



Welcome to Broker's Paradise™

RBG Tip Sheet

Carrier Updates 11.21.16

ANTHEM BLUE CROSS

Diabetes Awareness Month

- **Anthem Whole Health Connection:** Anthem Whole Health Connection is a no-cost, value-added service for clients with an Anthem medical, wellness and one or more of the following Anthem products: pharmacy, dental, vision and disability. Anthem Whole Health Connection may help positively impact health care spending on diabetes. Talk with clients about the connection between diabetes and Anthem Whole Health Connection using this [informational flier](#).

Small Group Business Updates-Webinar

- **Technology Tools:** Wednesday November 30, 2016 9:30 am PST – RSVP not required, space is limited. [Join the meeting](#) , Dial In: 1-866-308-0254, Conference Code: 8057135146.

BLUE SHIELD OF CA

Broker Update

- **CVS Pharmacy effective 1/1/17:** Remind mail delivery participants to have their prescriptions sent by their doctor to CVS Caremark. Also, Specialty pharmacy will transition from Walgreens Specialty to CVS Caremark for all Blue Shield Commercial lines of business.
- **Relaxed Participation Requirements Extended through March 31, 2017:** Small businesses with a minimum of five enrolled employees require only 25% participation, for either medical or specialty benefits. Download the [special promotional flier](#) to show your customers how the program works.
- **New Year, New Forms:** Visit Blue Shield [Small Business \(1 to 100\)](#) to download the new 2017 MGA and Employee Enrollment forms.
- **February and March Renewal Kits:** Available for downloading through [Producer Connection](#).
- **Nondiscrimination Notice:** A new mandate as of October 16, 2016 requires Blue Shield of California include a nondiscrimination notice in all significant communications and publications. Blue Shield will include the mandate in required publications so you do not need to try to determine which materials are "significant communications and publications."
- **Age/Rate Calculation Correction for New Groups Only:** For new groups enrolling on or after September 1, 2016 – new hires are rated using "age at time of enrollment". Groups with prior effective dates, new hire enrollments continue to be rated using "age as of the renewal date". Correction of the rating error for groups with effective dates prior to September 1, 2016 is expected by Q2 2017.
- **Sell Access+ HMO and Trio ACO HMO Side by Side:** Small business groups can now offer our Access+ and Trio ACO HMO plans side by side to give employees even greater options for their network and cost preferences. Find out more about Trio ACO, and how it differs from our traditional HMO plans, at www.blueshieldca.com/aco.
- **Multiple ID Cards in December:** Members will plan names that are changing will automatically receive a new medical ID card. If the employer or member makes any plan changes during December, they will soon receive a second ID card. This is likely to cause confusion for subscribers, but the response is simple: keep the second ID card and discard the first.

Preventive Care Outreach Campaign – PPO and Select PPO Members

- **Campaign Launched November 3rd** - Members are contacted through Interactive Voice Response (IVR), e-mail, and live agent phone calls.
- **Opt-out Options are available by email or phone**

Sutter Health Continued Negotiations

- **Negotiations Still in Progress:** No agreement to renew the contract has been reached.
- **Portal Home Page and Find a Doctor Web Pages Updated:** A notification has been posted stating the Sutter Health could potentially go out of network.
- **1/1/17 New HMO Enrollees:** Participants are being assigned an alternate in-network PCP.
- **Current HMO Members with Sutter prior to 1/1/16:** Notification of a contract termination has not yet been issued.

Producer Alert

- **2017 Producer Agreement:** The new Producer Agreement and the 2017 Commission Schedule are now available on [Producer Connection](#). The commission changes apply to IFP, MA-PD and PDP only. For additional information please see the [Producer Agreement/Commission Schedule Updates FAQs](#).

WAGWORKS

Compliance Update

- **Wellness Sample Notice:** New sample notice effective January 1, 2017.
- **COBRA:** Tips on employer options for tailoring the sample notice.

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