



## Level Funding - Broker Launch FAQ's

- 1. Q. What are the eligibility requirements to enroll?**
  - A.** 75% participation required. Waivers will not be counted towards participation. Minimum group size is 15 eligible employees.
  
- 2. Q. Do you plan to eventually release in the 100+ market?**
  - A.** At present, that is not on our strategic roadmap, but may change based on the results/success of this launch.
  
- 3. Q. My group is currently insured in a Horizon fully-insured medical plan, are they eligible to enroll in Level Select?**
  - A.** Members are eligible to enroll in Level Select on their anniversary date.
  
- 4. Q. How do I get a quote, what is needed?**
  - A.** In addition to the information required for fully insured, a Member Level Census must be submitted for all quotes requested for 1/1/2022 and beyond. If the group being quoted is currently enrolled in a competitor's level funded plan, we will require claims experience/renewal. This applies to both small and mid- market segments.
  
- 5. Q. What is the turnaround time for quotes?**
  - A.** Generally SG quotes are returned within 15 to 30 minutes. Midsize turnaround time is generally 5 to 7 days.
  
- 6. Q. If a group is moving from another level-funded plan will you require renewal or rely on Milliman curve?**
  - A.** For new business, Horizon will utilize Milliman and require the renewal from the current carrier.
  
- 7. Q. Will this be different for small and mid-market?**
  - A.** For both Small and Mid-Market, all groups requesting Level funding quotes will be member level risk scored. The turnaround time for 51-99 will be longer than Small Employer as Midsize is not automated and requires underwriting review and approval.
  
- 8. Q. Are "street" rates released or are all released quotes "firm". What if a census changes from quote to installation? Will rates vary based on any change or is there is a % of change that is forgiven?**
  - A.** The intent is to issue "firm" quotes. However, if the census changes from quote to installation by more than 10%, we reserve the right to revise the quote. Note that we sum up all of the following: changes in member data (e.g., corrected birthdate, removed members, new members etc.).

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- 9. Q. Tell me about the settlement requirements, process – Do we need more than what is on training pg. 12?**
- A.**
- Settlement will be performed at the end of the 16th month (i.e., in April 2023 for a group that was sold effective January 2022).
  - Summary of the final calculation will be provided to the employer.
  - Any surplus due to the employer will be paid via a hard copy check (split 50/50).
  - Employer must renew in a Horizon product to receive surplus. Group can move from Horizon Level Select to Horizon fully insured and still receive the surplus.
- 10. Q. What reporting will be available to the group and at what frequency?**
- A.** Reports will consist of financial summary, claims applied towards Stop Loss policy, total number of members and expected surplus based on the claims and expenses incurred. Groups will receive two reports excluding the renewal, the first at 6 months and the second at 12 months.
- 11. Q. What is the broker commission on this product?**
- A.** Broker Commissions consistent with our fully insured products and are non- negotiable. Commissions are based on billed premium.
- 12. Q. Will the plan designs match what is currently available in the fully insured market?**
- A.** Although same product platforms, these plans have variations and slight differences such as copays, deductibles, moops and the exclusion of certain mandates. These plans are standard and cannot be customized.
- 13. Q. What plans/networks will be available?**
- A.** We are offering plans on our Omnia, EPO and Direct Access platforms which match our fully insured networks including Blue Card on certain plans.
- 14. Q. What is the implementation timeframe?**
- A.** Consistent with Fully Insured.
- 15. Q. Can a group term from the plan at any time, or is a 12 month contract required?**
- A.** 12 month contract is required.
- 16. Q. Will brokers need to be appointed to sell Level Select?**
- A.** (UHC required all brokers fill out new paperwork) – Any brokers who are certified to sell SG (or 51-99) are allowed to sell this. SG – Sub producers can enter the opportunity however only Master broker will be able to approve and submit. For Midsize the master brokers can submit the opportunity directly to Horizon.

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**17. Q. How are premiums paid? Auto pay?**

- A. All Horizon Level Select groups must enroll in ACH payment. Accounts must provide their bank routing and account # so Horizon can do that withdrawal monthly.

**18. Q. What mandates are excluded/included?**

- A. Attached.

**19. Q. Are rates negotiable?**

- A. No negotiations for Small Group. For Mid-Market, negotiations will be considered on a case by case basis.

**20. Q. What are members' continuation rights under a LF plan?**

- A. The following NJ mandates are covered under **small group** Horizon Level Select plans:  
Coverage of Handicapped Children beyond termination age  
New Jersey Group Continuation (NJGC) – this is for small groups with less than 20 employees.

The following NJ mandate is covered under **midsize** Horizon Level Select plans:  
Coverage of Handicapped Children beyond termination age.

**21. Q. Is Dependent to age 26/31 included?**

- A. Excluded. The NJ State mandate *Dependent Health Benefits: Extension of Benefits to Age 31* is **not** covered under small group Horizon Level Select plans nor midsize Horizon Level Select plans.

**22. Q. Is the 15 threshold based on eligible or enrolled?**

- A. Eligible.

**23. Q. What is the surplus split and is it sent via check or admin credit?**

- A. Split is 50-50 and will be sent via check.

**24. Q. What is the hours of eligibility?**

- A. 25 hours.

**25. Q. What are the plan combination restrictions, if any including max # of plans?**

- A. Follows Fully Insured guidelines.

**26. Q. Will there be a load for HRA/HSA funding?**

- A. Yes, if funding exceeds 50%.



- 27. Q. Will infertility benefits be covered?**
- A. Infertility services are not covered for small group level funded (15-50) but will be covered for Mid-Market (51-99). For Midsized Horizon Level Select plans, the NJ mandate Infertility Services will be covered. (It is the mandate for groups with more than 50 persons)
- 28. Q. Will bFit be available on any/all plans?**
- A. bFit will be available on Small Employer Omnia level funded plans and will be available for all Midsized level funded plans.
- 29. Q. Are there any bundling discounts for adding ancillary lines?**
- A. Small Group (2-50), no. Mid-Market (51-99), yes.
- 30. Q. Will you allow contract or calendar year accumulation or only calendar year?**
- A. Calendar year only.
- 31. Q. How will the pricing compare to the fully insured plans? (better or worse rates, will it be a +4% to fully insured etc.)**
- A. While we cannot specify a specific decrement or increment, in Small Employer with insured rates based on overall ACA pool experience and Level Select rates based on group specific risk data, rates will vary materially, sometimes dramatically, at the group level. The two sets of rates are based on wholly different metrics and populations. The rates in 51-99 will differ based on benefit differences, the exclusion of certain state mandated benefits, reductions in premium taxes and other differences inherent in LS pricing. The comparisons from group-to-group will differ but will be reasonably similar.
- 32. Q. Confirm a group can get both types of quotes on New Business and Renewals (Fully Insured & Level Funded). Aetna is more restrictive, they want you to pick Fully Insured or Level Funded.**
- A. Our strategy for Horizon Level Select is for new business opportunities, however, if an existing client is a good match for the platform, we will consider quoting on a case by case basis.
- 33. Q. How are we handling enrollment? Online? (AFA is ALL online 100% digital and Excel enrollment)**
- A. Implementation will follow the same process as our fully insured market for submission purposes.
- 34. Q. 4 tiered composite for under 50?**
- A. Yes, employers will pay a monthly amount based on contract type.
- 35. Q. Virgin groups? No prior coverage, what is process?**
- A. Will follow the same process as fully insured.

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- 36. Q. What is the spec level on the product?**  
A. Specific Stop Loss Coverage is at \$20,000 per member. There are no options for different specific stop loss attachment points.
- 37. Q. Are 1<sup>st</sup> and 15<sup>th</sup> effective dates available?**  
A. For Horizon Level Select, all contracts will be written the 1<sup>st</sup> of the month effective dates.
- 38. Q. Will these plans require pediatric dental?**  
A. No.
- 39. Q. Will we need to use a specific census or will our crqs one suffices?**  
A. Member level census is required, Horizon has created a template that must be used.
- 40. Q. Will Horizon now recognize the broker or does it all filter through the GA?**  
A. Business as usual, business must be filtered through the GA.
- 41. Q. Will this product be reviewed and processed by the GA compliance department similar to the way the current small group fully insured products are processed?**  
A. Yes.
- 42. Q. If a group has a LS package with 2 or 3 plans is the small group required to have at least one person (employee) in each of the plans?**  
A. Yes.
- 43. Q. If a group renewed AS IS can they move to Level Funded "off" anniversary?**  
A. No.
- 44. Q. Are there surplus options, i.e. 100%, 50%, or even 0% after run-out?**  
A. Only 50%; no options.
- 45. Q. Who handles the 1095s?**  
A: Horizon will send out as we do with the Fully Insured.
- 46. Q. So how does a group track their claims progress up until the 6 month report?**  
A. They will not be able to do so. We believe that due to the small size of the groups, tracking only a few months of claims will not provide meaningful information.
- 47. Q. Regarding the SPD and SBC, what if the group does not have a website for their employees?**  
A. The group must include a web address and phone number to obtain the benefit booklets as required by federal regulations

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- 48. Q. Will you be providing a sample SPD, and SBC (Editable) for the employers?**  
A. Yes.
- 49. Q. When Preparing a Level Funded Proposal, be it Small Group or Midsize, will you look at the actual claims experience if the case is a Fully Insured Plan with Horizon?**  
A. Yes we will.
- 50. Q. Since claim experience is now available in the under 100 segment, can carriers decline to quote groups coming off a level funded plan if experience is unfavorable?**  
A. No we cannot decline to quote.
- 51. Q. For Midsize marketing- NEW opportunities, do we have to request this specifically? Will you release quotes on both platforms or lead with most competitive option?**  
A. Horizon Level Select must be requested.
- 52. Q. Can the Level select plan be put alongside an existing fully insured plan?**  
A. No. It's either Level Select, or Insured, not both.

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