



Liberty
HealthShareSM

November 2021 Newsletter

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On October 22, 2021, Liberty HealthShare announced the installation of Dorsey Morrow as Liberty HealthShare's Chief Executive Officer (CEO).

Before installation as CEO, Dorsey served in the role of Senior Executive Officer, and he actively led the ministry's strategic plan and growth strategy to advance our healthsharing programs and processes.

Dorsey is committed to implementing significant changes and increasing member trust in Liberty HealthShare.

"We have implemented several initiatives to address our healthsharing process that will streamline operations, improve our ministry and, over time, decrease our sharing times," said Dorsey.

"I'm confident that our updated sharing programs will more accurately reflect the reality of today's rising costs in the healthcare market. My first and foremost priority is meeting our members' needs and enhancing their strength to share medical expenses with one other."

Thank you for joining us, with expectation and confidence, on the path forward.

Did you know?

Our Member Services business hours have changed! Monday-Thursday 8:30 AM to 7:30 PM and Friday 8:30 AM to 3 PM

We will be closed on Thursday, Nov. 25, and Friday, Nov. 26, for Thanksgiving. We wish you and your families a blessed Thanksgiving!

Liberty HealthShare exists to help our members share medical expenses. Our new sharing programs – Liberty Unite, Liberty Connect, and Liberty Essential – assist in protecting our SharePower, decreasing our share times, and increasing our ability to share more eligible medical expenses.

We would like to remind those members whose annual renewal dates are identified below, to select a new program if they have not yet done so.

Members with Nov. and Dec. 2021 and Jan. 2022 annual renewal dates must make a new program selection before March 25, 2022.

All current members with a renewal date **after March 2022** must select a new program by the 25th of the month preceding their renewal.

Members will only have visibility to the new program options in their ShareBox **60 days prior to their annual renewal month.**

Why members must select a new Liberty HealthShare program at a specific date

Our current members must choose a program at their selected date to protect and steward our community resources contributed by our members and keep a consistent flow of SharePower. This gives our members time to review our programs and their included resources and determine which program works best for their situation.

New programs will be visible to a member 60 days before their annual renewal date in the membership section of ShareBox.

You can visit our [website](#) or your [ShareBox](#) to read more about our New Programs

Here’s how to see your program selection and make a program change:

- Click on the **membership tab** on the left-hand side of your ShareBox.
- Click **change membership** on the circle on the top right-hand side of your ShareBox.
- Once your application loads, select your **enrollment date**. *Be sure to choose your current renewal date to ensure your program options are visible.

Dependents can only transition to a single membership if they are 18 years or older.

Some members have asked us when a dependent can move to a single membership. A dependent can only transition to a separate membership if they are 18 years old or older and do not require a guardian. Additionally, a sharing member cannot be on one membership and a guardian on another membership.

A dependent over 18 can smoothly transition to a single membership, with no lapse in their effective date, after a parent has started an exclusion process and a membership change is completed.

If you need assistance with any of the above or selecting a program, you can give Liberty HealthShare’s Enrollment team a call at (855) 585-4237, and we will assist you in making a program change.

A vibrant healthsharing community requires everyone’s commitment. Thank you for your continued support of our ministry and other sharing members.

- Click on the **sharing program** of your choice. Click continue.
- Review and ensure your **member information** is correct and click the boxes to agree to the terms and conditions. Click continue.
- Make sure to **electronically sign** and complete your application.

*Important: When selecting a new program, you must choose your current renewal date as your effective date

For example: If you have a 1/1/22 renewal date, you won’t see new programs if you select 12/1/21 for your effective date. Instead, you will choose 1/1/22 to see your program options.

ShareBox is one of your most important membership tools. It’s where you can find everything that you need to be an active sharing member and manage your healthcare expenses, while supporting other like-minded individuals who enjoy the freedom of sharing medical expenses. Instructional videos, newsletters, forms and requests, membership information, and Liberty TeleHealth guides are all available in the resource section of ShareBox.

You should periodically check your ShareBox as we update these resources and other membership materials to ensure that you have the most helpful information at your fingertips when you need it.

There is a new status for a member and provider submitted expenses in ShareBox: Pending Additional Information

Once a member or provider submits a medical expense, it is reviewed to ensure all of the required documentation is submitted with the expense. Submitted expenses that require additional information or documentation to move through the sharing process will show the “Pending Additional Information” status in the medical section of ShareBox.

If you see this status on your expense, you should check your email to find a notification from Liberty HealthShare that describes what item(s) are required for processing and submission to your community.

Additional statuses are also available to assist you in managing your healthcare expenses.

Visiting your ShareBox, reading your member resources, and managing your healthcare expenses helps facilitate sharing for you and your sharing community!

Thanksgiving is not only about breaking bread with our loved ones and friends around our favorite holiday meals; it’s also about creating meaningful connections.

Gathering with your family, provides an opportunity to reconnect with loved ones. These conversation starters are a great way to make the most of your time together.

Questions to ask this holiday season

1. What are you excited about right now?
2. What is your favorite holiday memory?
3. What do you appreciate about the person sitting next to you?
4. What special qualities do you see in the person sitting next to you?
5. Who is your hero, and how have they influenced you?
6. What unique talent do you have?
7. How do you want to make a difference in your neighborhood or community?
8. What has God been doing in your life lately?
9. What is your favorite scripture?
10. Who has helped your faith grow?

For many of us, Fall is our favorite season of the year. Cooler weather, the beauty of falling and colorful leaves, apple cider, pumpkin pie, and the main event, Thanksgiving, are all causes for reflection and thankfulness for God’s blessings.

Many of us will gather, feast, and say “grace” in a few weeks. It’s the ideal time to count our blessings.

We don’t have to wait until the day of Thanksgiving, and we can begin to prepare our hearts and minds to start looking now for the blessings we receive each day.

I know many of you have struggled with personal challenges that include health, financial issues, broken relationships, and unique challenges within your families.

How do you feel blessed or celebrate your blessings when life can be troublesome?

The Old Testament character by the name of Job is an extreme example of devotion and tenacity. No matter what the devastation, he would not turn his back on God. Deaths, financial ruin and the scorn of others did not keep him from thanking and blessing God.

I am praying that we all remember the miracles of our lives and take time to communicate our gratefulness to God.

While it’s true that the last few years were difficult for our nation, we still live in a land of opportunity and great blessings. Breath, life, work, food, family, friends and even heat in the winter are all remarkable gifts we live with every day.

So, how can we recognize our blessings? We can start by making a gratitude list, reviewing it often, and reminding ourselves of the goodness that we have.

Sometime this season, maybe around your Thanksgiving dinner table, raise your eyes toward heaven and express your heartfelt appreciation for all of the blessings that you have received.

You will be genuinely filled full when you do.

Pastor Wes Humble is the Executive Director of Ministry and Community Relations.



This month, we are pleased to introduce you to Joseph V, a member/provider care advocate at Liberty HealthShare. Our advocates provide education and guidance to our members and providers.

Joseph brought his customer service skills to our ministry last year and he currently serves our members by walking them through the healthsharing process and explaining their healthsharing membership. Joseph said his favorite thing about working with our members is helping them to solve problems.

We asked Joseph about his favorite scripture, “For God did not send his Son into the world to condemn the world, but to save the world through him.” John 3:16

He describes Liberty HealthShare as supportive. Joseph said that working at Liberty HealthShare is like having a big family in a friendly environment.

We are blessed to have Joseph as part of our family at Liberty HealthShare, where we encourage and lift one another. Make sure to check back next month to get to know another member of our team!

Congratulations to our members who have completed their HealthTrac journey in October! These members have taken steps to improve their health and well-being for themselves, their families, and the entire Liberty HealthShare community.

Working one-on-one with a personal HealthTrac coach, each member has followed a program to help them in one or more areas, including diabetes, smoking cessation, weight loss, hypertension, heart disease, or high cholesterol. These members have done the hard work over the long term to meet their goals.

Here’s some of what October’s graduates had to say about the program and their coaches:

“My health coach, Eileen, was always positive, encouraging and helpful.” Barbara S

“My health coach, Kevin, was very supportive. I can’t thank him enough for his encouragement to reach a healthy and sustainable weight.” Craig W

“Thank you for all of your support. My life is so much better now.” Melvin L

“I brought my blood pressure down and greatly reduced my total cholesterol, my triglycerides and my blood sugar markers are back in normal range now!” Brad A

“Amy was a fabulous health coach!” Brinda M

“Thank you, Liberty HealthShare, not only sharing, but also caring.” Norman Y

“Thanks for your encouragement and informational assistance regarding my health!” Tim H

“I finally learned to shift my thinking from dieting to a lifestyle change!” Mary Jena T

“I have worked hard with my coach, so I’m very thankful for this accomplishment.” Maria L

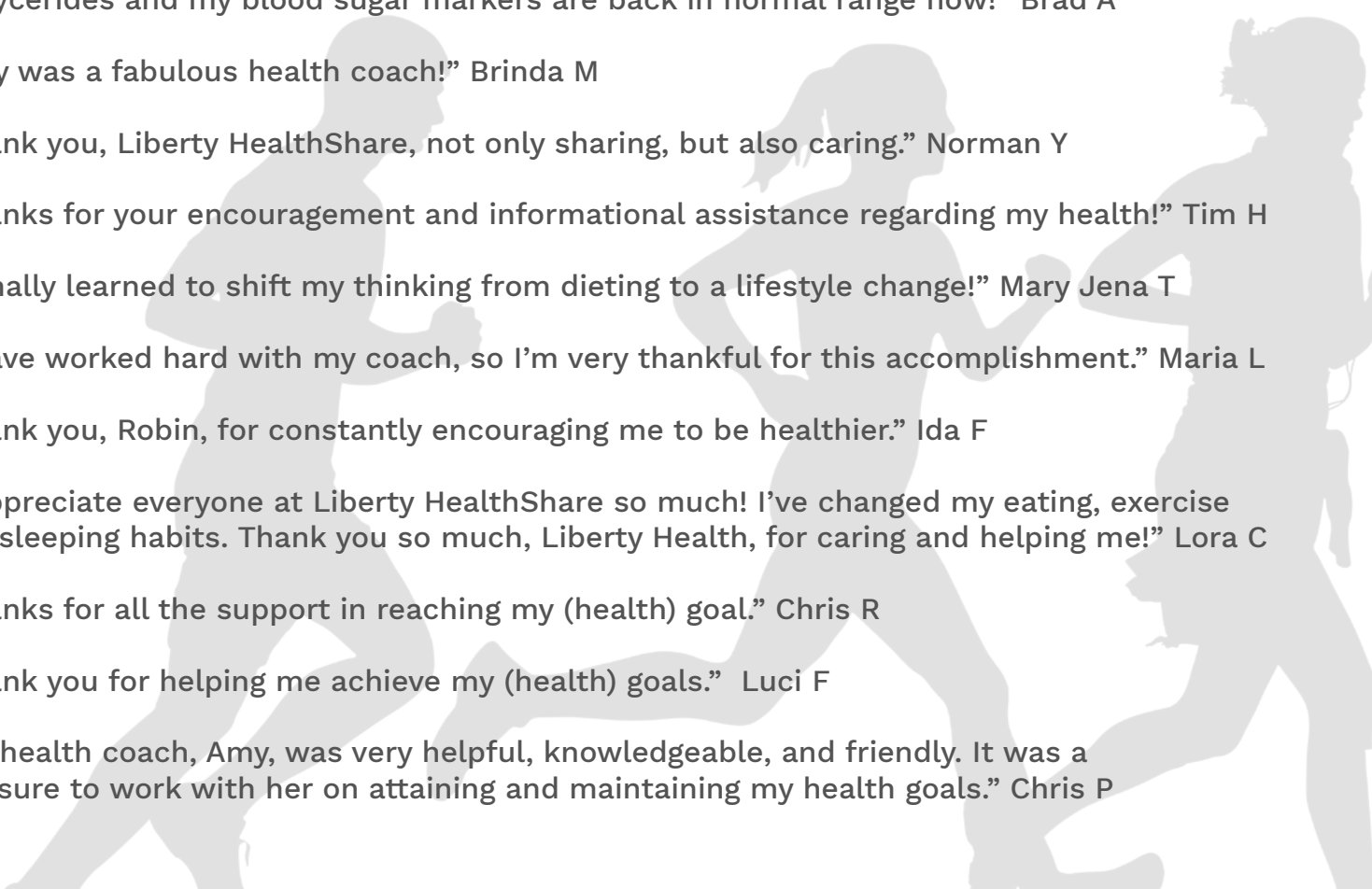
“Thank you, Robin, for constantly encouraging me to be healthier.” Ida F

“I appreciate everyone at Liberty HealthShare so much! I’ve changed my eating, exercise and sleeping habits. Thank you so much, Liberty Health, for caring and helping me!” Lora C

“Thanks for all the support in reaching my (health) goal.” Chris R

“Thank you for helping me achieve my (health) goals.” Luci F

“My health coach, Amy, was very helpful, knowledgeable, and friendly. It was a pleasure to work with her on attaining and maintaining my health goals.” Chris P



Turkey Instructions:

1. If you have paint, use any of your favorite colors and paint the palm of your hand!

2. Press your hand down on a blank piece of paper!

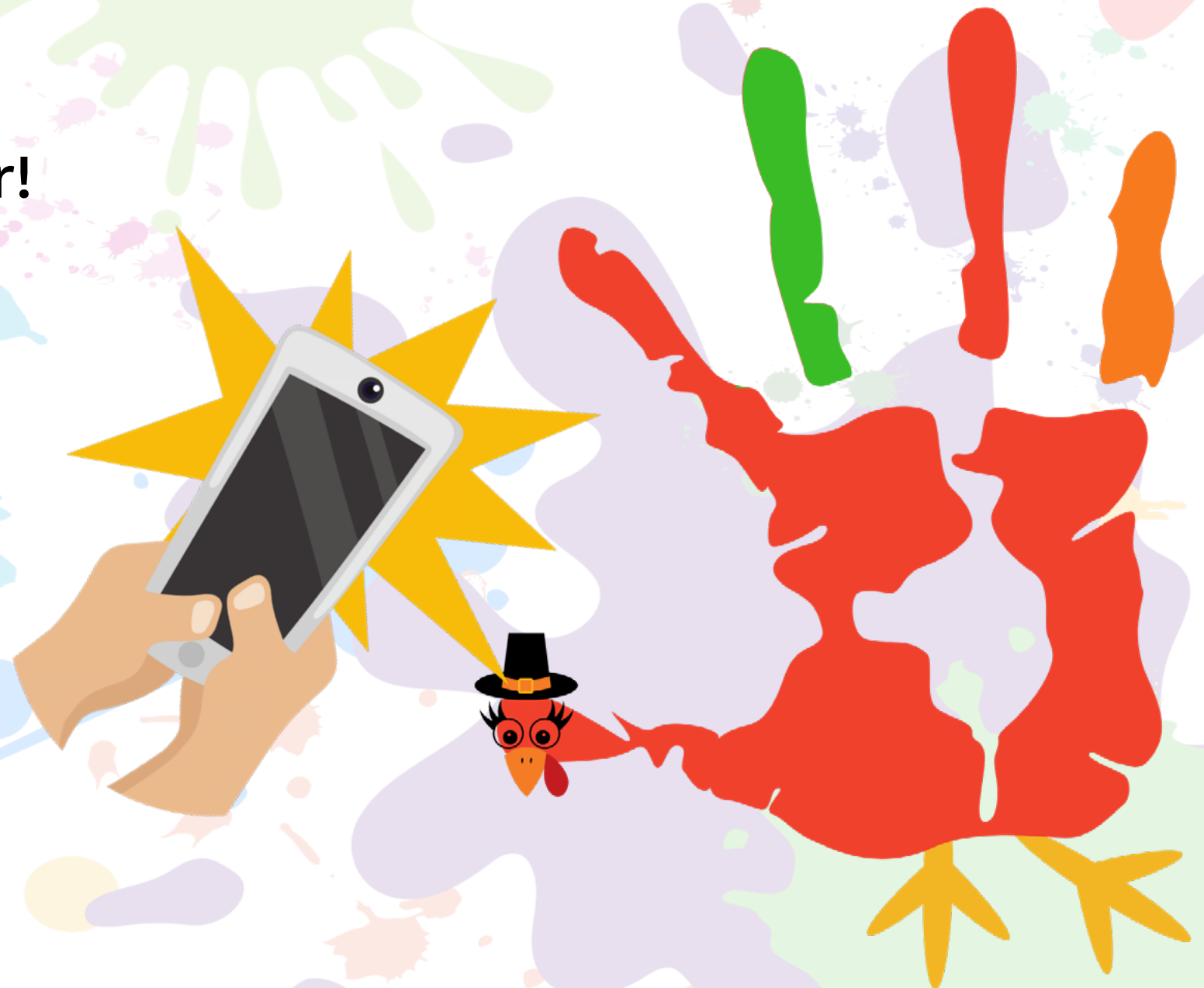
3. Let the paper dry...

4. Once dry, paint your turkey's face and legs.

You've created your own
TURKEY!

Take a picture of your Turkey and tags us on social media!

[#libertyhealthshareturkey](#)



IMPORTANT LIBERTY HEALTHSHARE MEMBER INFORMATION

ShareBox

- Important Membership Tools
- Access membership guidelines
 - Submit medical expenses
 - View your AUA & sharing history
 - Check status of submitted expenses
 - View/change contact information
 - PrayerBox - request & provide prayer

Prenote

If your provider prescribes a non-urgent treatment, testing procedure or surgery, please send us a prenotification request form found in your ShareBox.

Urgent prenotifications should be called into our Prenote department at 855-585-4237.

Member Payments

All monthly shares should be sent via ShareBox. If you are unable to access your ShareBox, mail your monthly share to the following address:
Payee: Gospel Light DBA Liberty HealthShare
Payment Address: PO Box 771972, Detroit, Michigan 48277-1972

Member Services

Need member services support? We encourage you to use ShareBox or email as the primary means to communicate. We will address your inquiry as soon as possible, but it may take a little longer due to COVID-19 safety measures aimed to protect our employees.

OCTOBER SHAREPOWER

Together in Health



SharePower Received:
\$22,647,486

Medical Expenses Shared:
\$22,627,954

Medical Expenses Received:
\$31,076,467

Balance Bills*:
\$3,577,058

*This is the amount providers are balance billing after they have already received the fair and reasonable reimbursement from SharePower. Members are requesting additional sharing for this amount. Balance billing represents, on average, 22% of the medical expenses received each month.

We Are Updating our Records!

In the coming months, you may be contacted by our enrollment department to update your authorized representative and/or End-of-Life financial assistance recipients. **Please add our phone number 1-855-585-4237 to your contacts so our calls to you are not blocked by spam filters.**

If you have any questions or concerns, please contact our enrollment department at 1-855-585-4237 x 1768.

YOUR SHAREBOX

How to update your membership

It's important to keep your membership information, such as your address and contact information, up-to-date in your ShareBox. This can help improve sharing times for you and all of our members.

Log into your ShareBox. On the left-hand side click on "MEMBERSHIP," and review your email, phone, and address to ensure they are correct. You can also make program changes, update your sharing name, or update your share funding.

ENROLLMENT ANNIVERSARY:

On the anniversary of your enrollment date, you will be charged a \$75 renewal fee in addition to your suggested monthly share amount.

Contact Information

ADDRESS:
4845 Fulton Dr. NW, Canton,
OH 44718

NUMBER:
855-585-4237

WEBSITE:
<https://libertyhealthshare.org/>



REMINDER:

Please be sure to submit your medical expenses, along with the required documentation, within 180 days of service to be eligible for sharing.