

## A quick reference guide to Moda Health

Thank you for helping us transition to Moda Health. This guide has been created to help you answer questions from your team, clients and Moda Health members.

### What you should know

#### Why are you changing your name?

We are changing our name because Oregon Dental Service (ODS) is no longer an accurate representation of the services we offer – or the communities we serve. We offer medical, dental, pharmacy and vision services throughout Oregon, Washington and Alaska. Making this name change positions us to better serve all our communities and continue to grow.

#### How will this change be presented to the market?

We are going to slowly transition from ODS to Moda Health. We anticipate this transition will take about 14 months. During that time, your clients and our members will see both ODS and Moda Health.

This “drip” approach provides everyone the opportunity to understand that ODS is now Moda Health. In addition, this slow transition helps alleviate some anxiety as our audiences will be comforted by seeing what they know, coupled with something new.

#### Will our commissions change with the transition to Moda Health?

No. Your commission levels will remain the same.

#### Is my current producer agreement still valid?

Absolutely. Your current producer agreement is still valid even with this name change. The next time we update your producer agreement (a new producer is added, etc.) we'll update producer agreements to reflect the new name.

#### Is the change to Moda Health a result of a buy-out?

No. This really is just a name change and a brand refresh to better reflect who we are, what we stand for and where we're going from here. Our leadership and team members will be the same.

#### Will contracts require an addendum?

We are working with each state's insurance division to evaluate contract language and notification requirements, we will keep updated on our progress.

#### What can we expect on our renewals with this change?

This name change does not cause any philosophical shifts in our underwriting process.

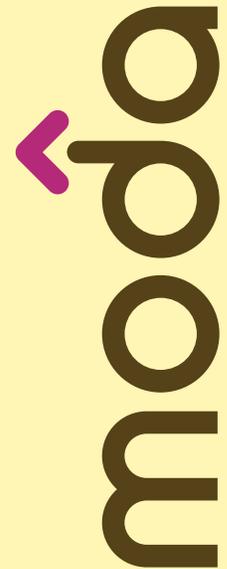
#### Will Moda Health be introducing any new products ODS does not currently sell – or will any products be going away?

Our name change will not affect our product portfolio. In addition, we remain committed to developing innovative products that help members achieve their best health.

### What group administrators should know

#### Will my employees need to get new ID cards?

No. Although we are creating new Moda Health ID cards, we understand the printing and delivery of ID cards can be stressful and expensive. Therefore, we are not mass reissuing ID cards.



However, once the new Moda Health name goes public, if a member were to go into myModa (formerly myODS) and request a new ID card, they will receive a Moda Health ID card.

The good news is the current ID card is still, and will continue to remain, valid. Providers need four key bits of information from this card in order to render services. That includes:

- Subscriber number
- Group number
- PCN number (Rx only)
- BIN number (Rx only)

As those numbers will not be changing, we are confident member service will not be disrupted.

#### **Will any customer service duties be outsourced?**

No. We pride ourselves on our Pacific Northwest roots and are proud to employ our friends and neighbors.

#### **Will I still have access to employer tools, such as EOS?**

Yes. EOS, an online tool for groups 100+ is still available on our website.

#### **Will contracts require an addendum?**

We are working with each state's insurance division to evaluate contract language and notification requirements. We will keep you updated on our progress.

#### **Will employees need new Member Handbooks?**

Eventually, all Handbooks will be updated to reflect the name change to Moda Health. However, until that time, all current Member Handbooks are still accurate and valid.

#### **Does this affect my benefits plan?**

No, this name change does not affect benefit plans.

#### **Will this change affect our billing process?**

No. This change will not affect billing processes in any way. Your billing and eligibility person, and how you pay your bill, will remain the same.

#### **How will our employees find out about this name change?**

Each household will receive a mailer explaining the name change. In addition, there will be information available on our website for members to learn more about the name change.

## **What members should know**

#### **Why did ODS change its name?**

We are changing our name because Oregon Dental Service (ODS) is no longer an accurate representation of all the services we offer – or the communities we serve. We provide medical, dental, pharmacy and vision services throughout the Pacific Northwest. Making this name change positions us to better serve our communities and continue to grow.

#### **What does Moda mean?**

Moda is derived from the Latin term “modus” and means “the way.” Moda Health is here to help you find a way to better health.

#### **When my provider asks me the name of my insurance company, what should I say?**

Moda Health.

#### **Will I still have access to myODS?**

Yes. myODS will become myModa, but all the tools and information available in myModa will remain the same.

#### **Do I need a new ID card?**

No. Because your subscriber number and group number are not changing with this name change, you do not need a new ID card. Your current card is still, and will remain, valid.

#### **I am enrolled in a coaching program, will that program still be available with my coach?**

Absolutely. Your coach and coaching program are still eager to help you on your journey to better health.

#### **Will this change my benefits or copays?**

No. This name change will not affect your benefits, copay, coinsurance or deductible amount.

#### **Will my provider networks change?**

No, your provider networks will remain the same. Find Care, the ODS provider search tool, will also remain the same. Network names (i.e. Delta Dental Premier, Delta Dental PPO and ODS Plus) will not be changing at this time.