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Geoffrey M. Standing Bear  
Principal Chief

# Osage Nation

Office of the Principal Chief

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Raymond Red Corn  
Assistant Principal Chief



August 23, 2017

Dear Osage Nation Member,

In our continued effort to provide the best possible services for the Osage Nation, WageWorks, Inc. has been selected to administer the Osage Nation Health Benefit Plan for 2018. They will be replacing HealthSmart as the service provider. To learn more about WageWorks, go to their website at [www.wageworks.com](http://www.wageworks.com).

On behalf of all Osage Health Benefit Members, we have negotiated strong service level agreements as part of our contract with WageWorks. These key servicing attributes include call center and claims processing standards. This means better customer service and a quicker response when filing a claim. During 2016, WageWorks exceeded each of the following metrics:

- Call Response Time more than 80% in 30 seconds
- First Call Resolution more than 80%
- Claims Processed in 2 business days more than 99%
- Claims Reimbursement more than 90% in 5 business days

WageWorks' enrollment will begin October 2017 and claims processing will begin January 2018. New Health Benefit Cards will be mailed prior to January 1, 2018, to the address we have on file for you. If your address has changed, please contact both HealthSmart and the Osage Nation Membership Office to update your contact information.

As we move forward, you will receive a series of communications with instructions, including: how to register and access your personal account on WageWorks' website, how to order additional Health Benefit Cards, how to file a claim, and how to get assistance with your account. Please watch your mail for this important information.

Sincerely,

A handwritten signature in blue ink that reads "Geoffrey Standing Bear".

Geoffrey Standing Bear  
Principal Chief of the Osage Nation