



New Group Paperwork Submission Requirements Beginning With May 1, 2012 Effective Dates

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Message

Capital BlueCross encourages all Producers to submit paperwork for new groups at least 30 days in advance of the effective date of coverage. This ensures adequate time for internal reviews and enrollment processes required for ID card issuance.

The increased volume of new group enrollments in recent months makes sufficient lead time even more vital.

In recognizing circumstances may exist making the 30 day lead time unattainable, we have exercised flexibility with this policy. Our customers are our top priority, and our desire is to cultivate a positive experience from the onset of our new business partnerships.

However, in order to best serve our customers, it is necessary for us to change our deadline for new group submissions, beginning with May 1, 2012 effective dates.

The deadline for new group submissions is listed below:

<u>Submission Date</u>	<u>Effective Date</u>
April 12, 2012	May 1, 2012
May 14, 2012	June 1, 2012
June 13, 2012	July 1, 2012
July 13, 2012	August 1, 2012
August 15, 2012	September 1, 2012
September 12, 2012	October 1, 2012
October 15, 2012	November 1, 2012
November 12, 2012	December 1, 2012

Groups requesting a 15th of the month effective date must be received by the 1st of the month.

Together we can facilitate a smooth implementation to Capital BlueCross for our mutual customers. As stated previously, the preferred lead-time for new groups is 30 days prior to the effective date and we actively promote adhering to this guideline. All new group submissions received less than 30 days prior to the effective date are required to include the late letter signed by the group's policymaker.

Please remember to submit all final paperwork requirements as a complete and clean submission. Any discrepancies, clarifications or missing information will delay the processing of the group. If the paperwork is still incomplete after the submission deadline, the initial effective date for the group will need to be moved to a later date.

New groups are not approved for coverage until Capital BlueCross Underwriting Compliance issues notification of such approval. All new groups should be advised that they should not cancel coverage with their current carrier until they are in receipt of written approval notification.

Questions

Please contact your Preferred Agent with any questions. Thank you.