



Dear Valued ABS Customer,

As you are probably aware, Michigan's Governor issued a Stay Home, Stay Safe directive on Monday, March 23, 2020. This executive order requires all non-essential businesses to close, and for Michigan residents to shelter in place. **As an essential business, Automated Benefit Services (ABS) is permitted to remain open and is committed to servicing our clients during these uncertain times.** As part of our business continuity planning, we have made the decision to move our associates to remote operations for as long as necessary in order to comply with this directive, but also to ensure the health and safety of our associates.

Please be assured that during this time, we are striving to the best of our ability to operate "business-as-usual", and that all of our business operations continue to function to serve you and our members. Claims processing, call center operations, and all other functions are up and running to ensure continuity for those we serve. Doctors, hospitals and other medical providers can continue to submit health care claims. ABS will maintain the processing of claims, billing, and enrollment changes. Customer Service telephone assistance will be open, although we fully expect that wait times may be longer than normal. Our offices will remain temporarily closed to walk-ins.

Your employees and their family members are encouraged to utilize our digital servicing tools as much as possible during this time. They can also log into their accounts at [www.abs-tpa.com](http://www.abs-tpa.com) or the ABS mobile app to check their benefits, claims and out-of-pocket expenses.

Additionally, providers are able to utilize our 24/7 faxback line at (888) 494-4600 for eligibility and benefit verification, as well as claims status inquiries. Providers will continue to submit prior authorization requests via our existing processes. More information on that process can be found [here](#).

We will continue processing all membership changes submitted electronically by file or via email to our Billing & Enrollment team. If you need to contact that team directly, please utilize the [absenrollment@abs-tpa.com](mailto:absenrollment@abs-tpa.com) email box for all correspondence. Your monthly administrative billing and claims funding processes will continue uninterrupted.

As always, your ABS Sales and Client Services team is available to assist you with any questions you may have about your account. We are here to serve you. Thank you for your patience and understanding as we navigate this public health crisis together.

Wishing you the best in health,

A handwritten signature in black ink, appearing to read "Christina Barrett".

Christina Barrett, MBA  
Director of Business Development