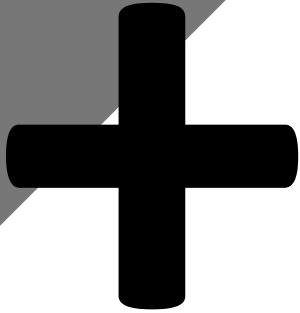


MEMBER INFORMATION



LANJ NEW MEMBER BENEFITS

BENEFIT INFORMATION

DENTAL

Big savings on dental services including cleanings, X-rays, fillings, root canals, implants, crowns, extractions, orthodontics, and periodontics with the Aetna Dental Access® Network.

VISION

Save big prescription eye wear, most frames, tints, coatings, UV protection, LASIK and eye exams. Participating chains include LensCrafters, Pearle Vision, VisionWorks, JCPenny, Sears, Target and more.

TELEMEDICINE

Feel better now! 24/7 access to a doctor is only a call or click away—anytime, anywhere with no per visit fee. You can talk to a doctor by phone or online video to get a diagnosis, treatment options and prescription if medically necessary.

LEGAL SERVICES

Get legal answers from experienced lawyers at discounted rates. Attorneys help with traffic tickets, bankruptcy, divorce, and spousal and child support. Additional services are also available at no cost to you and \$125 an hour or 40% off their hourly rate for services not covered.

PET CARE

Caring for pets can be rrrrruff! Keep your pets happy and healthy with discounts on everything from toys and treats to boarding and eats! You can save on doggy daycare, house sitting, veterinary services and more.

QUESTIONS?

Options Plus

877.783.0235

www.OptionsPlusPlan.com

info@optionsplusplan.com



WELCOME

Welcome to your LANJ benefits program through Options Plus.

As an LANJ member, you will have 4 benefit combinations to choose from.

You can view the plan options and enroll at:
www.LANJ.OptionsPlusPlan.com

- Immediate family is included at no extra charge.
- No waiting periods.
- Plans as low as \$16 per month



INDIVIDUAL APPLICATION

Group Number: NB9297CY | Group Name: LANJ

APPLICANT INFORMATION

First Name: _____ MI: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Date of Birth: ____/____/____

Email: _____ Phone: _____ - _____ - _____

Male Female

Company: _____

DEPENDENT INFORMATION

First and Last Name	Gender	Date of Birth:
_____	_____	____/____/____
_____	_____	____/____/____
_____	_____	____/____/____
_____	_____	____/____/____
_____	_____	____/____/____

COVERAGE SELECTIONS

Plan Name: _____ Plan Price: \$ _____

CONFIRMATION

I authorize New Benefits to initiate debit entries electronically to my account indicated above and I authorize the depository institution named above to debit same to such account. This authorization remains effective and in full force until New Benefits has received notification from me of its termination in such time and in such manner to afford New Benefits and the depository/institution a reasonable opportunity to act on it.

Signature: _____ Today's Date: _____

Your membership is effective upon receipt of membership materials. This plan is NOT insurance. The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act or Massachusetts M.G.L. c. 111M and 956 CMR 5.00. This discount card program contains a 30 day cancellation period. Member shall receive a full refund of membership fees, excluding registration fee, if membership is canceled within the first 30 days after the effective date. AR and TN residents: A refund of all fees will be issued if membership is canceled within the first 30 days. Discount Medical Plan Organization: New Benefits, Ltd., Attn: Compliance Department, PO Box 671309, Dallas, TX 75367-1309. Telehealth operate subject to state regulations and may not be available in certain states. Consults are not available outside of the U.S. Not available to residents of KS, UT, VT, WA. Pharmacy discounts range from 10% to 85% on most medications.



Member Experience

quality benefits made easy...

Every member of the Options Plus program will receive a member booklet and ID card. Member booklets provide the end user with a comprehensive kit to begin saving. Each benefit is explained in detail including a benefit overview, phone numbers and more.

The Options Plus member ID card lists all the member benefits in one place. The member simply shows their card at the time of service and receives the discounted rate. Providers need only to turn the card over to which network applies to their services. All cards have dedicated customer service numbers for each benefit. The member can also contact our main customer service number for help.

Customer Service is open 6 Days a week
Monday - Friday 7am to 7pm | Central
Saturday 8am to 5 pm | Central



- + Member Booklet
- + ID Card
- + Online Portal
- + Customer Service Number



Customer Service

Options Plus maintains a fully-functional call center. To meet the varying needs of our members, the call center maintains a full-time, trained staff of Service Advocates, including Spanish-speaking Service Advocates, supervisors and a Service Experience Coach. Our workforce is available to handle a wide variety of inquiries.

Monday to Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm

Members are welcome to leave a voice message after hours and calls are returned by a designated Service Advocate within 24 business hours. Additionally, members can access benefit information and provider listings by downloading our app **My Benefits Work** and creating an account.

Quality management includes scoring of representative calls along with coaching that includes review of the recorded calls. Each Service Advocate receives two scored calls each week. Performance is discussed with the Service Advocate during bi-monthly coaching sessions. All team members are expected to maintain a 90% average on scored calls.

Process Step	Standard Time	Standard Quality Frequency	Process Definition
Calls Answered	3 seconds	99%	The time it takes our automated phone system to answer the call.
Inbound Call Handling	30 seconds	80%	Average time for a Member Service Representative to answer the call.
Problem Resolution	Less than 72 hours	99%	Amount of time to resolve a problem and call the member back to communicate the outcome.
Call Backs	Next business day	99%	Average time to return calls when phones are in "night mode."
Registration	3-5 business days	100%	Turnaround time to process application and mail the Fulfillment Kit.

Daily Monitoring

Inbound and outbound calls are evaluated for call quality and member satisfaction on a daily basis. Each Service Advocate is required to meet the assigned criteria specific to information provided, service skills and call documentation. Although the average talk-time is two and a half minutes, our Service Advocates are encouraged to assist the member until all their questions have been answered.

Skill Training

Our Loyalty Team Supervisor facilitates weekly meetings to educate and update our Service Advocates on benefits, clients and overall procedure adherence to further develop customer service skills, proper phone techniques and to promote a team oriented environment.

State-of-the-art Telephone Response System

Our phone system answers 99% of incoming calls within 3 seconds. Additionally, the system captures and monitors the number of incoming calls, abandoned calls, average hold time and the percentage of calls answered within our assigned service levels. Daily telephone reports are also closely monitored and analyzed by senior staff to recognize call trends and staffing needs.

Personalized Attention

Each member receives flexible support dependent on their situation. We take ownership of each call and encourage Service Advocates to take every appropriate step necessary to satisfy the member's request.



Testimonials

I paid \$80 for each tooth extraction with Options Plus at my dentist. Without this **dental** plan, I would have paid \$275 per tooth! With three teeth needing extractions, I saved \$585! This was a huge help for my family.

- Jason, NJ

Savings
\$585

Savings
\$50

I had the best experience with my **telemedicine** benefit. It was so quick and easy. I requested a consult and in 3 minutes, a US Board Certified physician called me back. Right from home, I spoke with the doctor and he called in a script to my pharmacy. Within no time at all, I had my prescription and never had to leave the house. Additionally, I saved \$50 because I didn't have to pay the copay to my doctor!

- Olivia, NY

I had no idea how expensive owning a pet could be! I got the Options Plus **Pet Care** benefit and saved 25% at the vet on my new puppy! For his vaccinations, I was able to locate a nearby provider and saved \$30 on each one and when he got sick, I saved another \$22 for the emergency visit. After all of his check ups and dental cleanings, I saved \$300 in just my first year.

- Beth, NJ

Savings
\$300

Savings
\$184

I can't believe how much I saved with this **vision** benefit! An eye exam would have cost me almost \$200 before. I saved \$57 on the exam and then another \$127 on my designer frames. I love them and I was able to splurge on a nicer pair because of how much I saved in just one visit.

- Nancy, PA

