective January 1, 2010, Coventry will partner with a new transaction processor and banking institution for the C3 HSA administration. The following changes affect current customers with the C3 HSA product:

- We are temporarily ceasing new C3 HSA business immediately. Qualified High-Deductible Health Plans (QHDHPs) are still available; we are simply not offering an HSA option to new customers.
- **Debit cards for existing HSA members will be active until late December. At that time, C3 HSA debit cards will stop working and members can submit a claim form to access funds. Claim forms are available via the secure member portal, My Online Services.**
- New debit cards will be issued in early 2010 to members with a C3 HSA.
- The HSA with a compatible HRA or FSA product is no longer offered.