

Frequently Asked Questions

Name Change to Sage Technologies

Third Party Administration Clients and Vendors

1. Why are you changing the name? The name change reflects the combination of Midland's decade of experience in managed care with CCMSI Midland's TPA experience to offer expanded services.
2. Will Benefit Ice Change? There will be a new entry point into the Benefit Ice System (see Website discussion below). Once into the system everything will look and function in the same manner.
3. Will there be different staff assigned to my account? There will be no staff changes as a result of the name change.
4. Will there be a change in the phone numbers I use to call CCMSI Midland, LLC? There will be no change for the phone numbers as a result of the name change.
5. Will there be a change in the address or offices for CCMSI Midland, LLC? No, we will continue to run our administrative services from the Rockford and Champaign locations.
6. Will we be required to change our agreements? There are no requirements to change our agreements as a result of the name change.
7. Will we need to have new ID cards? Yes, over the next three months we will print new ID cards for your members at our cost. We will contact you to develop the most efficient and least intrusive way to get this accomplished. Note that only the logo will change.
8. Will we see the new name in places other than the ID Cards? Yes, the new name and logo will soon begin to appear on EOB's, bank checks and letters from our office.
9. Will you notify employees so that they are not confused? Yes, for some period of time we will include a notification in mail that goes out describing the new name and why things look different than they had in the past.
10. Where can I go for more information? You can log into our website at www.UseSage.com or call our office at 800-634-3506.

