

**Agent Post Enrollment Information and Contacts**  
**Apex Management Group**  
**HMA Group Plan Solution**

**(For Agent Use Only)**

The following information is to assist you, the agent, in assuring your client has efficient implementation of their new Healthcare Plan. You are the client contact for all aspects of communication. It is the job of Apex Management Group to assist and provide you with the necessary information to enable you to complete implementation process, and to address any on-going Healthcare Plan issues or changes that arise with your client and their employees.

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| <p>Third Party Administrator Information</p> <p>HMA – Hawaii Mainland Administrators<br/> P: (888) 811-8944<br/> Website: <a href="http://www.hma-az.com/">http://www.hma-az.com/</a></p>                          | <p>HMA – Hawaii Mainland Administrators<br/> 1601 W. Broadway Road, Suite 300<br/> Tempe, AZ 85282</p>   |
| <p>Julie Dennis<br/> Account Manager<br/> <a href="mailto:Julie.Dennis@hmatpa.com">Julie.Dennis@hmatpa.com</a><br/> (888) 811-8944 (Ext 3293)</p>  | <p>Bree is a daily contact on all inquiries for Agents</p>   |
| <p>Enrollment Department<br/> <a href="mailto:enrollment@hmatpa.com">enrollment@hmatpa.com</a><br/> P - (866) 811-8944<br/> F – (866) 814-3852</p>   | <p>Enrollment/Corba/ID Card Request/Vendor Liason</p> <ul style="list-style-type: none"> <li>- Note – any changes to enrollment must be received by the 10<sup>th</sup> of each month and then sent out.</li> </ul> <p>Member ID Cards are delivered approximately</p> |
| <p>Billing/Collections/Payment<br/> Contacts:<br/> Uri Jimenez – Senior Mgr. Finance<br/> P - (888) 811-8944 (Ext: 3231)<br/> E – <a href="mailto:garrett.anderson@hmatpa.com">garrett.anderson@hmatpa.com</a></p> | <ul style="list-style-type: none"> <li>- Invoices Are generated between the 5<sup>th</sup> and 10<sup>th</sup> each month and sent out.</li> </ul>   |
| <p>Concierge Services Department<br/> E: <a href="mailto:concierge.services@hmatpa.com">concierge.services@hmatpa.com</a><br/> P: (866) 206-7919</p>   | <p>Direct Contact for Brokers and the Client to assist with Member inquiries, claims, ID car request.</p>  |
| <p>Other Issues –<br/> Call Apex Management Group<br/> Amy Cheers – Client Service Manager<br/> P: (630) 528-6205<br/> E: <a href="mailto:enrollment@apexmanagement.com">enrollment@apexmanagement.com</a></p>     | <p>Call or email Apex Management Group with any other enrollment issues or concerns.</p>   |