



April 7, 2016

[Provider Name]  
[Address]  
[Address 1]  
[City], [State] [Zip]

**Via First Class Mail****RE: Family Health Hawaii MBS Liquidation Notice to Providers**

Dear Provider:

Please take notice that on April 7, 2016 the Circuit Court of the First Circuit, in the State of Hawaii, entered an Order of Liquidation and placed Family Health Hawaii, MBS ("FHH") into liquidation and appointed the Insurance Commissioner of the State of Hawaii as the Liquidator of FHH. The Liquidator is authorized to liquidate and wind down the business affairs of FHH pursuant to section 431:15-306 and 15-307 of the Hawaii Revised Statutes.

This Notice is being sent to all healthcare providers of FHH policyholders. Claims for health care services provided to FHH policyholders should be filed in the normal course of business. Please do not submit duplicates of claims previously submitted. All policies will be terminated and cancelled on May 6, 2016. The effective date of contract termination is earlier of (1) thirty (30) days from date of entry of the Order of Liquidation; (2) the expiration of the policy coverage; or (3) the date when the insured has replaced the insurance coverage with equivalent insurance in another insurer or otherwise terminated the policy.

Any claims incurred after an FHH policy has terminated and/or after May 6, 2016 those claims will not be paid as part of this liquidation. Claims incurred on or prior to May 6, 2016 will be collected, reviewed, and adjusted. Claims will either be admitted or denied as a claim against the FHH estate and its assets. The Liquidator is accessing the financial situation of the FHH at this time to determine its ability to pay your claim. If you have any questions about your existing claims, please call (855) 206-3277.

Policyholders are responsible for any deductible and co-pay amounts due under the policies. Providers are **not** allowed by law to balance bill members for the contracted sums owed by FHH for services rendered during the contract period. During the transition period, employer groups are encouraged to switch to other carriers for a new plan.



1440 Kapiolani Boulevard, Suite 1000  
Honolulu, Hawaii 96814

*Together We're Healthy*



A copy of the Liquidation Order and answers to frequently asked questions can be found on the can be found on the Hawaii Insurance Division website at: <http://cca.hawaii.gov/ins/> and the Family Health Hawaii website at: [www.familyhealthhawaii.com](http://www.familyhealthhawaii.com). If you have any questions, please call (844) 717-7334.

Sincerely,

Liquidator