

*Upcoming Changes that may affect you!*

---

**Physicians Health Plan  
of South Michigan**

One Jackson Square, 8th Floor  
Jackson, MI 49201  
Phone: 517-782-7154  
[www.PHPCares.com](http://www.PHPCares.com)

---

**Physicians Health Plan  
of Mid- Michigan**

1400 E Michigan Ave.  
Lansing, MI 48912  
Phone: 517-364-8400  
[www.phpmm.org](http://www.phpmm.org)

---

# Very Important Message from Physicians Health Plans

As you may have heard, Physicians Health Plan of Mid-Michigan and Physicians Health Plan of South Michigan are implementing a new operating system. The transition is currently planned for January 1, 2007. This new system will provide powerful and flexible enrollment and claims processing that will enhance our business processes. Here is a list of some of the things that may affect your daily activities:

- **View only access to eServices as of 11/1**
- **eBill users will receive their last eBill on November 15<sup>th</sup> for December enrollment**
- **Your January paper invoice will have a new look and a new submission address**
- **Billing contacts will change**
- **New group numbers will be assigned**
- **Enrollment forms and submission procedures will change**
- **Member ID cards will have a new look**
- **New online capabilities will be offered through HealthWeb<sup>®</sup>**

We are excited to bring you this technology upgrade. Our new operating system is anticipated to be more efficient and easier to use. You will receive communications about the changes listed above as new systems and processes are implemented. If you have questions, please contact the Sales Department at your local Physicians Health Plan office. We are happy to talk to you about our upcoming system changes and enhancements.