



December 12, 2019

Dear Vendors,

Since our inception Cypress Benefit Administrators has always been customer focused, with an eye on reducing the health care spend for our clients and their employees. In 2017, Cypress was acquired by Lucent Health, one of the largest and fastest growing TPAs in the nation. We feel that we are stronger and can provide a better array of health care solutions as part of the Lucent family. Lucent Health began with a vision to provide custom healthcare solutions for our customers. Over the past two years Lucent has continued to deliver on the vision and work with our customers to build solutions that are tailored to meet the needs of any unique employee workforce. We have built a company that takes advantage of the data at our fingertips and customizes self-funded plans to offer your employees a better member experience while providing the insight needed to control your cost of care.

In addition to acquiring Cypress Benefit Administrators, Lucent Health also acquired North America Administrators and Capitol Administrators, two national TPAs, over the past several years. **Our goal is to be one company and one brand, so we are moving all of our operating companies under the Lucent Health brand beginning January 1<sup>st</sup>, 2020.** While the logo is different, the product is the same. Until that time, you will see us cobranding our products as Cypress Benefit Administrators, a Lucent Health Company.

We're still here working hard to make sure that claims are paid, members are taken care of, and your dollars are well spent to keep your clients healthy, productive, and financially sound.

Over the past year, we have also completed the acquisition of Narus Health, a company dedicated to improving the member experience. This alignment means that your employees now have a partner to help them through their healthcare journey. This means healthier employees and a reduction in the overall cost of care, and we hope that you consider the advantages of adding Narus to your portfolio of offerings.

We're looking forward to the opportunity to continue our relationship with you over the months and years to come. If you have any questions regarding this process, or anything else, please reach out to your Account Executive or Sales contacts at 920-968-4613.

Best Regards,

Tom Doney  
President  
Cypress Benefit Administrators, a Lucent Health Company