



# HIGHMARK UPDATE

## PORTAL UPDATE

### Troubleshooting web issues

If you are having trouble accessing any pages in the producer portal, please try clearing your cookies and browsing history. Also, please ensure you are accessing the portal using the link [producer.highmark.com](http://producer.highmark.com).

For help, see [how to clear your cookies/browsing history](#).

## SMALL GROUP UPDATE

### Important information for 2015 renewals

Earlier this year, CMS established criteria for what constitutes a plan discontinuation versus a plan renewal. According to CMS regulations, plans that will not be offered in the next coverage period and cannot be renewed into the same metal level qualify as a discontinuation.

Thus, the following five plans offered through Highmark Health Insurance Company **will not be available for sale in 2015 and qualify as discontinuations**:

- Platinum-Shared Cost PPO \$0
- Platinum-Shared Cost PPO \$250
- Silver-Shared Cost \$1500 Integrated Rx
- Silver-Shared Cost \$1750
- Silver-Shared Cost \$2000

The impacted groups will be automatically mapped to a similar HHIC plan, of a different metal level. **They will also have the opportunity to choose from the entire portfolio of 2015 products.** As soon as it is available, the 2015 product portfolio will be provided to you. In late October, renewal packets with the 2015 product options will be mailed to clients with Jan. 1 renewals.

Federal and state laws require that Highmark's groups *and* members be notified of this change 90 days prior to their renewal date, which is Oct. 1, 2014 for Jan. 1, 2015 renewals. Thus, your clients and their employees currently with the plans listed above will be receiving a letter shortly stating their plan will not be available next year. Other impacted clients renewing in 2015 will receive letters 90 days prior to their renewal date.

[Preview the client letter](#)  
[Preview the member letter](#)

Please reassure your clients that this letter is a formality, and they will have many choices for Highmark plans for 2015.

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

## **MYBENEFITS UPDATE**

### **New renewal process for existing MyBenefits clients**

The renewal process for existing MyBenefits groups has been streamlined by introducing a "Renewal Checklist." **Starting with Oct. 1, 2014 renewals** (existing MyBenefits groups only), producers just complete the Renewal Checklist and provide the census file. Other forms are only required if there are changes.

You can find the [Renewal Checklist](#) under the new "Renewing with MyBenefits" tab within [MyBenefits](#) or at [Highmark's MyBenefits forms and materials site](#).

### **Key points about the Renewal Checklist:**

- For existing MyBenefits renewals only.
- **Other forms are required only if there are changes**; see the "Required Renewal Documents" list on the checklist.
- **A census file is always required**; however 45-60 days prior to renewal for all existing groups, the MyBenefits platform provides a pre-renewal census file.
- If your group is renewing with Highmark but new to MyBenefits, all of the submission paperwork is required.
- The checklist is located on the new "Renewing with MyBenefits" tab in MyBenefits.

### **There are also changes to the following forms:**

- Information forms
- Location addendums
- Renewing-client census
- New-client census

You can access all of the forms, including the new Renewal Checklist, on [Highmark's MyBenefits forms and materials site](#).



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