AGENCY ACTION ALERT

AGENCY ACTION ALERT FOR MAY 14, 2014

This week's Agency Action Alert covers the following topics:

- Reminder -- Special Care Plans to Terminate June 30
- Community Wellness Programs Ending Monday, June 30
- Enhancements to "Claims" & "Spending" Functionality
- Updated Quote Request Form Available
- Reminder -- New Enhancements on the Producer Portal

Please share this information with your sub-agents by forwarding this email, posting this content to your internal website, or copying and pasting the text into another format.

INDIVIDUAL MARKETS

Reminder -- Special Care Plans to Terminate June 30

Highmark's Special Care plans will terminate on June 30, 2014, and because these members are losing their coverage, they are eligible for a special enrollment period (SEP).

Based on the SEP guidelines, these individuals can apply for a plan with a July 1, 2014 effective date up to 60 days prior to their loss-of-coverage date. They also have up to 60 days following the loss-of-coverage date to submit an application and SEP form for an effective date of the following month.

Special Care members may come to you for assistance and/or advice about their coverage options. **It is important they enroll as soon as possible to prevent any gaps in coverage.**

Also, many Special Care members may be eligible for financial assistance through the Health Insurance Marketplace. Remember, all on-exchange applications must be processed through HealthCare.gov -- you cannot connect to the marketplace using the producer portal.

For more information about special enrollment periods, please read the article **"What You Need to Know about Special Enrollment Periods"** from the March/April edition of *Channel Insights*.

PREVENTIVE HEALTH ALLIANCE

Community Wellness Programs Ending Monday, June 30

The Preventive Health Alliance community-based wellness programs are ending Monday, June 30. Personal wellness coaching programs are still available, with enhanced delivery models designed to provide:

- Individualized education for greater member impact
- Telephone-based delivery for member convenience

- Reportable outcomes regarding member participation
- Monitoring for intervention quality

Talking points have been developed to explain why Highmark is making this change, and how enhanced delivery models will improve participation in coaching programs and enhance Highmark's ability to report outcomes. Please download and review this information.

This flier explains how Highmark's personal coaching programs work. Feel free to share this flier with your clients who are concerned that our community programs are ending or who request general information about our personal coaching programs.

MEMBER PORTAL UPDATE

Enhancements to "Claims" & "Spending" Functionality

As mentioned in the **May 7 Agency Action Alert**, some members are experiencing issues with the new "Claims" and "Spending" tabs on the member portal.

The following issues have been resolved:

- Customers can now see their entire spending transaction history (previously, they could only view their last 50 transactions).
- All customers with spending accounts should see the "Pay Claim" button, when appropriate.
- Filter options are now working under the "Claims" tab.

Spending account alerts are still not displaying for a subset of members, and a small number of customers are still experiencing issues loading the "Claims" and "Spending" tabs. These issues have been identified and the project team is working to implement a fix. Producers will be notified once these issues are resolved.

If you have any questions or need additional information, please contact your Highmark client manager.

PRODUCER PORTAL UPDATE

Updated Quote Request Form Available

The **Highmark Blue Shield Quote Request Form** has been updated, and the latest version can be found on the producer portal under the Resources section. Please begin using the updated form immediately as it contains some of the new required information needed to help determine a client's group size under health care reform laws.

This form is to be used when requesting a New to Highmark quote for group clients (51+ average employees). Once the form is complete, please email the completed form along with any requested documents to **HBSQuotes@highmark.com**.

Reminder -- New Enhancements on the Producer Portal

Improved Navigation in Resources Section

The Resources section of the producer portal has improved flow and navigation, allowing you to more easily access the information you need.

Some of the changes include:

- Streamlined search options
- New "Order Supplies" link on Resources page for quick access to under-65 individual and group business materials
- Reorganized categories, resource types and topics

Log in today at **producer.highmark.com**.

New Payment Option for Individuals Purchasing Plans on FFM
Individuals purchasing a plan through the federally facilitated marketplace (FFM) can pay their first month's premium directly from their bank account. After they select a plan on the FFM, they will be redirected to the Highmark website to choose a payment option: Pay Directly From My Bank Account, Charge My Credit Card/Debit Card, or Send Me a Bill.

Review the FFM Individual Sales Payment Options Reference Guide

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