

## **Horizon BCBS of New Jersey Business Process Update From Michael Considine, Director of Sales-Major Accounts Markets**

We are experiencing firsthand unprecedented and historical change in our country's healthcare delivery systems. These fundamental changes have altered the way we buy, sell, rate and use health insurance. As would be expected with this level of change, we are experiencing disruptions in service that we all are working hard to mitigate for our mutual clients.

Michael Considine, Director of Sales - Major Accounts Markets for Horizon BCBS of NJ shared a communication with us on the status of Horizon early renewal processing and January 2014 new business.

To keep you updated with the latest news, we wanted to share this message with you.

Please see below the official statement from Michael Considine:

I wanted to give you an update on where we are with regard to the early renewal processing and the January business. I would like to thank you for your patience and partnership during this very challenging time. In addition, it goes without saying that the impact of ACA has been far reaching, especially as it relates to systemic changes to process the work. Although this has been a very slow and tedious process, we are making strides and we are confident that resolution is not far off.

With regard to the early renewals for December, the volume was well beyond what we would have ever contemplated. The high volume resulted in receiving much of this business hard copy and as a result the processing became manual. The launch of the new broker portal and preparing for January new business and conversions compounded our ability to meet the demands of the marketplace.

We have received word that the majority of the early renewals have been completed. We are still working manually on a small number of groups that did not process. These should be completed by weeks end. Please remind your brokers and groups that the early renewals are keeping their existing plan and their ID cards are still valid. As a result, Horizon made a business decision to implement the January new business and conversions as a priority to comply with the 2014 ACA regulations.

We are aware of the business disruptions related to the broker portal. As a result, we have received a large volume of manual hard copies for January new business and for

January renewals that chose a plan other than the mapped product option. The balance of the January renewals were soft-converted to the mapped plans. The majority of the soft-conversions successfully processed, however, we did experience some incorrect medical mapping and instances where the Rx line failed to feed with the group. Those challenges are being worked manually and we are correcting any errors associated with the conversion.

As a result of the ACA, the Broker Portal required much enhancement to the existing business rules and additional rules were added to comply with the ACA regulations. The overhaul of the business rules led to a logic issue when feeding the groups to our enrollment engine. This resulted in groups not processing and you receiving an error message. We have all hands on deck validating all of the business rules and are narrowing down these issues. Once completed this will ensure that we are 100% accurate with the business processed on the portal. We will continue to keep you updated of our progress.

From a billing perspective we have put bill blocks on those groups that are being converted or renewed early so that we do not send incorrect bills out reflecting erroneous rates. Once the groups have been converted and processed we are removing bill blocks. As you know if there are bills being blocked, the groups will most likely not be paying premium without a bill. We obviously will not be terminating these groups but it will impact our revenue. It will also impact commission payments as commissions are paid on premium received. This is a short term issue and commissions will be adjusted once bills are paid.

Needless to say, we have unprecedented challenges that we will get through.

Thank you,

Mike Considine  
Director of Sales - Major Account Market

We appreciate your patience as we continue to work diligently for you to provide the service your clients expect.

If you have any questions or concerns, please contact [brokersupport@martinins.com](mailto:brokersupport@martinins.com).



**Any Questions or Feedback?**

Please contact Jessica Martin  
[jessmartin@martinins.com](mailto:jessmartin@martinins.com)