

**Mutual of Omaha and Essence Healthcare
Medicare Advantage Announcement
Frequently Asked Questions**

Why did Mutual of Omaha decide to sell its Medicare Advantage plans?

We continually evaluate all our product lines to ensure we're providing the right solutions for our customers. As we evaluated our Medicare Advantage enrollment experience and changing dynamics in the marketplace, we determined that an acquisition of our Medicare Advantage plans by Essence Healthcare is in the best interest of our customers, our networks and our company.

Is Mutual of Omaha completely exiting the Medicare Advantage market?

Our priority right now is to continue providing excellent service to our valued policyholders while we work on a definitive sale agreement with Essence Healthcare. Once the change in ownership is finalized, we will reassess our strategic approach to the Medicare Advantage market. It's important to note we remain firmly committed to the meeting the holistic healthcare needs of senior consumers. We have been a leading provider of Medicare supplement insurance for more than 50 years and will continue to offer Med Supp, dental and vision coverage, as well as our new Medicare Part D prescription drug plans.

When will the change in ownership become official?

We will work with Essence on a definitive sale agreement over the coming months and expect to finalize the transaction in mid-2020.

What does this mean for Mutual of Omaha's MA customers?

There are no immediate changes for our customers. Mutual of Omaha is committed to continuing to provide the same excellent service and benefits to our Medicare Advantage policyholders. Once the transaction is finalized and the change of ownership to Essence Healthcare occurs later this year, we expect a seamless transition with no disruption for providers or plan members.

Will there be a disruption in service for Mutual of Omaha's MA policyholders?

No. This change in ownership will allow for a smooth and seamless transition for our policyholders without any disruption in service.

Will Essence Healthcare make changes to these MA plans going forward?

There will be no changes for the 2020 plan year. We will continue to keep you updated as the change in ownership becomes finalized later this year.

Should advisors and brokers continue to sell Mutual of Omaha's MA plans?

Yes. We will continue to keep you updated as the change in ownership becomes finalized. For now, it's business as usual.

How will Essence work with the sales distribution and healthcare providers going forward?

We anticipate a smooth transition without disruption to our sales distribution or healthcare providers. We're committed to providing timely updates and information as the change in ownership becomes finalized later this year.