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November 1, 2018

RE: Group Summary and Fee Schedule Update

This letter is to inform you that pursuant to your existing WholeHealth Networks, Inc (WHN) Participating Practitioner Agreement, the Kaiser WA Group Summary and Fee Schedule has been updated to include the Point of Service (POS) product with the HMO and Elect PPO products. Additionally, reimbursement for services provided on or after 01/01/2019 will be based on the updated fee schedule for your Kaiser WA Chiropractic claims.

A copy of the updated Group Summary and Fee Schedule can be obtained by logging on to the provider portal at <https://www.WholeHealthPro.com>. If you do not know your provider portal login, please call WHN customer service at 1-800-274-7526.

If you do not want to receive network communications like this one by fax, please let us know. Send your request by email: provider.updates@healthways.com, by fax: 1-888-492-1027, or by telephone: 1-800-274-7526. Please tell us the number(s) of the fax machine(s) covered by your request. We will comply with your request within the shortest reasonable time, not to exceed 30 days; failure to do so would be unlawful. We may still need to communicate with you individually about your membership in our network and your network benefits. We are happy to communicate with you via email. If that is your preference, please let us know by email or calling as noted above; we will make those changes in our system.