



# AGENCY ACTION ALERT

## AGENCY ACTION ALERT FOR MAY 7, 2014

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### PRODUCER PORTAL UPDATE

#### UPDATE -- Information Regarding July 2014 Small Group Renewal Rates

The functionality to calculate the **estimated group premium** has been updated on the producer portal.

- The group's 2014 ACA plan options will list the estimated group premium.
- To obtain the census-data information for these plans, you must pull your book of business report from the producer portal.

As a reminder, the July 2014 small group renewal rates are on the producer portal and include the following information:

- The group's current, pre-ACA renewal five-tier rates.
- Alternative rates for all 2013 pre-ACA plan designs within the group's existing product category (PPO or QHDHP).
- All 2014 ACA plan rates.

If you have any questions, please contact your Highmark small group client manager.

### INDIVIDUAL UPDATE

#### NEW -- Change Request Forms for Non-ACA Plans

Individual members enrolled in off-exchange plans must now complete a **change request form** to make certain changes to their enrollment information, such as:

- Address change
- Name change or correction
- Birth date correction
- Addition or deletion of a spouse, domestic partner, or dependent

All changes must be made within 60 days of the change event, and corrections should be made as soon as the inaccuracy is discovered.

For individuals adding or deleting a spouse, domestic partner, or dependent to their current plan outside of open enrollment, a special enrollment form must be completed and submitted along with

the change request form.

**Individuals cannot change plans using this form.** Remember, only individuals experiencing a qualifying life event can enroll in coverage outside of open enrollment. For more information on qualifying life events and to access the special enrollment period forms, please read the [April 1 Agency Alert](#).

#### **Download the change request forms**

- [Highmark Blue Shield](#)
- [Highmark Health Insurance Company](#)

These forms will be available on the producer portal the week of May 12.

### **MEMBER PORTAL UPDATE**

#### **"Claims" & "Spending" Functionality on the Member Portal**

While the majority of members are using the new enhanced "Claims" and "Spending" tabs on the member portal, some are experiencing problems with the new pages.

We wanted to bring these issues to your attention in case you receive phone calls from clients:

- The inability to access certain claim forms -- if members experience this problem, they should call the Member Service's phone number on the back of their ID cards to have the form sent to them.
- Sporadic "Spending" tab loading issues -- if this occurs, members should try again at a later time.
- The inability to retrieve more than 50 spending-detailed transactions, the "Pay Claims" button not appearing, and spending account balances loading from oldest to newest -- these issues are being addressed and will be fixed shortly.

Many fixes have been implemented to rectify these issues, and additional updates are scheduled to be implemented this weekend. We will keep you up to date as these issues are resolved.

In the meantime, please contact your Highmark client manager if you have any questions.

For more information about the new "Claims" and "Spending" tabs, please read the [April 30 Agency Action Alert](#).

### **HIGHMARK UPDATE**

#### **Highmark Releases Final Exchange Enrollment Numbers, Finishes with 218,843 Members**

Highmark Inc. announced on May 1 that 218,843 individuals selected its plans on and off the federal marketplace in Pennsylvania, West Virginia and Delaware during the extended enrollment period.

Highmark's total enrollment\* for individuals who have purchased Affordable Care Act-compliant

plans, both on the federal marketplace exchange, and through Highmark directly:

- Pennsylvania: 177,456 total with 131,264 on-exchange and 46,192 off-exchange
- West Virginia: 24,802 total with 18,631 on-exchange and 6,171 off-exchange
- Delaware: 16,585 total with 12,084 on-exchange and 4,501 off-exchange

Through both on- and off-exchange purchases, Highmark had a significant percentage of new members, who are likely those who were previously uninsured or had insurance with a competitor.

- Pennsylvania: 55 percent new members
- West Virginia: 64 percent new members
- Delaware: 70 percent new members

"Given our final enrollment numbers, we've far exceeded the competition in our region," said Deborah Rice-Johnson, president of Highmark Health Plan. "Despite the challenges we faced throughout the enrollment period, our numbers show that individuals continue to find value in carrying a Highmark health insurance card for our broad range of plans and competitive prices."

Highmark finished open enrollment with a high percentage of members in its *Community Blue* plans in Pennsylvania. Of all of the individual plans sold by Highmark, 83 percent have been *Community Blue* plans, which equates to 145,202 individuals.

*\*Enrollment numbers as of April 30, 2014 represent those who have completed the entire enrollment process, including payment, and some of those whose enrollment we have received and may not have paid. Highmark will continue to work with the Centers for Medicare and Medicaid Services to receive additional enrollment due to special circumstances.*



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