

my Arkansas Insurance

Official Marketplace for Health Insurance



August 2, 2017

Employer Name
Company Name
Street Address
City, AR Zip

Dear Employer,

The SHOP Marketplace is providing this notice to all Employers who are actively enrolled in health plans through the Arkansas SHOP. The deadline for insurance issuers to submit their applications to become SHOP Qualified Health Plan (QHP) Issuers or Stand Alone Dental Plan (SADP) Issuers was May 15, 2017. As of that deadline, no Issuers intend to participate in SHOP for Plan Year 2018. In the absence of SHOP plans for Plan Year 2018, SHOP will begin transitioning existing consumers to a direct relationship with their coverage providers, Arkansas Blue Cross & Blue Shield (QHP) and BestLife Dental (SADP).

Effective September 1, 2017, access to the existing SHOP portals will no longer be available. Prior to September 1, 2017, please continue to manage your account and enrollment through existing channels. Please see below for additional details regarding the transition.

What is NOT changing (on September 1, 2017):

- Your current selected policy and its related coverage (assuming continued timely pre-payment of all premiums due)
- Benefits of your policy
- Group IDs, Subscriber IDs, Health Cards, etc.
- Premiums
- Tax Credit eligibility for Plan Year 2017

What IS changing (on September 1, 2017):

- Support/Maintenance for current coverage established via SHOP Exchange should be handled directly with Arkansas Blue Cross & Blue Shield and BestLife Dental:
 - o Support/Maintenance for QHP Coverage should be directed to Arkansas Blue Cross & Blue Shield at 1-800-238-8379, or customerserviceABCBS@arkbluecross.com. When you receive your first monthly premium bill directly from Arkansas Blue Cross, it will contain the phone number of the Customer Account staff associate assigned to your group plan.
 - o Support/Maintenance for SADP Coverage should be directed to BestLife Dental at 1-800-433-0088 or cs@BESTLife.com.
- Billing/Invoicing for coverage established via the SHOP Exchange will be handled by Arkansas Blue Cross & Blue Shield and BestLife Dental:
 - o Arkansas Blue Cross & Blue Shield will generate and mail invoices around the 15th day of each month (for the coming month's coverage period).

- BestLife Dental will generate and mail invoices around the 7th day of each month (for the next month's coverage period).
- Employer payments for coverage established via the SHOP Exchange will be made directly to Arkansas Blue Cross & Blue Shield and BestLife Dental:
 - Health coverage premium payments will be due by the 1st day of the coverage month. These payments should be made directly to Arkansas Blue Cross & Blue Shield. The invoice will be delivered via USPS and will contain a return envelope (without postage), addressed to the following:
 - Arkansas Blue Cross & Blue Shield
 - PO Box 957483
 - Saint Louis, MO 63195-7483
 - Dental coverage premium payments will be due by the 1st day of the coverage month. These payments should be made directly to BestLife Dental at the address provided in the invoice.

Please note that if you previously chose to make ACH Payments through SHOP, you will need to make other payment arrangements now.

We applaud your decision to provide your employees access to health insurance and pledge AHIM's continued support in extending quality coverage to deserving Arkansans. Thank you for your time and attention regarding this important matter.

For more information, go to www.myARinsurance.com. For personal assistance, please feel free to contact me.



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