

# SMALL GROUP IMPROVEMENTS

## STAY UPDATED ON THE LATEST CHANGES WITH ARKANSAS BLUE CROSS SMALL GROUP

Arkansas Blue Cross and Blue Shield is constantly looking at ways to improve our small group products. Our top priorities are making the quoting and enrollment process easier for our agents and brokers, while improving our offering for your clients and their employees. Here are some of the things we've been up to the last few months.

### TES 2019

More than 1,000 groups have gone through TES since the quoting and enrollment system was introduced in July 2018. At Arkansas Blue Cross, we've been focused on making improvements to the tool. TES is announcing a new round of enhancements for July 1, 2019, effective dates. Here's what's happening:

#### Commonly owned groups

In the past, commonly owned groups were not eligible for TES, and required paper quoting and enrollment. That's changing. Beginning with 7/1 effective dates, commonly owned groups can shop, compare, enroll and renew on TES.

A common ownership form will be required to identify existing and new groups with common ownership to ensure accurate 1095 reporting. But it can all be done on TES.

#### Streamlining dental and vision enrollment

Beginning July 1, 2019, you'll no longer be required to submit a State Quarterly Wage & Tax form for dental and/or vision. This is a small change, but it removes one redundancy and makes it a little easier to use TES.

We also no longer require waiver applications to set up the group, and in addition to this good news, we'll waive the PHI form requirement if you currently have or are applying for a medical plan. With these roadblocks out of the way, selling and enrolling in Arkansas Blue Cross dental and vision has never been easier.

#### Looking ahead

We're excited about the continued improvements to TES — and hope that your quoting and enrollment is easier than ever. Future changes are being planned. These will include dual option plans and a new presentation-ready rating page when you quote.



Arkansas  
**BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association

# Small group improvements

## Exceptional exceptions process

### Extending the document submission period

It's always helpful to have a little more time. Effective immediately, you have an additional 30 days to make document submissions for current group additions, applications and/or changes, which we anticipate will greatly reduce the number of exceptions requests you submit and we process. It's a win-win.

## In business less than one year? No problem

In the past, most groups were required to be in business for more than a year to be eligible with Arkansas Blue Cross. We're changing the rule.

Effective immediately, you'll be able to quote and enroll groups that have been in business less than a year. Contact your friendly neighborhood Agent Broker Rep for details and requirements, but this is another change that makes it easier to work with Arkansas Blue Cross when quoting and enrolling small group.

## Better technology. Better customer experience.

### Our system conversion is done!

Our system conversion for all group medical, dental and vision products will be complete on June 1. That means all our group business is on one platform with consistent billing and enrollment procedures. More importantly, our members will now be able to see and download all ID cards on My Blueprint, our self-service member portal and mobile app.

## Virtual health

Your Arkansas Blue Cross and Health Advantage fully insured clients can see a doctor without leaving the house. All fully insured plans will be adding a virtual health benefit, also known as telehealth or telemedicine, to the suite of tools available for members. With virtual health, members will be able to:

- Consult with a board-certified doctor by phone, secure video or app—anytime, anywhere.
- Spend less time waiting. The average wait time is less than 10 minutes to see a state-licensed, board-certified physician.
- Share the convenience with the whole family. Virtual health is available for dependents, and there are pediatricians 24/7

Virtual health is scheduled to go live for these members on July 1, 2019, and will give your clients more flexibility to engage in healthcare how they want. More information to come as we get closer to the go-live date.



Arkansas  
**BlueCross BlueShield**

An Independent Licensee of the Blue Cross and Blue Shield Association

# Small group improvements

## New content library

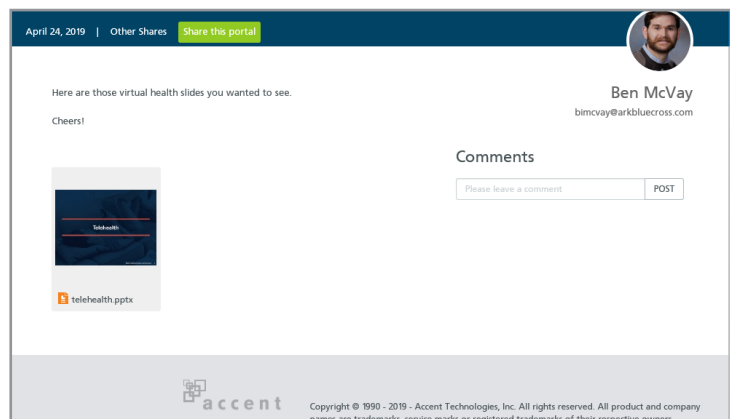
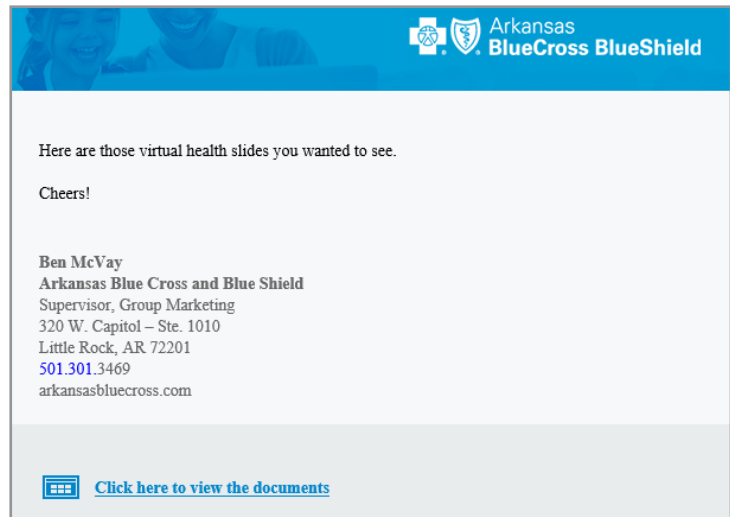
Things may look a little bit different when we send you marketing and sales collateral in the future. We have a new content library that will help enable us to respond to you with the most updated version of collateral. Sending from the new content library, called Accent, will look a little bit different in your inbox.

### 1. You'll receive an email from the rep's email, but it will look a little different

See how it says "Click here to view the documents"? That is a link to the attachments. Using a portal allows us to send files regardless of size, and you'll be able to open them because they're posted to a web page, not embedded as an attachment in an email.

### 2. When you click on the link to see your documents, you'll be taken to a web portal

From that portal, you can view and download the document, forward it to colleagues or clients and leave a comment. The comment will trigger an email, so your rep will see what you wrote.



The new library is an upgrade for our internal operations and will help us better work with you and your clients.

## Questions?

Contact your Arkansas Blue Cross agent-broker representative.