

A R K A N S A S



**Small
Business**

**Health
Insurance**

Options

Program



**Arkansas
BlueCross BlueShield**
An Independent Licensee of the Blue Cross and Blue Shield Association

ARKANSAS
Health Insurance
MARKETPLACE

BEST Life
BEST Life and Health Insurance Company

Agenda

- Introductions
- Update on Arkansas SHOP – Enrollment and Maintenance
- What's Not Changing
- What Will Change
- Communication to Arkansas SHOP Account Holders
- Questions
- Follow-up Contact Information



Introductions

Bruce B. Donaldson, CHC

Broker/Navigator Outreach Manager
Arkansas Health Insurance Marketplace

Dwayne Pierce, CHC, FAHM

Lead Sales Executive, Corporate Marketing
Arkansas Blue Cross/Blue Shield

Benjamin Lacomble

Project Manager
BestLife Dental



Arkansas SHOP Update

- No carriers in Arkansas have chosen to participate in SHOP for Plan Year 2018.
- The Arkansas Health Insurance Marketplace will be unable to offer SHOP plans for Plan Year 2018.
- Arkansas SHOP consumers will be best served by transitioning to a direct relationship with their coverage providers (*insurance carriers*)
- Effective September 1, 2017 access to existing Arkansas SHOP enrollment and maintenance platforms will no longer be available
- Support of enrollment and maintenance in small group health insurance will transition to carrier-supported processes



What's Not Changing

- Commitment to helping small business employers provide health insurance coverage and working with agents/brokers across the state to meet clients' needs
- Selected policy and related coverage will not change
- The associated benefits will not change
- Group IDs, subscriber IDs, health cards and other plan identifiers will not change
- Premiums and tax credit for eligibility for Plan Year 2017 will not change
- Current commission structure will not change
- Continue to have support of local carrier representatives and call centers



What Will Change

- Medical/dental coverage support and maintenance shifts to coverage providers/carriers
- Medical/dental invoices generated and mailed to employer by carriers
- Payments will no longer be processed through Arkansas Health Insurance Marketplace (including checks and ACH)
- New SHOP **group plan** enrollments between August 16 and November 15, 2017 (*for December 1 effective date*) will be handled manually through AHIM
- New small **group plan** enrollments after January 1, 2018 will be handled through the carrier

August 2 Communication to Arkansas SHOP Account Holders



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):

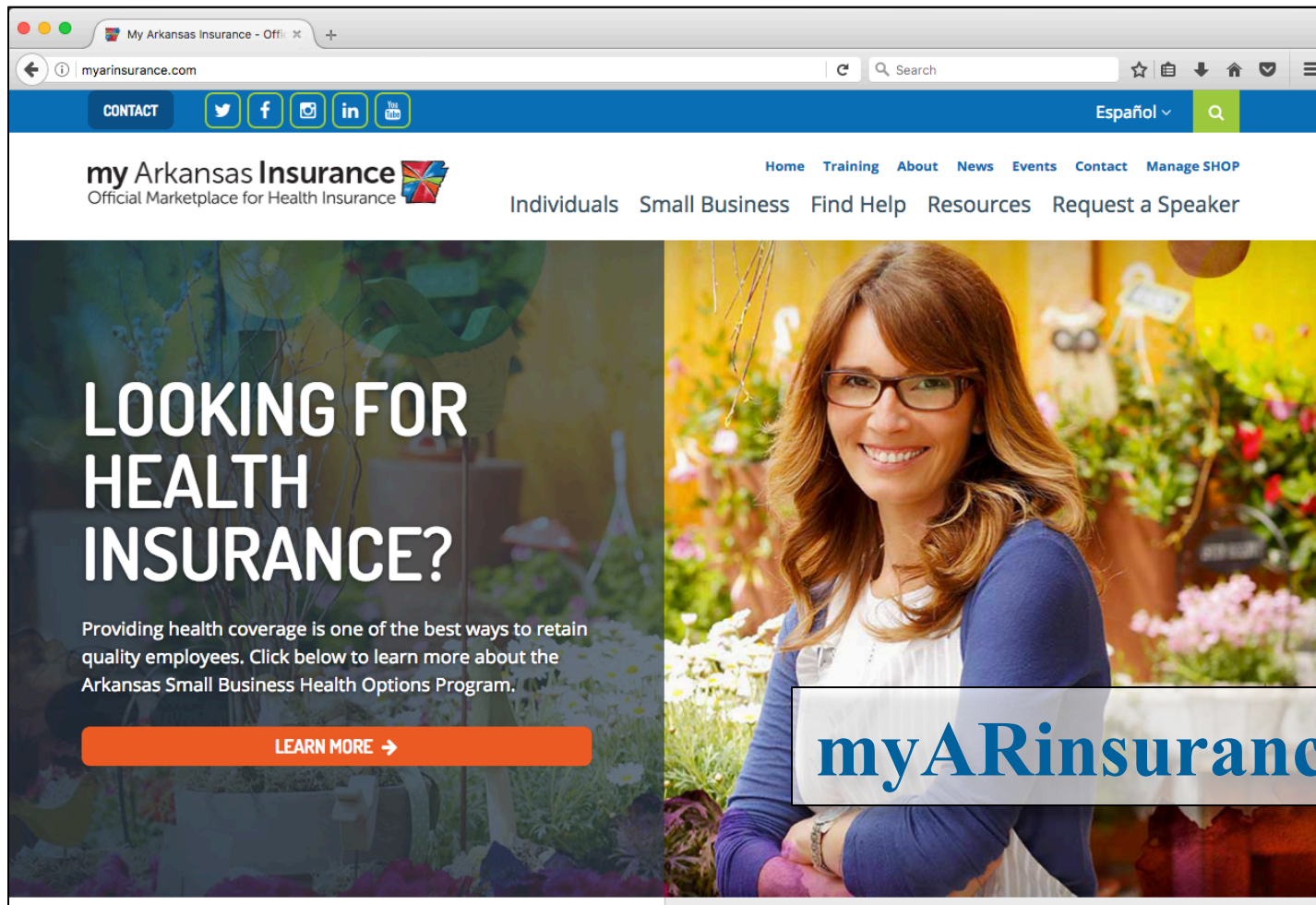
- Support/Maintenance for current coverage established via SHOP Exchange should be handled directly with Arkansas Blue Cross & Blue Shield and BestLife Dental:
 - o Support/Maintenance for QHP Coverage should be directed to Arkansas Blue Cross & Blue Shield at 1-800-238-8379, or customerserviceABCBS@arkbluecross.com. 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).

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WWW.MYARINSURANCE.COM

- General changes
- Timing
- What's not changing
- What is changing
- New billing/invoicing practices
- Payment due dates
- Where to get more information

View full letter at
www.myARinsurance.com

Website Communication to Arkansas SHOP Account Holders



Questions



Follow-up Contact Information

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AHIM Central Arkansas Call Center

(844) 952-9522
8:00 am to 5:00 pm
Monday - Friday