

## **Arkansas SHOP – Changes in Enrollment and Maintenance**

### **Why are these changes taking place now?**

The fact is that no carriers in Arkansas have chosen to participate in Arkansas SHOP for Plan Year 2018. Therefore, it is no longer feasible for Arkansas Health Insurance Marketplace (AHIM) to support the enrollment and maintenance platforms for medical and dental coverage. Arkansas' small business group insurers will be transitioning to a direct relationship with their coverage providers (*insurance carriers*).

### **What's changing and what's not changing?**

Not changing.

- No changes in coverage
- No changes in commissions
- No changes in Plan Year 2017 tax credits
- No changes in group numbers and benefits

Changing (*beginning August 16, 2017 and beyond*)

- Support and maintenance for medical coverage shifts to carriers (*Arkansas Blue Cross/Blue Shield and BESTLife Dental*)
- Medical invoices will be generated and mailed to employer by carriers
- Payments will no longer be processed through Arkansas Health Insurance Marketplace
- New SHOP **group plan** enrollments will be handled manually between August 16 and November 15, 2017 (*for December 1 effective date*), through AHIM

### **What happens at group renewal time?**

Agents/employers will be contacted, directly by carriers, with renewal options.

### **What about coverage and tax credits for 2018 and beyond?**

With uncertainty surrounding the current debate in Washington, DC, it is difficult to predict precisely what's ahead, legislatively. However, Arkansas has demonstrated a unique willingness and ability to proactively address needs of residents when it comes to health care and health insurance. We are confident that this spirit of innovation and drive to address the needs of Arkansans will serve the state well going forward.

### **What about local agent, carrier and call center support?**

Small business groups will continue to have the support of local agents, carrier representatives and call centers...

AHIM Central Arkansas Call Center

Available at (844) 355-3262, 8:30 a.m. to 4:30 p.m. (central) Monday – Friday

Also available...

ABCBS Call Center

Available at (800) 238-8379, 8 a.m. to 5 p.m. (central) Monday – Friday

ABCBS Customer Service

Available at [customerserviceABCBS@arkbluecross.com](mailto:customerserviceABCBS@arkbluecross.com)

BESTLife Call Center

Available at (800) 433-0088, 9 a.m. to 7 p.m. (central) Monday – Friday

BESTLife Customer Services

Available at [cs@BESTLife.com](mailto:cs@BESTLife.com)

### **Who do I contact if I have specific questions?**

Arkansas Health Insurance Marketplace

Mr. Bruce B. Donaldson, CHC

Broker/Navigator Outreach Manager

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(501) 246-1527 (*cell*)

(501) 313-4197 (*office*)

Arkansas Blue Cross/Blue Shield

Mr. Dwayne Pierce, CHC, FAHM

Lead Sales Executive, Corporate Marketing

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(501) 378-3312

BESTLife Dental

Mr. Benjamin Lacomble

Project Manager

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(800) 433-0088

AHIM Central Arkansas Call Center

(844) 952-9522

8 a.m. to 5 p.m.

Monday – Friday