



Q. If a customer has multiple plan options and opts into the Special Open Enrollment, can current members change plans?

A. No. The Special Open Enrollment Period is only waiving restrictions on adding new enrollees outside of open enrollment or normal special enrollment period. The employer sponsored group health plan will decide if they want to offer the option for new entrants to the plan. The Special Open Enrollment period is NOT intended to allow members to change plan options.

Q. If an employer submits paper eligibility, what would be the cutoff date?

A. We would use the post marked date as the cut-off date.

Q. What is the cutoff date/time for electronic submissions?

A. Electronic submissions will be accepted until midnight April 6, 2020.

Q. Do employers need to update their plan documents?

A. No, there will be no need to separately amend plan documents. The “Notice of Special COVID-19 Enrollment Opportunity” will serve as the plan amendment.

Q. Is this an Open Enrollment period where all covered employees may change a benefit election?

A. No, this opportunity is limited to employees and their dependents who waived coverage at the time when they were first eligible for coverage in this plan.

Q. Does the wage and tax form need to be sent to UHC?

A. No, we are asking employers to verify this information – it does not need to be submitted to UnitedHealthcare.

Q. Do standard waiting periods apply?

A. No, standard waiting periods do not apply. For example, if an employee has yet to elect coverage or previously declined coverage, but is still within the standard waiting period before coverage would begin as of 4/1/2020, that employee is eligible for coverage effective 4/1/2020 without having to wait any additional time beyond 4/1/2020. Regular qualifying events (birth of child, marriage, divorce, loss of job) would still allow employees to opt in to the plan.

Q. What invoice should we expect to see these changes reflected in?

A. Adds will be reflected on the next invoice that generates after the request is processed.