

# BROKER ALERT



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## SEH submission guidelines for peak season

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In an effort to improve our overall efficiency and meet your expectations with SEH submissions, we will be implementing the following interim modifications. June, July, and August small group renewals and plan changes must be submitted 30 days prior to the renewal date. Also, the SEH certification must be submitted no later than 45 days prior to the renewal date.

ROAM will be updated to accept small group renewals and plan changes no less than 30 days prior to the renewal date. Small groups may continue to submit off-cycle plan changes via paper 60 days or more prior to their renewal date.

There are no exceptions to this process.

Thank you for your partnership in providing a better customer experience for our mutual small group customers.