

Dear LHD Colleagues:

During the time period of Dec. 24 through the 26th, over 3,000 underinsured letters were erroneously sent out to families. Most of these families actually have other insurance identified on TPL.

The system automatically sends letters based on TPL information from CHAMPS. An internal error occurred resulting in people being misidentified as not having other insurance. This error occurred during a small window of time and has been resolved. As of December 27th the TPL information is loading correctly. We have staff looking into the cause of the error and how to prevent it in the future.

We ask that when families contact you regarding this letter, you verify their insurance coverages first in order to advise them. If there are changes to be made based on what you find in TPL, please report them to TPL as usual.

We apologize for all the confusion this has caused. Please contact Amy Chapko, if you have further questions at 517-241-8998.

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