

This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Yvonne Gamble (Yvonne.Gamble@meritain.com <<mailto:Yvonne.Gamble@meritain.com>>) at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group:

We are sending you the following notice on behalf of the Care Coordinators by Quantum Health. Please make note of the scheduled down times and notify your employees. Thank you and have a good day.



IMPORTANT TECHNOLOGY UPDATE

Member site will be down June 28 - June 29

We wanted to make sure you are aware of a scheduled system update that will temporarily affect the member website we host for your employees. **The update will begin this Tuesday at 10pm and the site will be down until 3am (EST) Wednesday.**

During this time, members will not be able to access the site and all functionality will be suspended. There will be a message displayed on the site to let members know during this down time and we will also implement a graphic on the member's home page to alert them of the outage and timing prior to Tuesday to further mitigate any surprises.

Our goal is to continue to provide excellent, personalized service for you and your members, and keeping our technology platforms and systems updated is one of the best ways we can ensure we are able to continually guide your members to the right care at the right time. Thank you for your patience while our system is updated.

We do not anticipate any issues with this update as it is routine in nature, however, if you have any questions or if you experience any continuing technology issues, please contact your Client Executive and our team

will gladly address the issues immediately.



Karen L. Giles
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Meritain Health

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ADVOCATES FOR HEALTHIER LIVING

