March 2016

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For additional information on any of the content below, please contact your AmeriHealth New Jersey broker representative.

2016 Commission structure

As a reminder, the AmeriHealth New Jersey 2016 commissions are now available. Effective January 1, 2016:

- Individual producer commissions have increased to $25.00 per contract. This new rate applies to new and renewal business, for the entire 2016 AmeriHealth New Jersey Individual portfolio.
- Small group (2-50) producer commissions will remain at 5% for new and retention business, for the entire 2016 AmeriHealth New Jersey SEH portfolio.

Sales Sentinel program now available

Remember, a Sales Sentinel certification is required to sell some AmeriHealth New Jersey 2016 plans. If you have not done so already, please contact your General Agency to complete their program link. The links became available for immediate use on October 12, 2015.

Please contact your AmeriHealth New Jersey broker representative for more information regarding 2016 commissions. For more information about the AmeriHealth New Jersey appointment process please contact LicensingandAppointments@amerihealth.com. For questions about the Sales Sentinel site, please call Sentinel Technical Support at 1-866-345-7130.

Group contracts available online
Beginning this month, fully-insured group customer contracts will be available to your customers online for 2016 benefit years. This convenient, paperless option will allow your group customers to access their contract information quickly, easily, and securely through our Employer Portal. The contracts that will be available online are for fully-funded AmeriHealth New Jersey group customers effective on or after January 1, 2016. We will notify group customers that their contracts will be available online upon their renewal through a direct mail postcard. Postcards will be mailed once contracts are finalized and posted to the Employer Portal, and will include instructions on how to access their contracts online, or request a paper copy if needed.

Many group customers have expressed their preference for having online contracts instead of printed versions, so we are glad to now offer them this convenience. Contracts can be found on the Employer Portal by selecting View Contracts in the Quick Resources sidebar.

If you have any questions about online group contracts, please contact your AmeriHealth New Jersey broker representative.

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Accessing the Broker Care Center

Please be advised that in addition to the broker inquiry inbox, BrokerCare@amerihealth.com, you can also get help over the phone! On behalf of the member, as the broker of record, you can use the Broker Care Center by calling 1-866-272-9684 to inquire about the following:

- Billing
- Claims
- Enrollment
- Pharmacy
- Portal Access
- ROAM

If you have any questions, please contact your AmeriHealth New Jersey broker representative.

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Transparency in coverage for ACA compliant consumers

The Affordable Care Act signed into law in 2010 created many changes in our health care system, most notably the creation of exchanges and the Marketplace. Various sections of the ACA also set forth new standards for health plan issuers like AmeriHealth New Jersey to publicly publish specific information related to transparency in coverage. These new standards aim to create greater transparency between insurers and consumers and to aid consumers in their decision-making process.

AmeriHealth New Jersey recognizes the value in sharing this information openly with current and potential members, allowing them to make the best health-related decisions based on their personal needs. In response to this legislation, we published a page on our website titled Transparency in Coverage and Cost-Sharing in compliance with the act. This page provides a brief overview of some of our business practices with regard to claims, cost-sharing, and coverage. While much of this information is available in member handbooks or summary of benefits, this page reviews at high level the basics so consumers can quickly understand commonly used terms and policies.
For more information, contact your AmeriHealth New Jersey broker representative.

Health Advocate can save your customers time and money

Don’t forget that your commercial individual customers get free access to a personal health advocate as part of their enrollment in an AmeriHealth New Jersey health plan.

HealthAdvocate™ is an external vendor that can help members understand and make the most of their health coverage. Members have the opportunity to speak with a personal health advocate whenever they have questions about their health care, from locating eldercare to finding doctors and scheduling appointments.

Personal health advocates help members save time and money when navigating the complexities of health care, and their services are available to members and their spouses, dependent children, parents, and parents-in-law. Personal health advocates can help with:

- Explaining how benefits work
- Comparing estimated costs for common medical procedures within the same geographical area
- Educating and referring members in need of assistance with a chronic or health related concern to a registered nurse Health Coach
- Helping members understand test results, treatments, and medications
- Coordinating the transfer of medical records between providers

To reach a personal health advocate, individual members can call 855-558-2011 or log on to www.HealthAdvocate.com/AmeriHealthNJ. Additionally, individual members can download the Health Advocate app for mobile use anytime, anywhere.

Learn more about Health Advocate and how your individual customers can utilize this service.

AmeriHealth New Jersey Broker Alert archive

There have been many updates to our system and our products lately. It can be hard to stay up-to-date with all of the changes. Now all of the information you need is in one place.

Each link will direct you to our Broker Alerts sent out within the past month:

1. April 1, 2016 Updates to Select Drug Program® Formulary, March 2, 2016
2. Group contracts now available online, March 3, 2016
3. SEH customers with pediatric-only dental invoice update, March 14, 2016
March sales spotlight

This month, AmeriHealth New Jersey would like to spotlight Jenna Diaz!

Jenna joined AmeriHealth in October 2014 as an Associate Account Executive on the Large Group Retention team. She holds a Bachelor's from Kean University in History and Political Science. Jenna was born and raised in New Jersey and has been in the insurance industry for 8 years! Jenna currently resides in central New Jersey with her husband, two sons, and her dog, Foxy. In her spare time, she enjoys home renovation projects, traveling, and spending time with her family!

Contact Jenna if you have any questions regarding her role with Large Group Retention.

AmeriHealth New Jersey in the news

- [AmeriHealth New Jersey named one of the Best Places to Work in the state for the fifth straight year](#), February 23, 2016
- [President & CEO Judith L. Roman to Leave AmeriHealth New Jersey](#), February 4, 2016

In the community

April Fools Marathon

AmeriHealth New Jersey is sponsoring the April Fools Race Series on Saturday, April 2 and Sunday, April 3. As part of our sponsorship, there are opportunities for associates, family, friends, and brokers to run or volunteer at the events taking place throughout the weekend. Both events will be held at the Resorts Hotel & Casino on the Atlantic City Boardwalk.

Event Information:

**Event #1:**
**Saturday, April 2, 2016**
11K (6.84 miles) and 7K (4.35 miles)
Race begins at 9 a.m. sharp

**Event #2:**
**Sunday, April 3, 2016**
AmeriHealth New Jersey April Fools Half-Marathon (13.1 miles)
Race begins at 8 a.m. sharp

If you would like to run or volunteer, please contact Jodie Kirsch.

Lincoln Tunnel Challenge

For the 9th consecutive year, AmeriHealth New Jersey will serve as the presenting sponsor for the Lincoln Tunnel Challenge. The annual 5K through the tunnel supports more than 25,000 Special Olympic athletics in New Jersey. This year’s event will be held on Sunday, April 10. Associates, family, friends, and brokers can run the race without paying the registration fee.
We look forward to seeing you at the Lincoln Tunnel Challenge. Don’t miss your chance to participate!

Contact your AmeriHealth New Jersey broker representative to register.

To ensure you receive your AmeriHealth New Jersey emails, please add brokerbriefs@amerihealth.com to your address book. If you received this email in error, or do not wish to receive future emails from us, unsubscribe.

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