



TO: Athena Healthcare Associates, Inc. Welfare Benefit Plan Participants

FROM: Larry Santilli, President & CEO

RE: Update on Health Insurance

DATE: December 1, 2022

Valued employees:

Previously I informed you that Athena was working hard to address the employee health insurance benefits payment issues. We have **good news** on that front. One of the federal sources of income we have been working hard on since January of 2022 is finally materializing. We expect to receive those funds between now and mid-December 2022 and will make large catch-up payments on outstanding health insurance claims. We are required to apply payments in the order the claims were received and processed by our recordkeeper. We anticipate that all outstanding claims processed through November 29, 2022 will be paid no later than January 9, 2023.

We understand your continued frustration and appreciate your continued patience as we now begin the process of paying the outstanding claims. In order to address concerns regarding your health plan, we have designated Ms. Maggie Brechun as the Athena health plan ombudsman. You may contact Ms. Brechun at mbrechun@athenahealthcare.com or by phone at 860-751-3968 regarding any issues with your insurance claims.

In the event (1) your health care claims have been sent to a collection agency, (2) your personal credit has been damaged due to delinquent claims, and/or (3) you have paid out of pocket medical expenses that exceed the amount you are required to pay under the Plan, please contact Ms. Brechun. You should provide Ms. Brechun with documents or information regarding any collection actions against you, proof of payment of excessive out of pocket medical expenses, and/or proof of credit damage.

Again, I appreciate your continued dedication to your center, your co-workers, and your residents. Thank you for your patience as we work through these issues with your health plan.

4859-9621-5360, v. 1