

FREQUENTLY ASKED QUESTIONS

Effective **December 1, 2017** the Affiliated Physicians and Employers Health Plan will have new contact information. Please refer to the APEHP website, <http://www.APEHP.com> , for updated information.

Q1. What is the new address?

A. The new address is 399 Campus Drive, Suite #300, Somerset, NJ 08873

Q2. Do you have a new email?

A. Yes. See list below:

New Email – Quote/RFP Requests	mewasales@concordmgt.com
New Email - Submission of New Groups	mewanewbusiness@concordmgt.com
New Email - Submit Renewal Paperwork	mewarenewal@concordmgt.com
New Email - Broker/Employer Inquiries	mewaenrollment@concordmgt.com
Direct Staff Email will be first initial, last name at concordmgt.com	Example: jsmith@concordmgt.com

Q3. Do you have a new phone number?

A. Yes, the new telephone number is **833-MEWANOW (833-639-2669)**

Q4. Do you have a new Fax?

A. Yes, the new fax number is **833-MEWAFAX (833-639-3239)**

Q5. Do I have to resend anything I sent to mewaenrollment@qualcareinc.com?

A. If your issue has not been resolved please feel free to resend your request to the new address. MEWAenrollment@concordmgt.com

i. If email is sent after 12/1/2017 there is no need to resend.

Q6. Where do I send RFP's?

A. RFP's continue to go to the same team, however, the new email address is mewasales@concordmgt.com

Q7. Are the forms changing?

A. Yes, there will be address and contact information changing on forms. All new forms can be found on <http://www.APEHP.com>

Q8. Will this affect the turnaround time for implementation?

A. This transition should not impact implementation as your team is remaining the same. However, if you have any concerns around groups you will be enrolling or renewing for 12/1 or 1/1, please be sure to reach out now to your direct contact so they can help you get those groups enrolled or renewed.

Q9. Will anything change regarding how I do my day to day business with the plan?

A. Other than contact information, all processes will remain the same.