



Important Information

from Physicians United Plan (PUP)

2010 Service Area and Product Line-Up Changes

Thank you for being a valued part of our family of providers. With your support, PUP is on track to reach the 20,000 member mark by the end of 2009. We are excited to announce that we are expanding our 2010 service area to include Palm Beach, Broward and Miami-Dade counties. We look forward to continuing to grow along with you.

We would also like to let you know about important changes to our service area and our products effective January 1, 2010 – these changes affect less than 2% of our membership:

- PUP will not offer any plans in Alachua or Hernando counties.
- PUP Carefree (Plan 018) and PUP Assist (Plan 022) will not be offered (in any county) in 2010.
- PUP Rewards (Plan 004) will not be offered in Brevard and Manatee counties.
We will continue to offer PUP Easy (Plan 003) and PUP Perks (Plan 019) in these counties.
- PUP Extra (Plan 021) will not be offered in Marion and Sumter counties.
We will continue to offer PUP Easy (Plan 003), PUP Rewards (Plan 004) and PUP Perks (Plan 019) in these counties.

We are confident that our service area expansion along with the changes mentioned above will position PUP for even greater success in 2010. If you have any questions about these changes, please feel free to contact your PUP Provider Relations Representative. We look forward to working with you to improve our members' health and well-being.