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Priority Health Introduces Online Health Care Administration ::.

GRAND RAPIDS, Mich. - December 16, 2002 - Priority Health announced today that it has published its second set in a series of progressive health care administrative tools collectively titled myservices on the Web. myservices, an innovative online tool on Priority Health's Web site, provides members, employers, agents and providers a secure and instant connection to health care administrative information.

"Priority Health's mission is focused on providing access to excellent and affordable health care," says Kimberly Horn president and chief executive officer of Priority Health, "making the investment to provide our customers with information in real-time, 24-hours a day, illustrates our commitment to this mission."

"myservices provides faster, efficient, paperless administration," remarked Jim Slubowski, chief information officer for Priority Health, "by improving administrative efficiencies we anticipate myservices will lead to significant cost savings for both Priority Health and its customers."

According to the Gartner Group, a research and advisory firm, an average large company could save at least 5.7 million dollars a year by conducting business on the Web. In another report Gartner analysts report that 45 percent of U.S. adult population will be using e-billing and payment Web tools by 2005.

myservices enables:

- Members to request ID cards and change their physician
- Employers to receive bill and payment summaries and enrollment capabilities
- Health care providers to check the status and request authorizations for medical services, review prescriptions for members and check claims status
- Agents to check their commission, use a rate generator, receive bill and payment summaries, request ID cards and enroll new members

myservices is just one of the many new resources on Priority Health's Web site. In addition to myservices Priority Health in collaboration with WellMed, Inc. of Portland, Ore. launched myhealth, a free personalized Internet health management tool, which provides health resources and online communication capabilities for 365,000 Priority Health members and their families.

Priority Health has received "excellent status" from National Committee on Quality Assurance (NCQA) and has been recognized as one of the top HMOs in the United States by Newsweek and US News and World Report. The Detroit Free Press also honored Priority Health as one of the best Michigan health plans by rating the plan with an A+.

Priority Health is one of the largest managed care organizations in Michigan with over 365,000 members and more than 5,000 employers throughout Western and Northern Michigan. Its 27-county service area includes a network of 3,000 physicians and 28 hospitals. Priority Health is owned by Spectrum Health of Grand Rapids, Holland Community Hospital of Holland, Munson Healthcare of Traverse City and Healthshare, Inc. of Petoskey.