BlueCross BlueShield of Illinois

# 2023 New Business Training

## What We Can Write & Best Ways to Write It

BCBSIL Sr. Sales Execs: Carol Metzger & Pam Rhodes

# What We Can Write: Eligibility and Market Segment

- ❖ Groups are organized in various ways: Sole-Proprietor, LLC, Partnership, etc.
  - ❖ Approximately 90% of what is written in Small Group are Corporations or LLCs.

**STEP 1: Is the group Eligible?**

- Is the group registered with the State of IL – IL Sec of State CyberDrive can search for a Corporation or LLC. www.cyberdriveillinois.com/departments/business_services/corp.html.

- Is the group Headquartered in IL or is it an IL Branch of a company that is requesting quote?

* If you are not finding a group on the CyberDrive we need to know why, i.e. new entity, Sole Prop, DBA, etc.

**STEP 2: What kind of entity is it:**

- Newly Formed Business within 4 months or an Existing Business
- Is it a small husband/wife ***ONLY*** group (ie: no other employees)? Has to be set up as a Partnership with SS4 indicating 1065K1 filing, if not filed yet.
- All other types of groups – must have at least one other common law owner/employee (non-spouse of owner) in order to qualify the group: a full timer, part timer, 1099er regularly scheduled to work.

**STEP 3: Is the case Small Group (1-50 ATNE) or Mid-Market (51-150 ATNE)**

- ❖ Quoting is very different between SG and MM – we need to get that right from the start.
- ❖ ATNE determined by ***Prior Calendar Year***.
- ❖ Is this case a ***MM PUG (Previously Uninsured Group***)? Participation Load could be a factor.
- ❖ Are their Subsidiaries/Affiliates – required to file taxes together per IRS.

# **Best Ways To Write It:** Things to remember

- **Requested Effective Date**

  **-**Is the case SG for a January eff date, Open Enrollment (OE) Season? Groups wanting **Special Enrollment Period (SEP),** with Relaxed Employer Contribution and Relaxed Employee Participation must file between 11/1-12/15.

  **-If a Blue Balance Funded SG or a PUG MM we need 30 days prior to Eff date.**

  **-Is group wanting an HMO? HMO Group Health Plans no ACA 15th of the month eff date (only Mid-Market can have an HMO eff on the 15th), Employees must live within 30 miles of HMO Medical Group.**

- **Stage 2's can be done on all MM size cases and must be done prior to Enrollment.**
- **We can do non-Union carve outs, but that is the only carve out we will do. No Mgmt Carve Outs. But we can class out Employer Contribution for Mgmt and offer differences on Employer Contribution on specific plans.**

- **Situs Determination:**

  -Is the group head-quartered in IL?

  -Is the healthcare decision maker for the Group in IL?

  -Are the majority of employee in IL?

- **1099ers:**

  If an Employer decides to offer coverage to a 1099 Employee, that 1099er must be scheduled to work a minimum of 30 hours per week, and must be treated like a typical W2 employee being offered benefits. Those 1099ers will also then be counted as part of the ATNE, eligible employee count, when determining market segment size and participation.

- **PEOs:** Groups in a PEO can be written as long as the PEO Addendum is completed.
- **No paper checks necessary:** Billing is set up as a part of the account activation process and the group will be billed for the first month's premium
- **1 Life Groups:**

  We can write groups of 1 enrolling person, as long as there are at least 2 present at the group, i.e. an owner and an employee. Also, all paperwork has to check out, i.e. we are meeting participation requirements, etc.

# Networks: MM & SG

## Mid-Market Network Offerings Comparison

| Plan Name | BluePrint PPO | Blue Choice Select PPO | Blue Choice Options | Blue Advantage HMO |
|---|---|---|---|---|
| Network Name | PPO (PPO) | Blue Choice PPO (BCS) | Tier 1 - Blue Choice OPT PPO (BCO)<br>Tier 2 - PPO (PPO) | Blue Advantage HMO (ADV) |
| Network Type | Broad | Narrow | Tiered | Broad |
| Coverage | Statewide | Coverage area is Statewide except Sangamon, Lawrence and Wabash | Tier 1 - Statewide<br>Tier 2 - Statewide | Cook, Lake, McHenry, DuPage, Kane, Grundy, Kankakee, Kendall, Will, Boone, DeKalb, Lee, Ogle, Stephenson, Winnebago, Fulton, Knox, Marshall, Peoria, Stark, Tazewell, Woodford, Cass, Christian, Logan, Macon, Mason, Menard, Morgan, Sangamon, and Schuyler counties |
| Must Live in Network Service Area | No | Yes | No | Yes |
| Medical Group Selection Required | No | No | No | Yes |
| Referral Required | No | No | No | Yes |
| OON Coverage | Yes, but member is not held harmless. The member can be billed up to the billed amount. | Yes, but member is not held harmless. The member can be billed up to the billed amount. | Yes, but member is not held harmless. The member can be billed up to the billed amount. | No with the exception of emergency or accident |
| BlueCard®/Away From Home Care® (AFHC) | Yes | Yes | Yes - Paid at Tier 1 | Available for when members need emergency or urgent care services while outside their service areas, the BlueCard program will help them locate participating doctors and hospitals, allowing them to receive covered care. |

## Small Group Network Offerings Comparison

| Plan Name | Participating Provider Organization | Blue Choice Preferred PPO | Blue Options | Blue Precision HMO |
|---|---|---|---|---|
| Network/Network Name | PPO | Blue Choice Preferred PPO (Network Code: BCE) | Tier 1 - Blue Options (Network Code: BCO)<br>Tier 2 - PPO | Blue Precision HMO (Network Code: BAV) |
| Availability | 1-50 | 1-50 | 1-50 | 1-50 |
| Coverage | Statewide | Statewide | Tier 1 - Statewide<br>Tier 2 - Statewide | Chicago, Peoria and partial Rockford rating areas |
| Medical Group Selection Required | No | No | No | Yes |
| Referral Required | No | No | No | Yes |
| OON Coverage | Yes | Yes | Yes | No |
| BlueCard® | Yes | Yes | Yes | Available for when members need emergency or urgent care services while outside their service areas, the BlueCard program will help them locate participating doctors and hospitals, allowing them to receive covered care. |

# **Covering Exposures**: Always in the Best Interest of the Client

No apologies

Not used car salesman

Cover Exposures

Medical, Dental, Vision, Life, STD for Maternity leave. Know the census.

Voluntary Benefits

Best way to increase Employee Portfolio

Inflation driving people to look at group coverage.

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# Winning the Business

## How to get the customer to say **“Yes”**


*Senior Sales Executive*

**Carol Metzger.**

# New Business- Stage 1 and 2: We Want the Last Look!

**Stage 1: 2-3 Business days turnaround**

- Member- Level Census
- Group name, address with zip-code, SIC Code, ATNE

BlueCross BlueShield of Illinois

| | | |
|---|---|---|
| **Quote ID:** 1234567 | **Demo Group** | **Printed:** 02/01/2023 |
| **No. of Employees:** 93 | **Effective Date:** 04/01/2023 | **Zip Code:** 60191 |
| **County:** DuPage | **Proposal# Quote1** | **SIC:** 4731 |
| **Quote Type:** Solicitation | **Producer:** DIGITAL INSURANCE LLC | **Proposal Expires:** 04/30/2023 |

**Middle Market Quote (Non-Underwritten)**

**Stage 2: 3-5 Business days turnaround - may vary due to volume**

- Initial Proposal (stage 1)
- “Gate Keeper” Form
- Most recent renewal
- SBC of current plans
- If over 100 lives enrolled, and/or ASO or Level Funded;
  - ➢ 12-24 months of claims and premium experience
  - ➢ 12-24 months Large claimants report

BlueCross BlueShield of Illinois

| | | |
|---|---|---|
| **Quote ID:** 1234567 | **Demo Group** | **Printed:** 02/01/2023 |
| **No. of Employees:** 89 | **Effective Date:** 04/01/2023 | **Zip Code:** 60563 |
| **County:** DuPage | **Proposal# Quote2** | **SIC:** 3452 |
| **Quote Type:** Underwritten | **Producer:** DIGITAL INSURANCE LLC | **Proposal Expires:** 04/30/2023 |

**Middle Market Quote (Underwritten)**

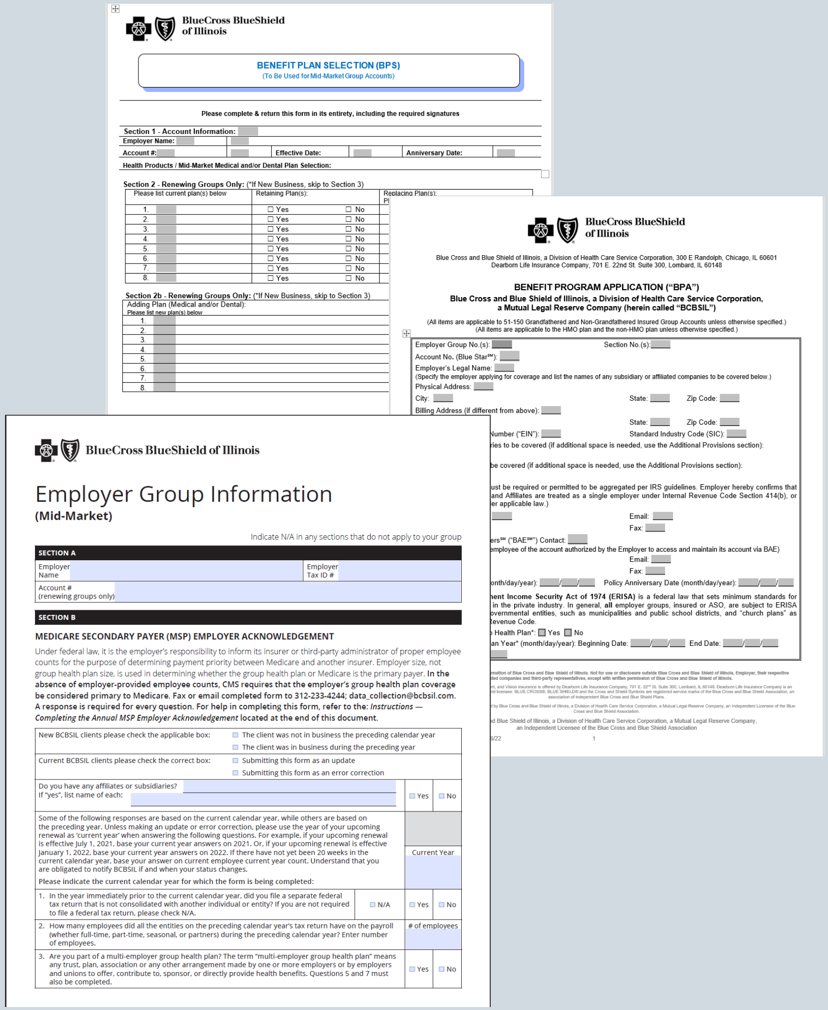
******Stage 2s can be processed for all Mid-Market (MM) cases, including those under 10 lives enrolling.*

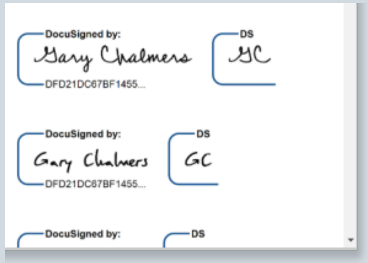
# New Business- Stage 3

**Stage 3: 10-12 Business Days Turn Around**

Required Paperwork;

- Benefit Plan Selection (BPS)
- Benefit Program Application (BPA)
- Employer Group Information (EGI)
- Prior Carrier Invoice – only if COBRA participants are enrolling
- Collective Bargaining Agreement- for Union members for overall ATNE
- Enrollment Census- Member Level





**BPS, BPA, and EGI all require either a docu-signed stamped signature, or a scanned "wet" signature.*

# New Business- Stage 3 Timeline

Official submission will occur once final (no additional information/clarification needed)  employer documents & enrollment census are received.

- Once the group has been entered into our system, the group will move to the Underwriting department.
- Please allow 5-7 business days for Underwriting to fully review the case. Once they have done their final review, they will a final rate offer letter.
- The final rate offer will be reviewed and sent to your attention.
- Once the letter is signed and returned, Underwriting will finalize the case and our team can begin activation of membership.
- Please allow 24 hours for members to become activated in our system

**TIPS**

**Make sure all forms are complete for both Stage 2s & Enrollments**

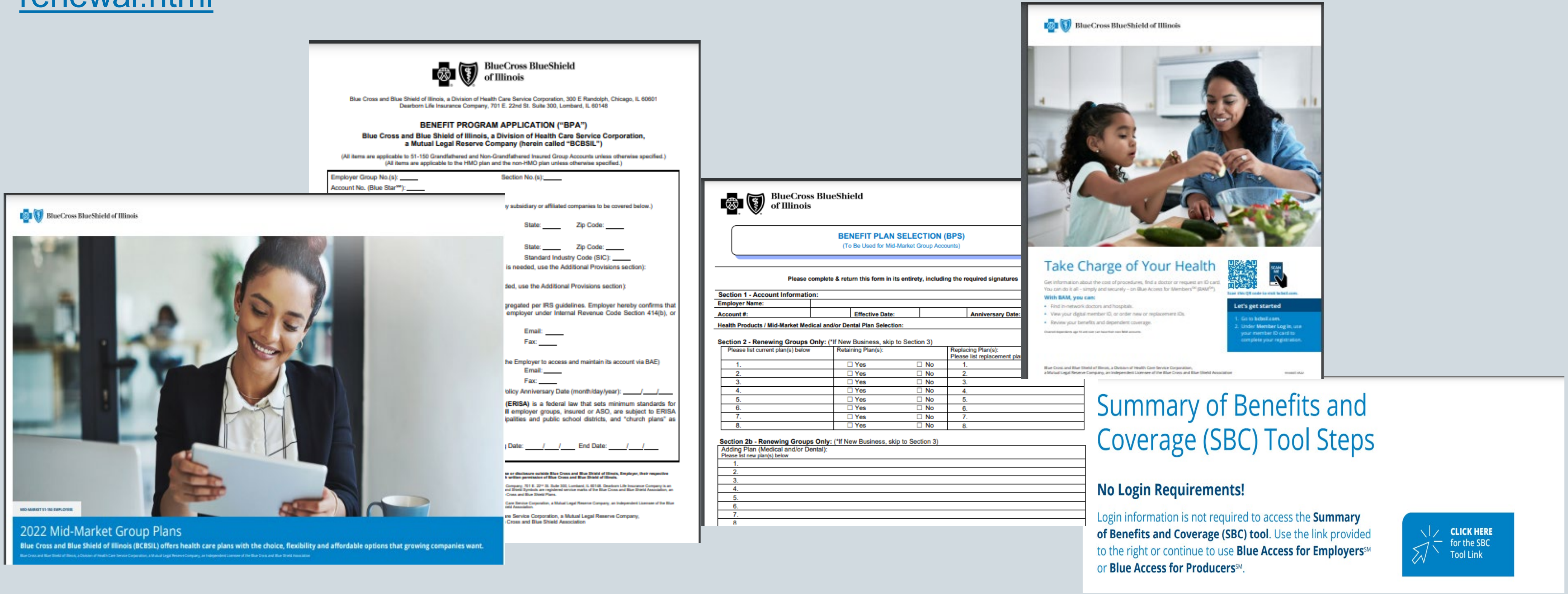
**Advise if there are any ancillary products as Stage 2s need to reflect the Bundling Discounts, before Enrollment.**

**Advise your rep to "Approve" the Stage 2 the Enrollment submission must launch off the Stage 2, to capture the correct rates and discounts.**

# MID-MARKET MICROSITE

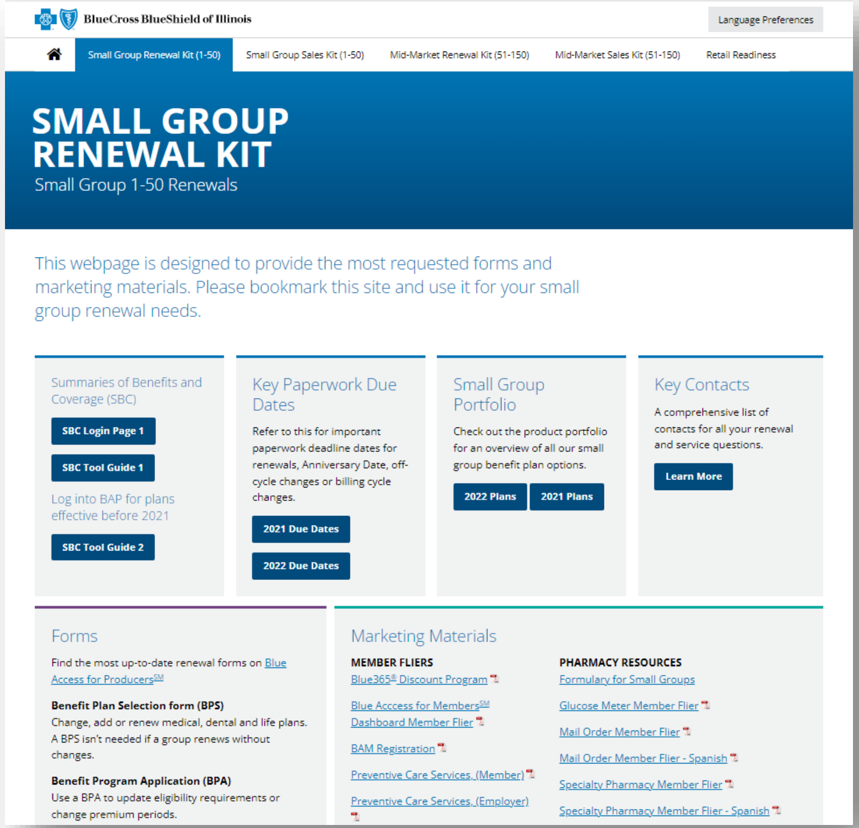
## Everything you need, just a click away!!

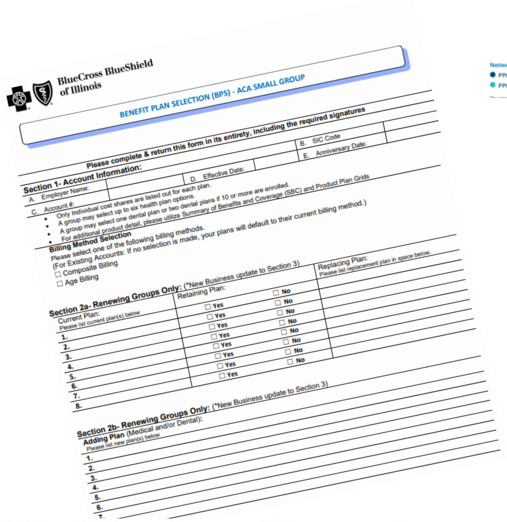
https://www.bcbsilcommunications.com/small_group/renewal/mid-market-renewal.html



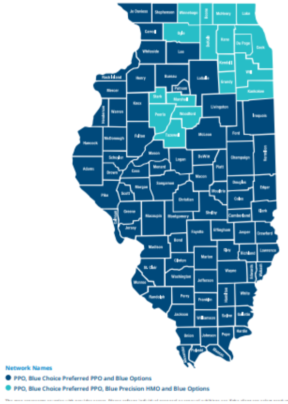
# ILSGAM Microsite

The site contains helpful links and documents, such as a paperwork due date grid, plan portfolios, links / instructions for SBC Tools, Key Contact Lists, forms, and fliers.




2023 Illinois Small Group (1-50) Provider Networks by County

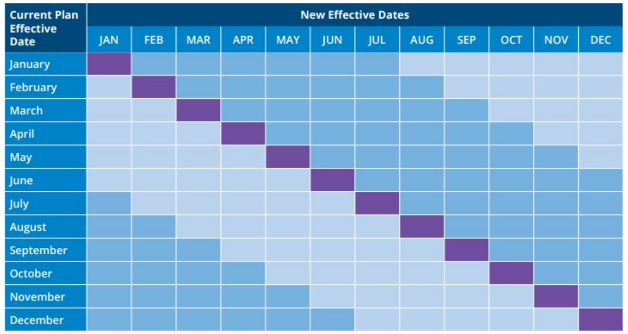


## 2023 Small Group Account Management Due Dates

| Due Dates for: | Plan Change at Renewal | | Anniversary Date Change | | Off-Cycle Plan Change | |
|---|---|---|---|---|---|---|
| Renewal/Effective Date | 1st of Month | 15th of Month | 1st of Month | 15th of Month | 1st of Month | 15th of Month |
| January | 12/1/22 | 12/15/22 | 12/1/22 | 12/15/22 | 11/1/22 | 11/15/22 |
| February | 1/3/23 | 1/17/23 | 1/3/23 | 1/17/23 | 12/1/22 | 12/15/22 |
| March | 2/1/23 | 2/15/23 | 2/1/23 | 2/15/23 | 1/3/23 | 1/17/23 |
| April | 3/1/23 | 3/15/23 | 3/1/23 | 3/15/23 | 2/1/23 | 2/15/23 |
| May | 3/31/23 | 4/14/23 | 3/31/23 | 4/14/23 | 3/1/23 | 3/15/23 |
| June | 5/1/23 | 5/15/23 | 5/1/23 | 5/15/23 | 3/31/23 | 4/14/23 |
| July | 6/1/23 | 6/15/23 | 6/1/23 | 6/15/23 | 5/1/23 | 5/15/23 |
| August | 7/3/23 | 7/17/23 | 7/3/23 | 7/17/23 | 6/1/23 | 6/15/23 |
| September | 8/1/23 | 8/15/23 | 8/1/23 | 8/15/23 | 7/3/23 | 7/17/23 |
| October | 9/1/23 | 9/15/23 | 9/1/23 | 9/15/23 | 8/1/23 | 8/15/23 |
| November | 10/2/23 | 10/16/23 | 10/2/23 | 10/16/23 | 9/1/23 | 9/15/23 |
| December | 11/1/23 | 11/15/23 | 11/1/23 | 11/15/23 | 10/2/23 | 10/16/23 |

## 2023 Small Group Account Management

**Off-Cycle Plan Changes**




Prescription Drug Lists for Employer-offered Metallic Plans: Small Group (1-50)

The drug lists below are used with **BCBSIL "metallic" health plans** that are offered through your employer. These can include **Platinum, Gold, Silver, or Bronze** plans.

**If your company has 1–50 employees**, your prescription drug benefits through BCBSIL are based on a Drug List, which is a list of drugs considered to be safe and effective.

If you are a BCBSIL member, log in to your Blue Access for Members℠ account to check your drug list and learn more about your prescription drug benefits.

View your drug list effective January 1, 2023:

- 2023 HMO Drug List
- 2023 Non-HMO Drug List
- Contraceptive Coverage List
- ACA $0 Preventive Drug List
- $0 HDHP-HSA Preventive Drug List (This applies only for Blue PPO Gold℠ 113 and PPO℠ 113 plans)

Starting January 1, 2023, some changes will be made to the prescription drug benefit.

# The Value of Blue

# WHY EMPLOYERS **CONSISTENTLY CHOOSE BLUE**

**MEMBERSHIP** | Personalized health care nationwide

Nationwide: **114+M** Our Membership: **17.7M**

STAYING **BLUE** | Unrivaled retention rates over the last 5 years

ENA: **99.3%** IL: **97.5%** IL Rx in 2022: **94.3%**

MARKET **SHARE**

| Nationally: | Our 5 States: | Illinois: |
|---|---|---|
| 50% | 55% | 60% |

**99%** Employer & Producer satisfaction

**2.8M MEMBER GROWTH** since 2017

CONTINUAL **GROWTH** | Growing at a faster pace than any time in the 90-year history employers have been choosing Blue

**NEW SALES**

**Feb '20-Dec '22**

**Medical** 2.0M MEMBERS

**RX-ASO** 743K MEMBERS

2022 **AWARDS**

WORLD'S **MOST ETHICAL** COMPANY
By Ethisphere – 7th consecutive year

Blue Cross and Blue Shield of Illinois has been named by J.D. Power as "#1 in Member Satisfaction with Commercial Health Plans in Illinois/Indiana."

BlueCross BlueShield of Illinois

# ACA Small Group & Mid-Market BCBSIL Value Adds

Carol J Metzger, Senior Sales Executive

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association

# Accessing Enhanced Benefits

| Value Add | Eligible Participants | Engagement | Cost to Member | Format | Plans |
|---|---|---|---|---|---|
| Hinge Health 07/01/2022 | Non-HMO Members ACA/ Mid Market | BCBSIL Outreach | None | Virtual | Current Portfolio Plans |
| Livongo 07/01/2022 | Non-HMO Members ACA/Mid Market | Claims Trigger | None | Virtual | Current Portfolio Plans |
| Wondr Health 07/01/2022 | **PPO & HMO Members ACA/Mid Market** | BCBSIL Outreach | None | Virtual | Current Portfolio Plans |
| Learn to Live: Digital Mental Health 01/01/2022 | Non-HMO Members ACA /Mid Market | Member Driven | None | Digital | Current Portfolio Plans |
| Member Rewards 07/01/2023 | Non-HMO Members ACA/ Mid Market Mid-Market and 151+ eligible for Member Rewards at No Cost when paired with a Blue Print Standard Plan for Fully Insured and ASO | Member Driven | None | Digital | Current Plans on 07/01/2023 BSBSIL Mid-Market Product Portfolio for New Business or upon Renewal for existing clients. |
| EAP - ComPsych 07/01/2023 | **PPO & HMO Members - (Mid-Market Only) 5 sessions per occurrence for behavioral health. Note: HMO members must go through their Primary Care Physician for additional visits if related to the same behavioral health issue.** | Member Driven | None | Virtual | Current Plans on 07/01/2023 BSBSIL Mid-Market Product Portfolio for New Business or upon Renewal for existing clients. |

# ENHANCED BENEFITS

## At no added cost to our Members!

Coaching members with needs related to:

- Joint and Back Pain
- Diabetes and Hypertension
- Stress and Weight Gain
- Mental Health

243610.1021

BlueCross BlueShield of Illinois

# HINGE HEALTH

## At-home, coach-led program for members with chronic back and joint pain

For Standard Plans 2-150 (Non-HMO)

# Hinge Health A Digital Coach-Led Musculoskeletal Solution

Based on proven non-surgical care guidelines, Hinge Health provides unlimited annual access to exercise therapy, a dedicated physical therapist and health coach, and education in all 5 Digital Care Pathways: back, hip, knee, neck and shoulder.

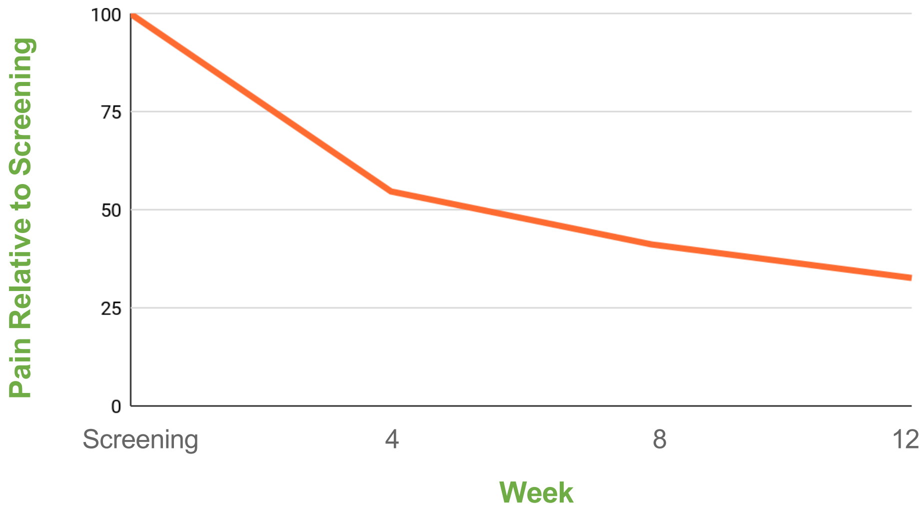
The out-of-the-box solution includes:

- **Exercise Therapy:** Tablet and wearable sensor technology provides real-time feedback and tracks adherence
- **Behavioral Support:** Unlimited 1-on-1 coaching with dedicated board-certified coach and access to a dedicated physical therapist
- **Personalized Education:** Empowers participant to navigate the appropriate care for their condition

Hinge Health is an independent company that provides musculoskeletal management solutions for Blue Cross and Blue Shield of Illinois. Hinge Health is solely responsible for the products and services that it provides.

# Hinge Health Member-Reported Outcomes

| | |
|---|---|
| Exercise therapy sessions completed | 2-3/wk |
| Surgeries avoided | 2 out of 3 |
| Depression and anxiety reduction | 58% |
| Average pain reduction | 69%[1] |




[1]Pain reduction outcomes are member-reported.

Source: Bailey, J., et al. (2020) Digital Care for Chronic Musculoskeletal Pain: 10,000 Participant Longitudinal Cohort Study. Published in the Journal of Medical Internet Research, 5,doi:10.2196/18250. Results are based on a Hinge Health study and do not reflect the analysis of BCBSIL. Study authors include Hinge Health employees. Data based on Hinge Health results. These results may not be typical for every participant.

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# LIVONGO®

Expanded Coaching Services for Diabetes and HBP

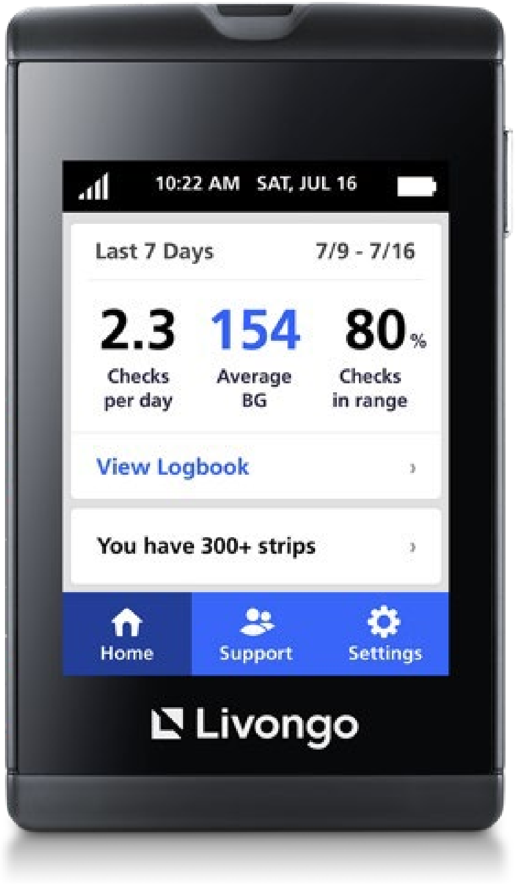
For Standard Plans 2-150 (Non-HMO)

# LIVONGO Diabetes Management Solution

## Product Overview:

The program combines a connected glucose meter and personal support for supplemental in-home therapy.  Members receive:

- Real-time personalized messaging on the Livongo connected blood glucose meter
- Certified diabetes educators available 24/7/365
- Instant interventions when blood glucose readings are out of range
- Optional notifications for high and low readings to give loved ones and providers insight
- Test strips and lancets at no extra cost, delivered right to the member's door
- Member-initiated reports (with blood glucose readings and trends) enable more focused conversations with a clinician



# LIVONGO Hypertension Management Solution

## Program Overview


The program combines a connected blood pressure cuff and personal support for supplemental in-home therapy. Members receive:

- Easy remote monitoring via wireless-connected blood pressure cuff
- Licensed professionals provide live coaching and 24/7 digital alerts
- Notifications for high blood pressure readings and reminders to check blood pressure
- Intuitive mobile experience to track progress and receive personalized, clinically-grounded coaching and educational content
- Member-initiated reports (with blood pressure readings and trends) enable more focused conversations with a clinician

# LIVONGO Leading the Way in Applied Health Signals

## Data Science

Livongo's team of data scientists, behavioral specialists and clinicians interprets health data and information to create actionable, personalized and timely health signals, insights and support when needed most.

## Behavioral Enablement

Livongo aggregates multiple data sets (including from Livongo devices, apps and coaches), as well as from partners, and combines them to interpret and extract the drivers of behavior change.

## Clinical Impact and Cost Savings

Livongo demonstrates reduced HbA1c 0.8 points sustained over three years while reducing hypoglycemia 15%, improved blood pressure -9mmHg, and reduced weight by 6.5%.

## The Only Company Delivering Results at Scale

Livongo has a 95% retention rate with 700+ clients ranging from small to large employers, representing 25% of Fortune 500 and 20+ industries.

# Wondr™

(Formerly Naturally Slim)

## Behavioral counseling program for metabolic syndrome reversal and weight management

# Wondr™

## Metabolic Syndrome Reversal Program

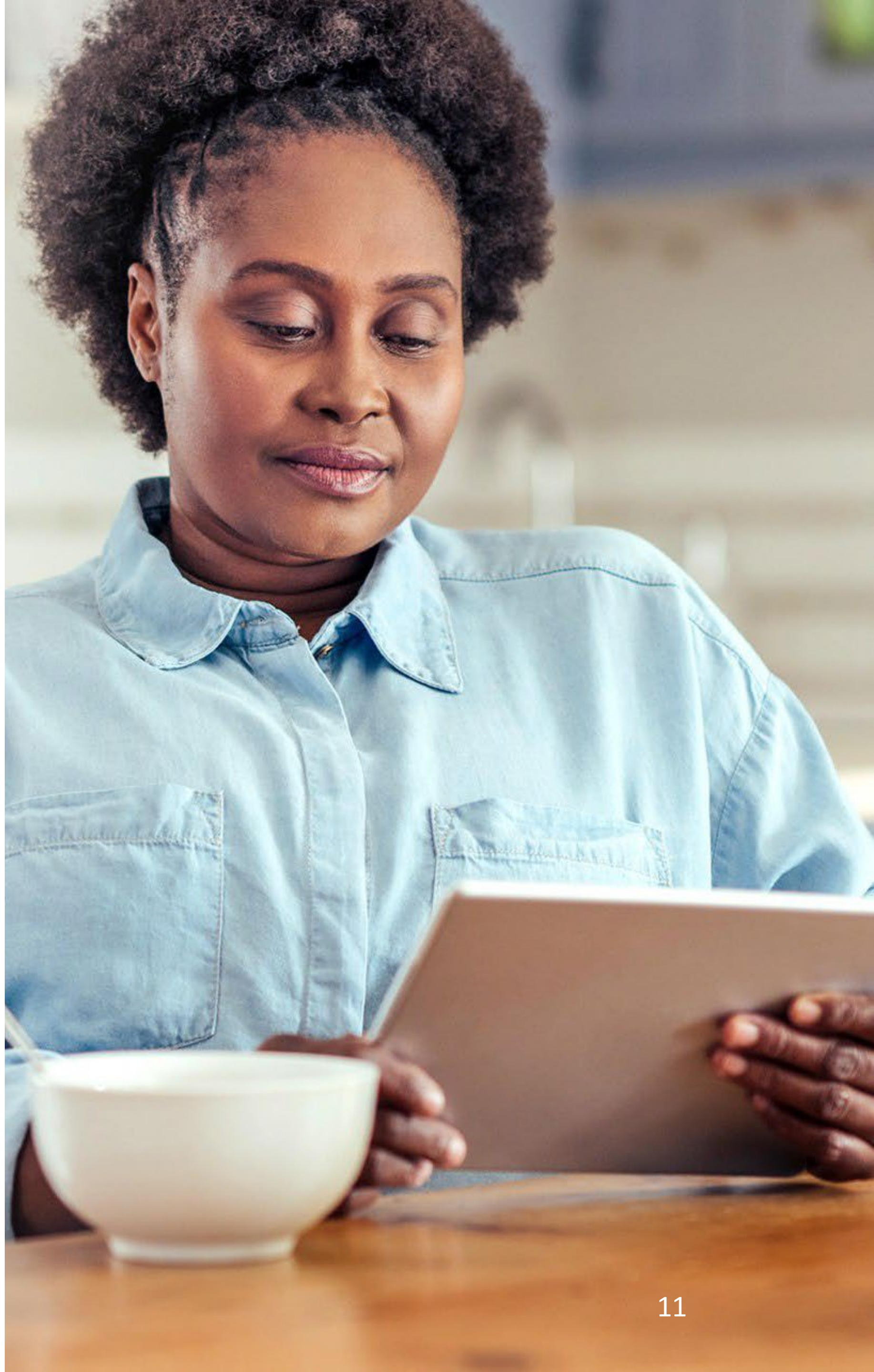
There are no points, plans, nor counting calories. Wondr teaches members the science behind their eating habits allowing them to continue to enjoy their favorite foods, lose weight, sleep better, stress less and so much more. Members will learn simple, behavioral skills that are clinically proven to improve health.

**Features include:**

- 12 weeks of counseling (personalized for skill building)
  12 weeks (customized for skill reinforcement)
  28 weeks (customized for skill maintenance)

- Weekly, self-paced, informative, online video sessions (including mobile app for on-the-go access, skill reinforcement and habit formation)

- Interactions with health coaches and online community for social support



*National Institutes of Health guidelines define metabolic syndrome as having at least three of the following five traits (or taking medication to control them):
large waist circumference; high triglyceride level; reduced HDL (good) cholesterol; increased blood pressure; elevated fasting blood sugar.

# What Members Get With Wondr

**1**

## WondrSkills™

Simple, repeatable skills
through weekly master classes.

**2**

## WondrUp™

Reinforce and practice WonderSkills
through weekly personalized curriculum.

**3**

## WondrLast™

Build momentum toward
healthiest self in the maintenance
phase of the program.

- A 100% digital, on-the-go experience and Wondr app
- Clinically proven skills for lasting results
- Welcome kit complete with tools and encouragement
- Expert team of instructors via the digital platform
- Weekly master classes that are tailored to member
- Personalized support and reminders through daily texts and nudges
- The WondrLink™ online community for social support
- The Wondr Blog for other relevant resources

BlueCross BlueShield of Illinois

# LEARN TO LIVE:
## Digital Mental Health

For Standard Plans 2-150 (Non-HMO)

# Learn To Live: Digital Mental Health

Targeted, online programs and services based on proven cognitive behavioral therapy principles

Private, convenient entry point for mental health concerns

- Depression, Stress, Anxiety & Worry, Social Anxiety, Insomnia, Substance Use

No cost to employee

https://ltlcontent.s3.amazonaws.com/videos/LEARNTOLIVE_LearnToNavigate.mp4

## CLINICAL OUTCOMES

Reduction in psychometric scores:

| Social Anxiety: | Depression: | Anxiety: | Insomnia: |
|---|---|---|---|
| 22% LOWER | 30% LOWER | 29% LOWER | 31% LOWER |

Vendor data, 2018. Results vary by group and are not guaranteed.
Learn To Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide cognitive behavioral therapy coaching for members with coverage through BCBSIL.
BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Blue Access for Members (BAM) Wellness Services:

- Wellness Guidelines – Preventative Care tips
- Articles – A variety of health topics
- Connect with a Cancer Specialist – Support/Info
- Women's and Family Health – Maternity specialists
- Fitness Program/Fitness Works – Staying active tips

Well onTarget® learntolive wondr™

Blue365 Hinge Health

LIVONGO®

BlueCross BlueShield of Illinois

# What’s New??

# A Whole LOT!!

# Introducing a New Bonus for You, Our Partner in Health


- Clients who choose BCBSIL stay with us – 97% membership retention of Illinois members in 2022*
- Serving over 7.4 million Illinois members
- Peace of mind that comes from having a BCBS ID Card in their wallet

## How it Works

- New, fully insured and Blue Balance Funded℠ group business to accounts who may lose coverage **due to their current carrier's exit from the health insurance market**.

- Applies to **new business** with effective dates from **April 1, 2023, to January 1, 2024**

## Bonus Schedule

| Tier | Total Contracts Sold | Bonus Paid Per Contract |
|---|---|---|
| 1 | 1-150 | $60 |
| 2 | 151-300 | $65 |
| 3 | 301+ | $70 |

Calculation of bonus amount is based on final cumulative total of eligible contracts.

# MEMBER REWARDS

## Guiding Members to Cost-Effective, Quality Options

# Expanding to Standard PPO Plans: 2-150

**Automatically added to plans as of the account's renewal date**

JAN.

### Small Groups
Effective with renewal/start dates on/after January 1, 2023

JULY

### Mid-Market Groups
Effective with renewal/start dates on/after July 1, 2023

# Member Rewards

## What is Member Rewards?

Member Rewards is a voluntary program

Members have the final choice in where they receive their health care.

Members who shop for services are offered **a cash reward** to use cost-effective locations for their eligible service.

Member Rewards transforms members into smarter, active health care consumers!

Member Rewards **WILL NOT** apply to these SG, MM networks/segments:

- Members with HMO plans
- Blue Balance Funded plans
- Grandfathered and Transitional Plans
- Closed Renewal Options (CRO’s Mid-Market)
- Retail members
- Government programs

**Rewards earned may be taxable; refer to Tax Information slide.*

# END-TO-END CONSUMER ENGAGEMENT


## Awareness

This is transparency – clear price information for facilities and providers

## Activation

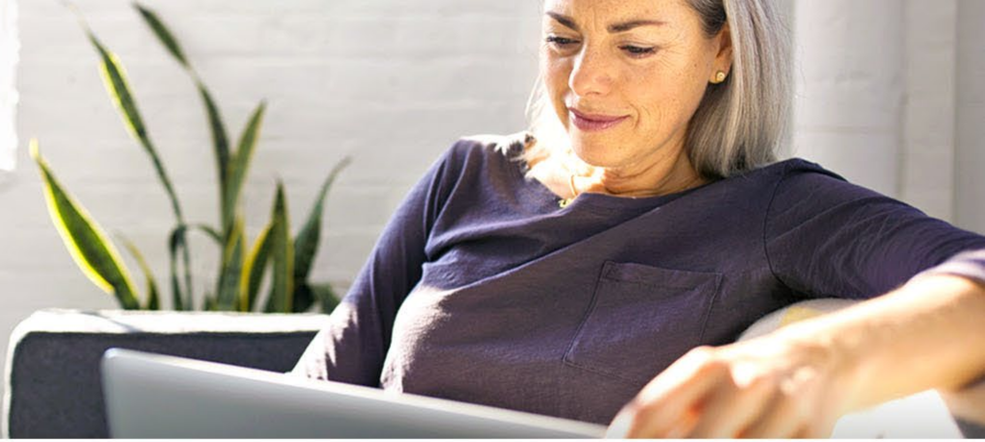
This is shopping – understanding choices through categorized, ordered options

## Conversion & Redirection

This is Member Rewards – consumers selecting more cost-efficient care with value-aligned incentives

# Top Procedures Summary

## November 2020 – January 2022



| Top Shopping Procedures | |
|---|---|
| MRI | 110,590 |
| CT Scan | 48,556 |
| Colonoscopy | 37,646 |
| Mammogram | 37,228 |
| Lab/Blood Work | 34,041 |
| Ultrasound | 15,471 |
| Bariatric Surgery | 12,169 |
| Upper GI | 5,034 |
| Cataract Removal | 3,676 |
| Bone Density | 3,344 |

| Top Net Incentive Claims Savings Summary | |
|---|---|
| MRI | $3,682,439 |
| Colonoscopy | $2,627,152 |
| CT Scan | $1,539,857 |
| Knee Replacement | $842,347 |
| Bariatric Surgery | $726,650 |
| Cataract Removal | $631,834 |
| Hip Replacement | $542,856 |
| Upper GI | $437,618 |
| Shoulder Surgery | $310,321 |
| Gall Bladder Surgery | $286,789 |

Source: Book of Business Performance Report, January 2022, provided by Sapphire Digital.

# 3 SIMPLE STEPS
## TO EARN REWARDS

**Search+Select+Schedule**

Search online via Provider Finder® to find a reward-eligible location for your procedure or service

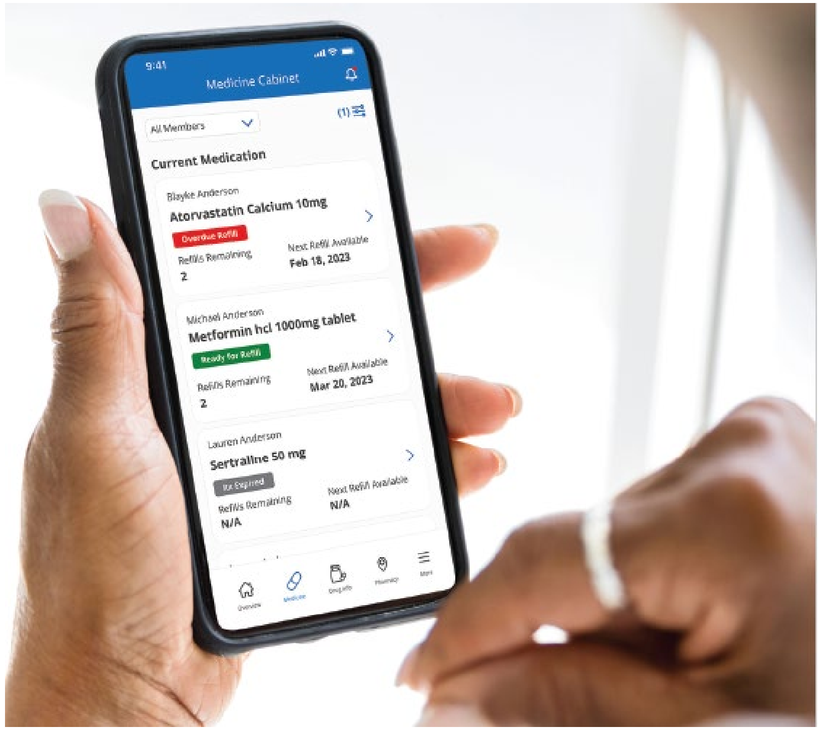
Get the procedure or service at your chosen reward-eligible location

Receive a cash reward by check, which will be mailed directly to your home, after your claim is paid and the location is verified as reward-eligible


$$
$$$
$$$$
The Cost of Your Health Care Depends on
WHERE YOU PARK YOUR CAR

BlueCross BlueShield of Illinois

# MyBlueRx -Your Virtual Medicine Cabinet Is Here




## Save On Prescriptions With Just A few Clicks

- MyBlueRxIL is a personalized pharmacy app
- Making it easy to understand and manage prescription drugs and out-of-pocket costs

**Scan a QR code to download the free app.**
Use your Blue Access for Members℠ login, or create a new account to get started.

- Compare drug costs at different pharmacies
- Find available lower-cost drug options
- Manage prescription drug care for your family*
- Access information about your prescription drugs, including medication details, claims history, coverage, pre-approvals and refills
- Get reminders when it's time to refill your prescription
- Search for and contact in-network pharmacies

MyBlueRxIL (iOS)

Download on the App Store

MyBlueRxIL (Android)

GET IT ON Google Play

# 2023: Newly Added Mid-Market Plans

**Two Blue Choice Options HSA** plans include higher deductibles:

- **MICOE3013**-Blue Choice Options 3013-HSA
  ($6,000/ $7,000 Ded / $7,000 /$7,500 OPX/ 80%/ 60% coins)
- **MICOE3023**-Blue Choice Options 3023 – HSA
  (4,000 / $5,700/ $4,000 / $7,500 OPX/ 100%/ 80% coins)

**Two BlueEdge HSA aggregate plans** individual deductible will increase from $1,500 to $1,600:

- MIEEA2000-BlueEdge HSA 2000 to **MIEEA3003**-BlueEdge HSA 3003
- MIEEA2010-BlueEdge HSA 2010 to **MIEEA3013**-BlueEdge HSA 3013

****New plans include the preventative drug list program.**

# HSA Preventative Drug Program

All HSA compatible HDHPs include the HSA Preventive Drug program.

Program includes categories of prescription drugs that are often used for preventive purposes.

Waives the need to meet the deductible first for the listed preventive drugs.

# 2023 Mid-Market Plan Changes

| 7/1/22 Plan ID | 7/1/23 Plan ID |
|---|---|
| MIEEA2030 | MIEEA3033 |
| MIEEA2070 | MIEEA3093 |
| MIEEE2043 | MIEEE3043 |
| MIEEE2063 | MIEEE3063 |
| MIEEE1051 | MIEEE3053 |
| MIESA2110 | MIESA3113 |
| MIESE1151 | MIESE3153 |
| MIESE2181 | MIESE3183 |
| MICOE1071 | MICOE3073 |
| MICOE2063 | MICOE3063 |

# BEHAVIORAL HEALTH

**Spotlight on Behavioral Health**

- Behavioral health has emerged as one of the most prominent health care concerns throughout the country.
- Employers are seeking a full spectrum of options
- Timely access to quality care for mental health issues.

# Expanding Access to Behavioral Health - Virtual Visits Powered by MDLive

## Behavioral Health

- Depression and anxiety
- Marital problems
- Child behavior and learning issues
- Financial hardship
- Coping with loss and grief
- Stresses and challenges of everyday life

## Pediatric Care

- Cold and flu
- Earache
- Nausea

## Non-Emergency Medical Conditions

- Allergies
- Cold and flu
- Diarrhea
- Earache
- Fever
- Headache
- Insect bites
- Nausea
- Pinkeye
- Sore throat

# Virtual Visits

## Care When and Where You Need It

Convenient, secure access to board-certified doctors for non-emergency medical and behavioral health needs

**24/7/365 VIRTUAL CARE**

### Enhanced Customer Experience

- **Access** via mobile app, online video or telephone*
- **Integrated** contracting, billing and reporting
- **Seamless access for members** from Blue Access for Members SM, Benefits Value Advisor, Health Advocacy Solutions, 24/7 Nurseline, Transparency Tools and the BCBSIL Mobile App
- **Text registration and triage with MDLIVE's chatbot – Sophie**
- **BCBSIL Branded** communication materials and web portal
- **Behavioral Health** included for fully insured groups; optional for ASO


A virtual visit is, on average:

- **$75 LESS THAN** an in-person PCP visit
- **$156 LESS THAN** an urgent care visit
- **$1,048 LESS THAN** an emergency room visit

*Service availability and communication mode dependent upon member's location at time of service.

MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. "Sophie" and the online virtual assistant are owned and operated by MDLIVE.

# COMPREHENSIVE BEHAVIORAL AND MENTAL HEALTH SUPPORT
## FOR YOUR MEMBERS

### Core Behavioral Health Product Features

- Inpatient Management
- Outpatient Management
- Case Management
- Specialty Management
- Call Center Support
- Digital Mental Health

+

### Employee Assistance Program (EAP) Product Features

- Counseling Sessions
- Legal Services
- Financial Guidance
- Family & Caregiver Support

Access to **five** counseling sessions per issue at **no cost to members**

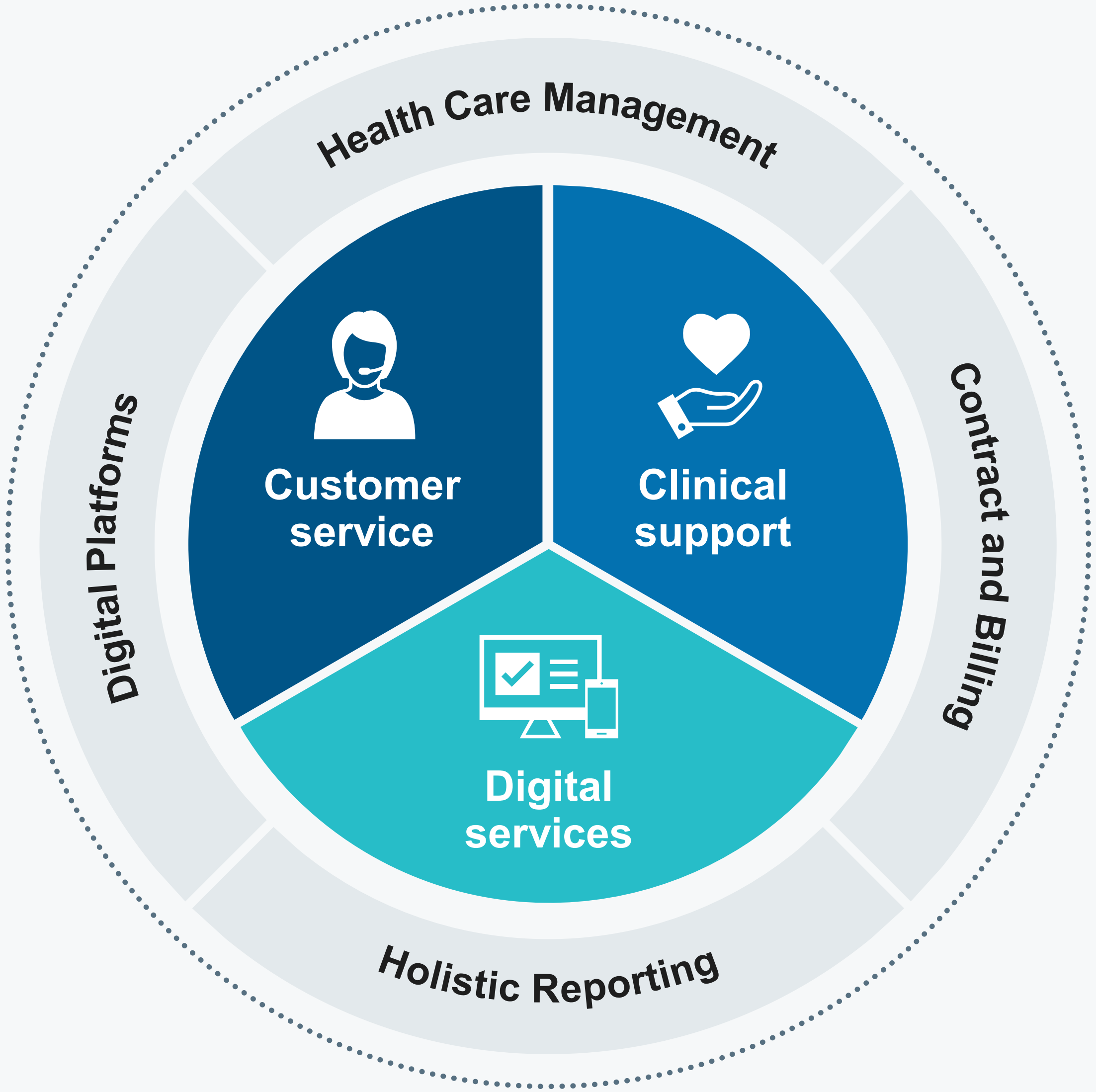
=

### Integrated & Comprehensive Support

- ✓ Integrated Health Care Management
  - Streamlined care across the care continuum and within the provider network
  - One stop shop for mental health support
- ✓ Embedded Program
- ✓ Standardized Services (i.e., non-configurable)
  - Addresses SDoH needs at key member journey milestones

# Coming in July 2023
# Integrated Employee Assistance Program (EAP)*

- Essential services – counseling, supervisory training, work/life services, critical incident management
- One-stop shop experience for mental health needs
- Active support at key member journey milestones
- Delivers a clear path to address members' mental health needs and optimize their benefits
- Holistic reporting across behavioral health and EAP services




*Vendor options and services vary by market segment.

# ComPsych EAP –Mid-Market and Blue Balance Funded

## Standard Features

### Counseling and Well-being Services:

- 5 sessions with licensed network providers
- Telephonic or digital assessment by and referral to licensed clinicians
- Toll-free access 24/7 365 days a year
- Telephonic and in-person sessions
- Web portal and digital app
- Digital platform with online interactive tools, resources and services, including cognitive behavioral resources

### Work/Life Assistance

- Legal Services
- Financial counseling
- Family and caregiver support resources
- Online resource guides for various issues
- Online learning and support communities

## Additional Features
(Billed per Engagement)

### Workplace Services:

- Critical incident management

ComPsych Corp. is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide employee assistance services for members with coverage through BCBSIL.
BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Get to Know Your Employee Assistance Program

**ComPsych GuidanceResources is an Employee Assistance Program (EAP) included with your Blue Cross and Blue Shield of Illinois (BCBSIL) plan.**

**Employees & their family members can use EAP services — no copays or deductibles needed.**

**Don't be afraid to reach out for help. Health records are kept private from the employer, as required by law.**

**Make a Positive Change.**

**Have Legal Questions Answered.**

**Get Help with Finances**

**EAP includes 5 free therapy sessions per issue. Once the free sessions are used, the employee can use their BCBSIL network benefits to keep seeing the same therapist in most cases.**

**Specialists can save you time by searching for local services so you don't have to. They can help find:**

**-Therapists**

**-Childcare, elder care or pet care**

**-Movers or home repair services**

**-And much more**

# **Operational Overview:** What does this mean for our Mid-Market accounts and members today?

## Timing & Eligibility

*May 2023*

**New Account:**

No EAP until May 2024

*June 2023*

**Renewal:**

No EAP until June 2024

*July 2023 & Beyond*

**New Accounts & Renewals:**

ComPsych — The GuidanceResources Company

## Coverage

**Enterprise Nature of EAP:**

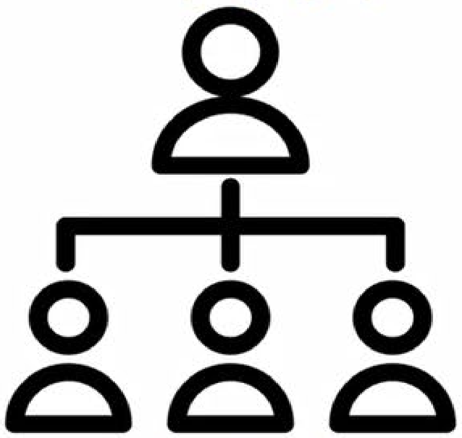
*Employee A: BCBS Health Plan*

*Employee B: Alternative Health Plan*

ComPsych® — The GuidanceResources Company® —

**EAP access for the family member & household[1]:**

*Wife (Employee)*



*Partner* *Child* *Grandparent*

ComPsych Corp. is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide employee assistance services for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

1. Also includes non-family members who are living with the employee (e.g., friend or live-in nanny)

# Today, the burden of finding affordable, in-network counseling services falls on our members; members often have little-to-no access to work / life resources

## Meet Sean

- 35-year-old single dad
- Recently divorced
- Struggling w/ depression

## Current Member Journey

→ Starts researching therapists on public site (e.g., Google)

→ Searches for therapists specializing in depression and divorce

→ Evaluates prior patient reviews

→ Checks therapists' availability and cost

*Research[1] has shown that these steps can take members up to **4.5 hours** to complete*

**OR**

Finds therapist and begins receiving treatment, but pays using medical benefits or entirely out-of-pocket

Abandons search for care due to frustration / lack of access → Sean's challenges are exacerbated due to not receiving treatment



1. Data provided by BH vendor partner

# With ComPsych, members have access to 5 counseling sessions at no cost to them and can seamlessly transition from the EAP to their medical benefits

## Meet Sean

- 35-year-old single dad
- Recently divorced
- Struggling w/ depression

## Member Journey with ComPsych

New!

Calls **ComPsych Guidance Resource**

Matched w/ **in-network*** therapist specializing in **depression & divorce**

Receives up to 5 counseling sessions at **no cost** to Sean

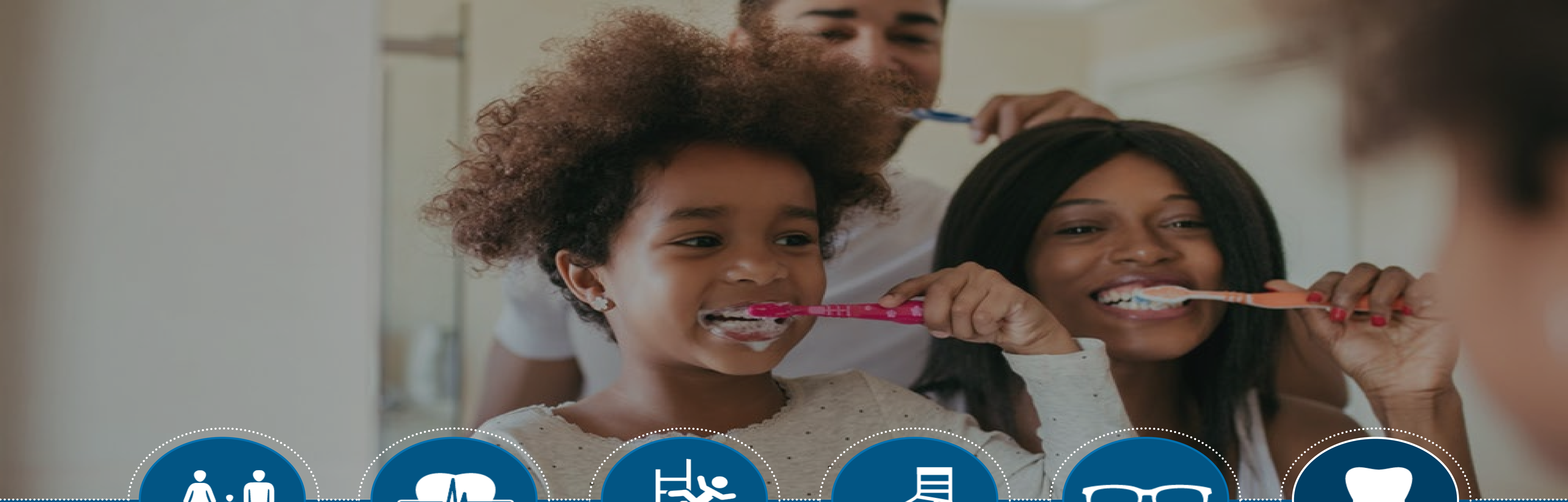
**1.** Uncovers new challenges / needs - leverages other **EAP resources** (e.g., legal services) and / or receives 5 counseling sessions for his **new issue**

*OR*

**2. No longer needs** or wants counseling services

*OR*

**3.** Continues seeing the same therapist; **seamless transition** from EAP to **medical benefits** (copay & deductible now apply)



# BlueCare Dental℠ & BCBSIL Ancillary

# 7/1/2023 BCBSIL Middle Market New Dental PPO Plan Design Overview

- Effective 7/1/2023, there are **four** new BCBSIL Middle Market Dental PPO plans rolling out
  - Two are Contributory (DINHR30 & DINHR35)
  - Two are Voluntary (DINHR45 & DINLM49)

| IL Plan Code | | | DINHR30 | DINHR35 | DINHR45 | DINLM49 |
|---|---|---|---|---|---|---|
| Segment | | | Contributory | Contributory | Voluntary | Voluntary |
| Coinsurance | In Network | Class I | 100% | 100% | 100% | 100% |
| | | Class II | 80% | 90% | 90% | 80% |
| | | Class III | 50% | 60% | 60% | 50% |
| | | Class IV | 50% | 50% | 50% | NA |
| Coinsurance | Out of Network | Class I | 100% | 100% | 100% | 100% |
| | | Class II | 80% | 80% | 80% | 80% |
| | | Class III | 50% | 50% | 50% | 50% |
| | | Class IV | 50% | 50% | 50% | NA |
| Plan Type | | | Passive | Active | Active | Passive |
| Allocation | | | High | High | High | Low |
| Deductible Waived[1] | | | Yes | Yes | Yes | Yes |
| Annual Maximum | | | $5,000 | $2,000 | $2,000 | $1,000 |
| Ortho Lifetime Maximum | | | $2,000 | $2,000 | $2,000 | NA |
| Deductible INN/OON (3x Family Limit) | | | $25/$25 | $0/$0 | $25/$75 | $50/$50 |
| OON Reimbursement | | | 90th R&C | 90th R&C | 90th R&C | MAC |
| Waiting Periods | | | No | No | Yes | Yes |
| Implants[2] | | | Yes | Yes | No | No |

[1] Waived Deductible applies to all Class I services and Class IV Orthodontic services

[2] Implants are covered at the same percentage as prosthodontics.

# BCBSIL Middle Market Dental Rate Negotiation

- **BCBSIL Middle Market Medical Proposals & Medical Renewals include initial BCBSIL Dental rates**
  - **After reviewing the initial Dental rates, if you find that they have room for improvement, please send the Dental RFP information to the BCBSIL Dental Sales team**
  - **The Dental Sales team will work with Dental UW on the Dental RFP to see if the group's initial Dental rates can be improved***
  - **Dental RFP information to send to the Dental Sales Team:**
    - The Dental census (with Dates of Birth, Genders, Zip Codes, Dental plan elections, Dental tier elections) coverage
    - The Dental Highlight sheet(s) and/or Dental Certificate booklet(s) with allocation of Endodontics, Surgical Periodontics & Oral Surgery Services, with the out-of-network reimbursement level (MAC or U&C)
    - Employer/Employee Dental contribution percentages (to help determine if Voluntary or Contributory)
    - The incumbent Dental carrier current AND renewal rates

***Improvement of the Dental rates is not guaranteed with submission of this information**

# BlueCare Dental Enhanced Benefit℠

## At-risk and high-risk members with diabetes, heart disease or who are pregnant

After standard benefits are exhausted, members are eligible for one of the following additional benefits:

- **Routine cleaning**
- **Periodontal scaling and root planing**
- **Periodontal maintenance**

Medical and dental clinical staff are also available to help manage their condition.

# VIRTUAL DENTAL VISITS*

Powered by

TELEDENTISTRY.COM
Your Dentist, Anytime Anywhere®

**Blue Cross and Blue Shield of Illinois (BCBSIL) now offers virtual dental visits, powered by Teledentistry.com, for members who:**

- Have a dental emergency and can't see their dentist
- Need access to a dentist after business hours
- Want to consult a dentist without leaving home, or while traveling

Virtual dental visits are meant to supplement your current dental plan.

## EMPLOYER BENEFITS:

- Cost savings realized when employees use virtual dental visits instead of emergency rooms
- Convenience for employees, with dentists available 24/7 online
- Potential for lower employee absenteeism due to timely dental care, and improved workforce productivity

***This is currently available to BCBSIL Dental PPO members only (not available to Dental HMO members)**

Virtual visits may not be available on all plans.

Teledentistry.com is an independent company that operates and administers the virtual dental visits program for Blue Cross and Blue Shield of Illinois. Teledentistry.com is solely responsible for its operations and for those of its contracted providers. Teledentistry.com® and the Teledentistry.com logo are registered trademarks of Teledentistry.com, and may not be used without permission.

# Mid Market Package Pricing

- Reduce BCBSIL Medical premiums when combining Dental and Ancillary lines of coverage through Blue Ancillary

| Qualifying Ancillary Option(s) | | Fully Insured Medical Savings |
|---|---|---|
| **Dental** (Insured) | BlueCare Dental℠ | 1% |
| **Life**[1] | Basic Life Insurance | .50% |
| **Disability** (Insured) | Short-Term Disability (STD) | .25% |
| | Long-Term Disability (LTD) | .25% |
| **Supplemental Health**[2] | Both Accident and Critical Illness Voluntary[3] | .25% |
| | Both Accident and Critical Illness, with at least one of Accident or Critical Illness Employer Paid[3] | .50% |
| **Vision**[2] | | .50% |
| | = | **Up to 3%** |

Terms and conditions apply to the BCBSIL Package Pricing Program.

# Blue PointsSM — Rewards for Healthy Living


**Earn Points Instantly**

**Get Extra Points**

**Easily Manage Your Points**

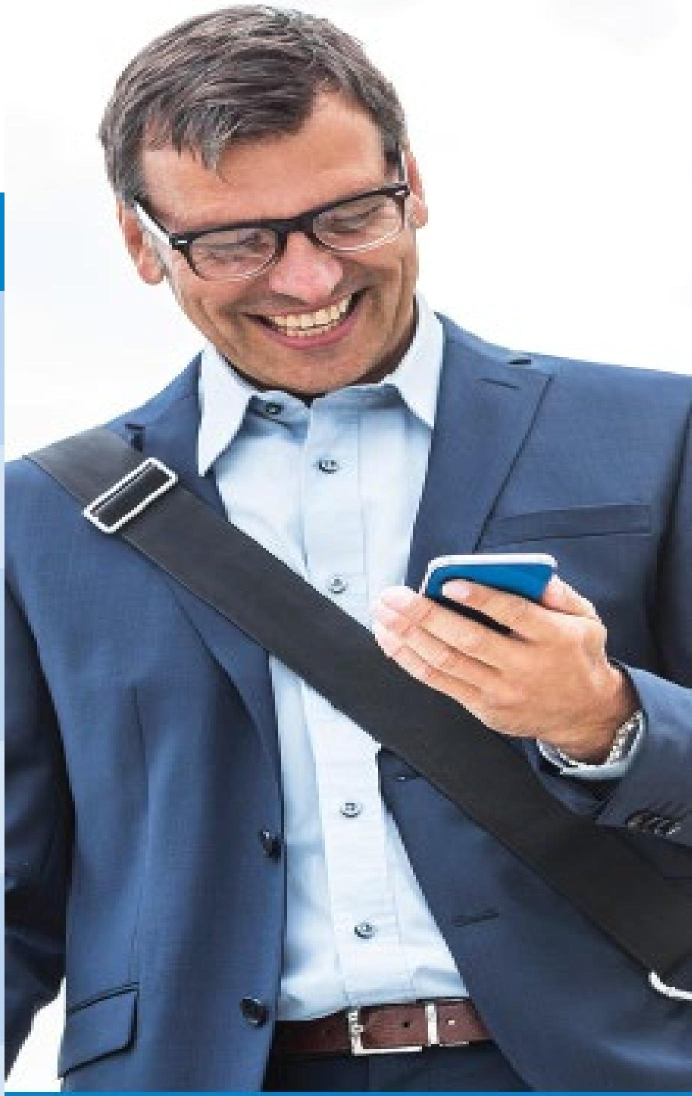
# Choose from a Large Selection of Rewards

- Redeem your points in our expanded online shopping mall.
- Reward categories include apparel books, health and personal care, jewelry, electronics and more.

## Participate in Activities That Match Your Goals

Look how quickly your Blue Points can add up! Here are some sample activities you can complete to earn Blue Points:

| Activities | Potential Blue Points Amounts |
|---|---|
| Completing the Health Assessment every six months* | 2,500 points every six months |
| Complete a Self-management Program | 1,000 points per quarter |
| Using the trackers to track your progress toward your goals | 10 points, up to a maximum of 70 points per week |
| Enrolling in the Fitness Program | 2,500 points |
| Adding weekly Fitness Program center visits to your routine | Up to 300 points each week |
| Completing Progress Check-ins | Up to 250 points per month |
| Connecting a compatible fitness device or app to the portal | 2,675 points |
| Tracking progress using a synced fitness device or app | 55 points per day |



Log on to wellontarget.com today to find all the interactive tools and resources you need to start racking up Blue Points. Keep yourself motivated to earn more points by heading over to the online shopping mall and checking out all the rewards you can earn for adopting — and continuing — healthy habits.

# A New Way to Experience Wellness


Members can go to wellontarget.com and use their Blue Access for Members℠ credentials to join.

**Well onTarget® gives you the tools and resources to create your healthy journey — no matter where you may be on the path to wellness.**

## Member Wellness Portal

Available at wellontarget.com, the portal links you to a suite of innovative programs and tools.

- Health Assessment (HA)[1]
- Self-Management Programs
- Health Coaching
- Wellness Challenges
- Tools and Trackers
- Fitness Tracking
- Blue Points$^{SM}$ Program[2,3]
- Health and Wellness Content
- Fitness Program[4]
- AlwaysOn® Wellness Mobile App

BlueCross BlueShield of Illinois

# Ancillary Products & Review

**Miguel Munoz**

*Sales Representative Small Group*

# E-Sales

- Small Group (2-50 lives) Plans Available through e-Sales

  - Prior to January 1st, 2023
    - Basic Life and AD&D
    - Short-Term Disability
    - Vision (Available as of January 1st, 2023)
    - Critical Illness (Available as of January 1st, 2023)
    - Accident (Available as of January 1st, 2023)

  - As of May 1st, 2023
    - Basic Life and AD&D
    - Supplemental Life and AD&D
    - Short-Term Disability (Employer Paid and Voluntary)
    - Long-Term Disability (Employer Paid and Voluntary)
    - Vision (Employer Paid and Voluntary)
    - Critical Illness (Employer Paid and Voluntary)
    - Accident (Employer Paid and Voluntary)

# Portfolio of Ancillary Solutions

## Small Group Employer-Paid and Voluntary Insurance Plans

Life, Short- and Long-Term Disability, Vision, Critical Illness, Accident, and Dental available through E-Sales.

BlueCross BlueShield of Illinois

### Life Insurance

- Accidental Death & Dismemberment
- Integrated LTD claim management / life waiver of premium
- DearbornCares℠

### Vision Care

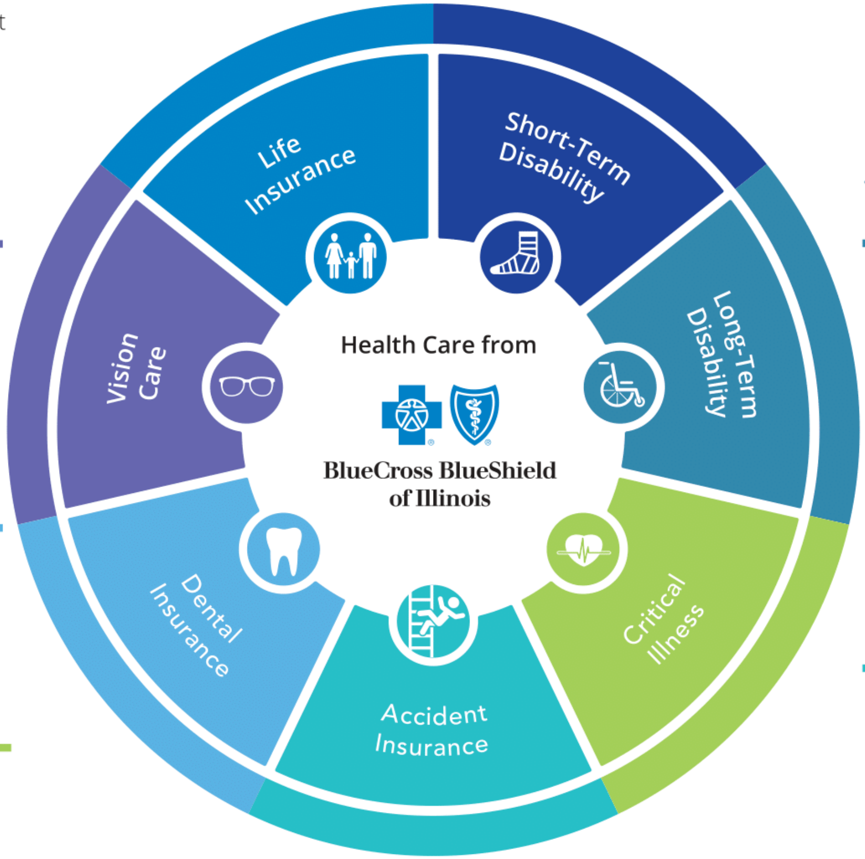
- Popular vision plans with additional discounts, such as 40% off additional pair of glasses
- The right mix of independent, national and retail providers

### Dental Insurance[1]

- One of the largest dental networks[2]
- Wellness Plan: BlueCare Dental Connection℠

### Critical Illness

- Complements a high-deductible medical plan
- Pays a wellness benefit to members
- Guarantee issue benefits
- HSA-compliant plan design




### Short-Term Disability

- Insured and ASO Programs
- Online claim intake for all group sizes
- My Benefits: online self-service tool

### Long-Term Disability

- Employee Assistance Program included: Disability Resource Services™[3]
- Flexible plan designs
- Integrated STD / LTD claim management
- My Benefits: online self-service tool
- Online claim intake for all group sizes

### Accident

- Guarantee issue for employees, spouses and children
- Designed to encourage the use of high value providers
- HSA compliant
- Smart Plan options

BlueCross BlueShield of Illinois

# Choosing Employee Benefits Just Got Easier

## Ancillary Set Plans in E-Sales

### Life, Short- and Long-Term Disability

## LIFE INSURANCE

| Basic Life Plans | Plan Benefit | Benefit Maximum | Guarantee Issue | Dependent Basic Life Plans |
|---|---|---|---|---|
| Plan 1 | $15,000 | – | 2–9 Lives: $50,000 or 10–50 Lives: $200,000 | Spouse $10,000 Child $5,000 |
| Plan 2 | $25,000 | – | | |
| Plan 3 | $50,000 | – | | |
| Plan 4 | $100,000 | – | | |
| Plan 5 | 1x Salary | $150,000 | | |
| Plan 6 | 2x Salary | $200,000 | | |

| Supplemental Life (Employee/Spouse/Child): | | |
|---|---|---|
| | Plan Benefit | Guarantee Issue |
| Employee | $10,000–$500,000 (in $10,000 increments) | 2–5 Lives: Fully Underwritten<br>6–9 Lives: $30,000<br>10–25 Lives: $50,000<br>26–50 Lives: $100,000 |
| Spouse* | $5,000–$150,000 (in $5,000 increments) | 2–9 Lives: Fully Underwritten<br>10–50 Lives: $25,000 |
| Child | $10,000 | |

## SHORT-TERM DISABILITY

**Employee:** 60% Weekly Earnings, Max $750, $1,000 or $1,500

**Elimination Period:** 0/7, 7/7, 14/14

**Maximum Benefit Duration:** 13 or 26 Weeks

## LONG-TERM DISABILITY

**Employee:** 60% Monthly Earnings, Max $3,500 or $6,000

**Elimination Period:** 90 or 180 days

**Maximum Benefit Duration:** SSNRA or 5 Years

BlueCross BlueShield of Illinois

# Choosing Employee Benefits Just Got Easier

## Ancillary Set Plans in E-Sales

For groups with 2–50 eligible employees

## VISION INSURANCE

| | Frequency Eye/Lens/ Frame | Lens Copay | Allowance (Frame & Contacts) | Funded Fit and Follow up | Funded Standard Progressive | Funded Scratch Coating | Funded Kids Polycarb |
|---|---|---|---|---|---|---|---|
| **Plan 1** | 12/12/24 | $25 | $100 | No | No | No | No |
| **Plan 2** | 12/12/24 | $10 | $130 | No | No | Yes | No |
| **Plan 3** | 12/12/24 | $10 | $130 | Yes | No | Yes | No |
| **Plan 4** | 12/12/12 | $10 | $130 | No | No | Yes | No |
| **Plan 5** | 12/12/24 | $10 | $150 | No | No | Yes | No |
| **Plan 6** | 12/12/12 | $10 | $150 | No | No | Yes | No |
| **Plan 7** | 12/12/12 | $10 | $150 | No | Yes | Yes | No |
| **Plan 8** | 12/12/24 | $25 | $130 | No | No | Yes | No |
| **Plan 9** | 12/12/24 | $25 | $150 | No | No | Yes | No |
| **Plan 10** | 12/12/12 | $25 | $150 | No | No | Yes | No |

## ACCIDENT INSURANCE*

**Plans Offered:** Plan 1, Plan 2, Smart Plan 1, Smart Plan 2

*See Accident Insurance plan designs for detailed benefit information*

## CRITICAL ILLNESS INSURANCE*

**Employee:** $5,000 or $10,000

**Spouse:** $2,500 or $5,000 (Not to exceed 50% of employee amount)

**Child:** $2,500 (Not to exceed 50% of employee amount)

# Bundling Discounts are Now Available for Small Groups

**Products that are eligible for discounts are:**

- Basic Life
- Basic Short-Term Disability
- Basic Long-Term Disability

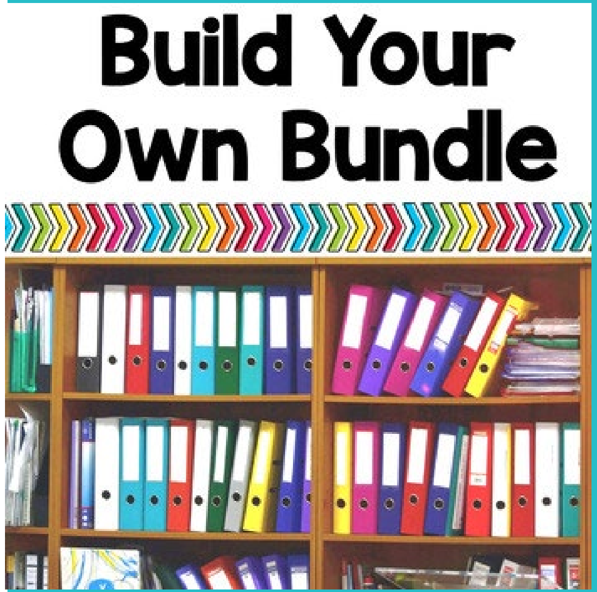
**Requirements**

- Three or more ancillary products have to be purchased. Any other lines purchased (incl. dental) outside of the three coverage eligible for discounts would qualify as part of the minimum.
- Products have to be quoted and enrolled via the portal
- Groups with 10+ eligible lives

**How much of a discount does each eligible line of coverage receive?**

- 10% per line of coverage

## Bundle-Up

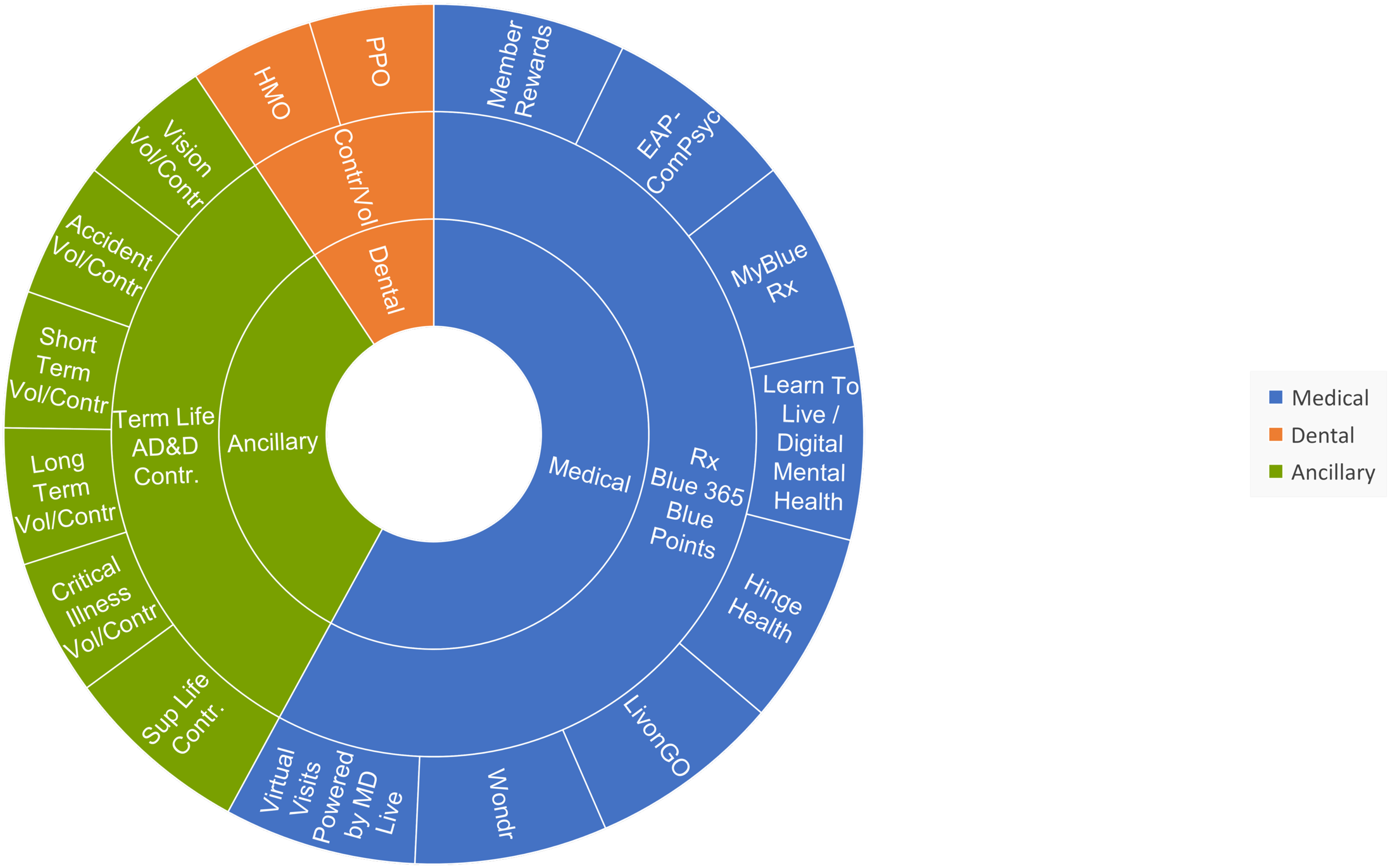



*The content of the slide is subject to change.

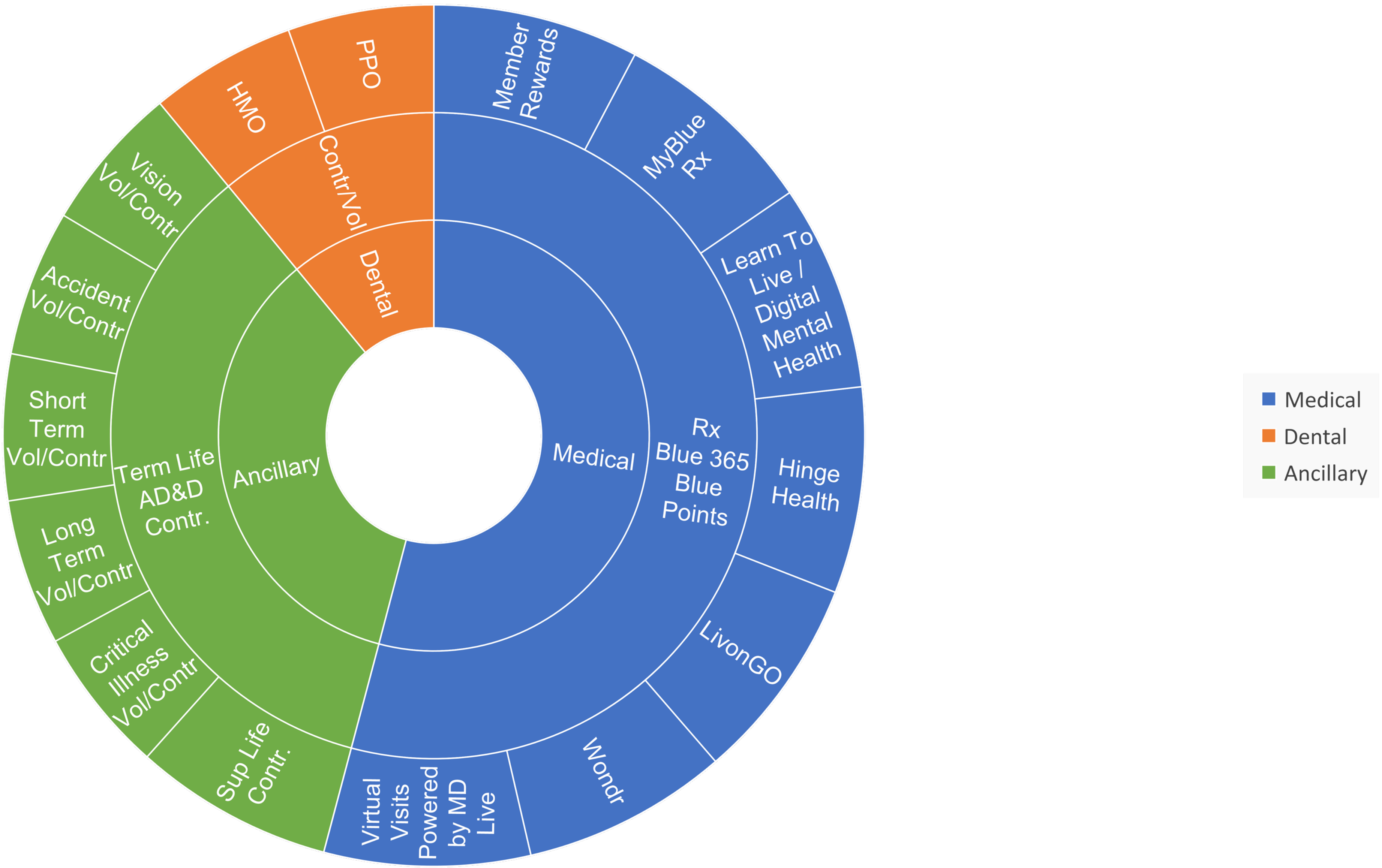
BlueCross BlueShield of Illinois

# Appendix

Benefits of BCBSIL Membership – **Mid-Market** *Not all benefits apply to HMO plans, so ask your GA



# Benefits of BCBSIL Membership – **Small Group** *Not all benefits apply to HMO plans, so ask your GA



# Tax Forms: Why?????

>UW needs to see: an Employer/Employee Relationship, Who is eligible, Who are Owners.
>Audits can be done to confirm should an inquiry be made.

Groups in Business Less 4 Months or have NOT filed annual taxes:

-Articles of Incorporation / Partnership Agreement / Incorporation Papers / Articles of Organization
-SS-4 with FEIN# from IRS
-Owner/Partner Full Time Cert Form
-Most Resent Payroll Report, reconciled (FT/PT/T/W)

- If no payroll or if new employee not on payroll, W4 Form or W9 Form if 1099er.
- Letter on Group's Letterhead listing Employees, reconciled with hours

Groups In Business more than 4 Months or HAVE filed annual taxes:

-"S" Corps: 1120S K1
-Partnerships: 1065 K1
-Sole Proprietor: 1040 SE & C
- Farms: 1040 SE & F Schedules
-Corporations: UI3/40, preferred, other states will have their version. Sometimes IL 941, with UW approval
-Owner/Partner Full Time Cert Form

*If group has not filed their taxes we may need additional paperwork, including tax extension form.

**The K1s can be in the name of another company, it must be explained by the group on company letterhead.

# And More Forms

## Existing New Group

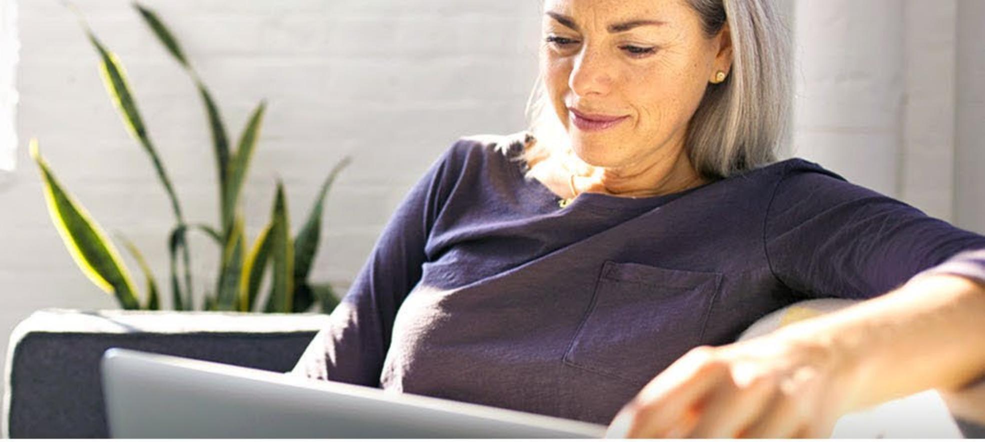
- Standard Group Documents:
  - BPA
  - BPS
  - EGI
  - Employee Apps or Census
  - W&T UI3/40 reconciled (not need for Mid-Market), Payroll Summary Report if new hires, W4s if not on payroll yet. If owner not on W&T, we need the Owner/Partner Full Time Cert form and prior year's tax doc
  - Prior Carrier Bill if COBRA members.

## New Group Entity

- Standard Group Documents:
  - BPA
  - BPS
  - EGI
  - Employee Apps or Census
  - W&T UI3/40 reconciled (not needed if Mid-Market) if not available, Payroll Summary Report if new hires, W4s if not on payroll yet. If owner not on W&T we need the Owner/Partner Full Time Cert form
  - Sec. of State of IL Letter if not showing on the IL CyberDrive

*This slide deck in no way replaces the UW reference guide. It is to only be used as a tool to assist in enrolling clean cases for group submissions. ** For Internal Use Only.

# Quick Glance:
# Partnership vs Non-Partnership



- **Partnerships:**
  - Partners only with no other employees (i.e. Husband/Wife group)
  - Prior Year’s 1065 K1 for each Partner.
  - If NEW Partnership entity, need a “Partnership Agreement”, SS-4, and Sec. of State Letter.

- **Non-Partnerships:**
  - Must average 1 employee in Prior Calendar Year (can be the owner but MUST BE reflected on the EGI form), and at least 2 employees in Current Year (i.e. owner & non-spouse employee).
  - Employee can be a 1099er, or W4 employee. A 1099er would require prior year’s 1099, if no 1099 yet, W9. For W4 employees, we need quarterly W&T or payroll, if new employee need W4.
  - If new entity, Articles, SS-4, Sec. of State Letter.

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# TIPS

### Ensure all required documents are attached in the tool.

### Benefit Program Application (BPA)

EIN & Affiliate Info – matches EGI

Effective Date/Anniversary Date – matches BPS

Address – matches W&T

Erisa

Waiting Period & Domestic Partner

Employer Contributions

Completed Proxy, though optional helps identify signer.

### Employer Group Information (EGI)/MSP

Employer Name – matches BPA, BPS and W&T

Number of employees and Current Year

Partnership – verify.

### Wage and Tax

EIN & Employer Name – Be sure it matches the BPA and EGI

### Census Enrollment/Application

SSN's

Waiver Reason

DOB

DOH

### Benefit Plan Selection (BPS)

Policy Effective Date/Anniversary Date

Billing Method (Age Rated vs. Composite Rated)

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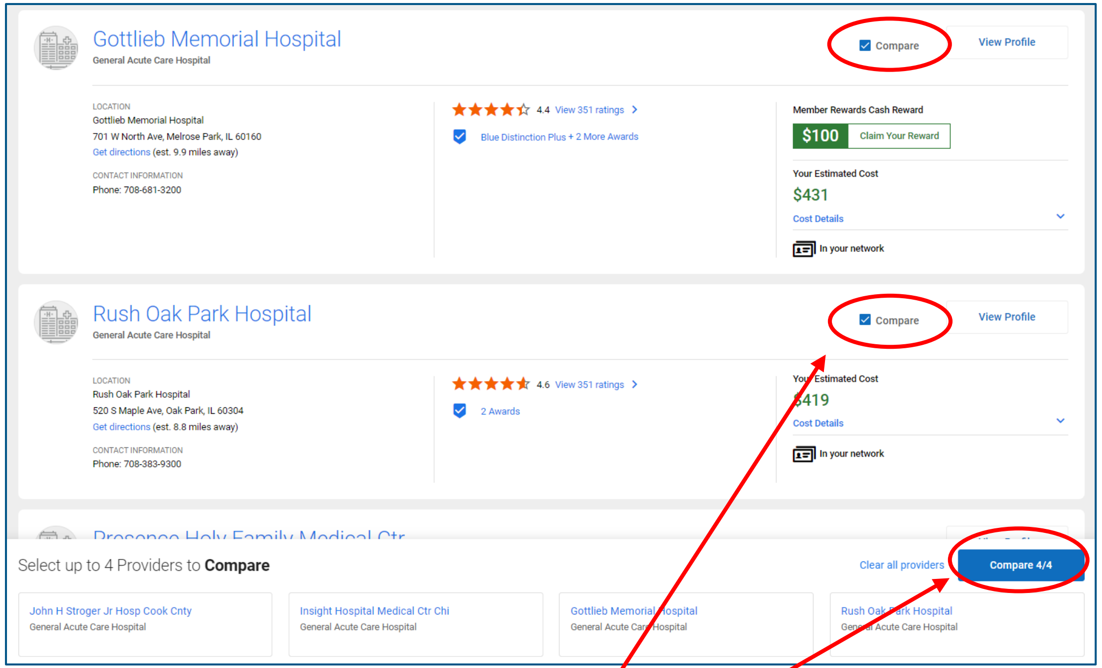
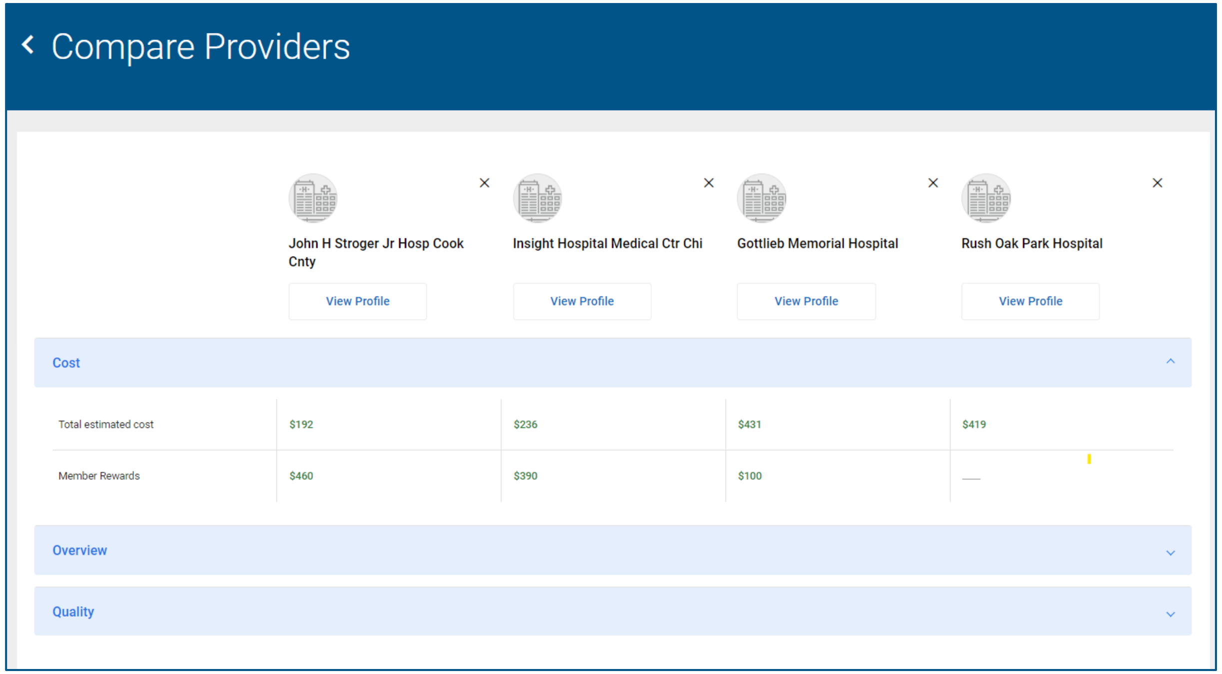
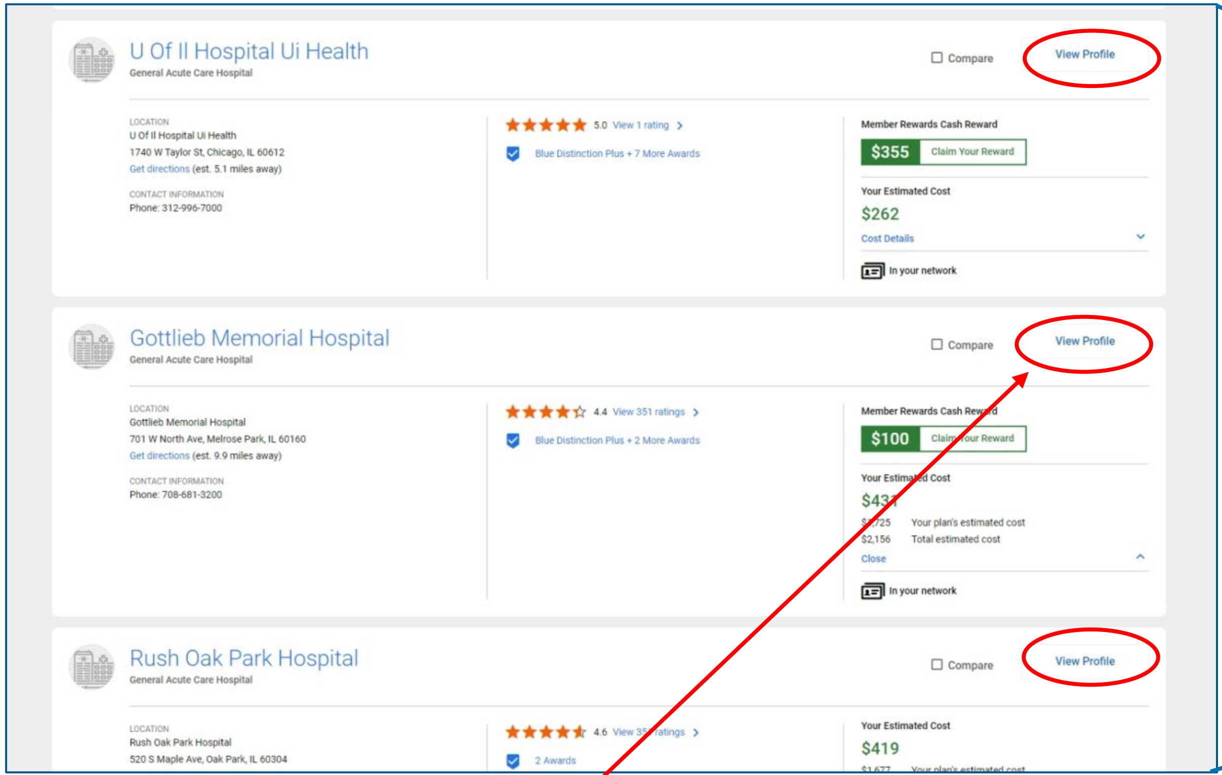
# Member Rewards: How to Shop for Rewards

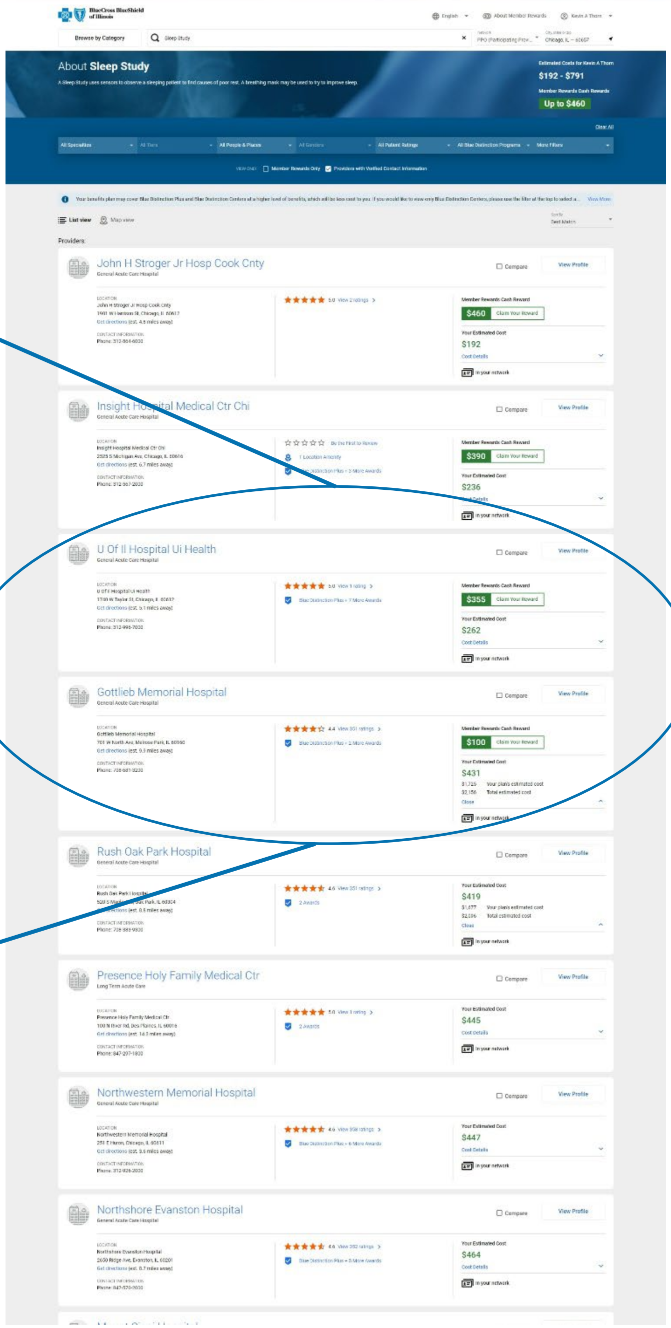



Compare up to 4 providers

# How to Shop for Rewards (cont'd.)




Lowest Total Cost and Highest Reward Opportunity

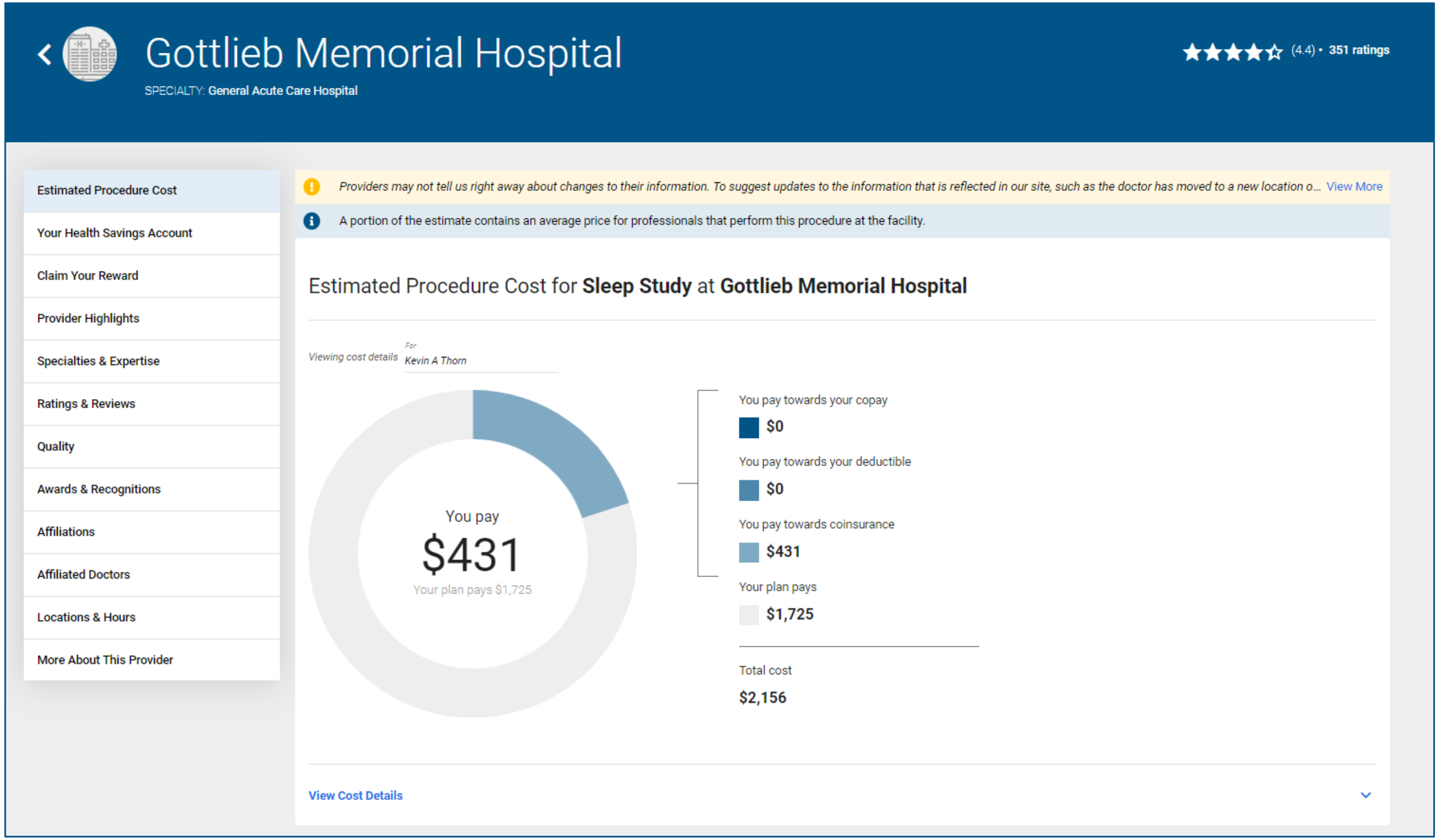
How Results are Displayed

Highest Total Cost and Lowest/No Reward Opportunity

**6.** Click on "View Profile" for any Provider/Facility location name to select that option

# How to Shop for Rewards (cont'd.)

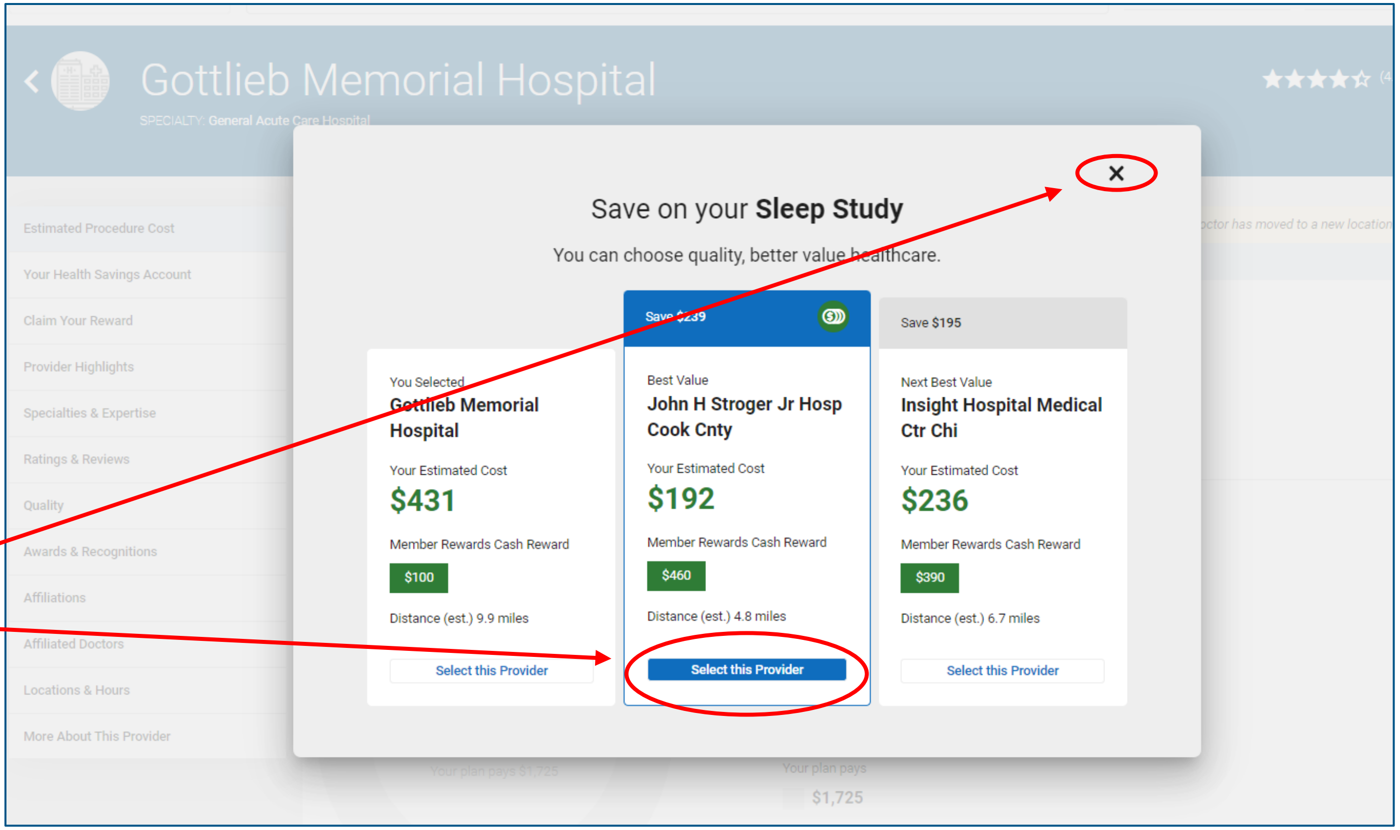
The Member can review Profile information on selected provider/facility.



# How to Shop for Rewards (cont'd.)

**7.** If the lowest cost option is NOT selected, a pop-up will display after several seconds.
This is intended to redirect the Member to the lowest cost option.

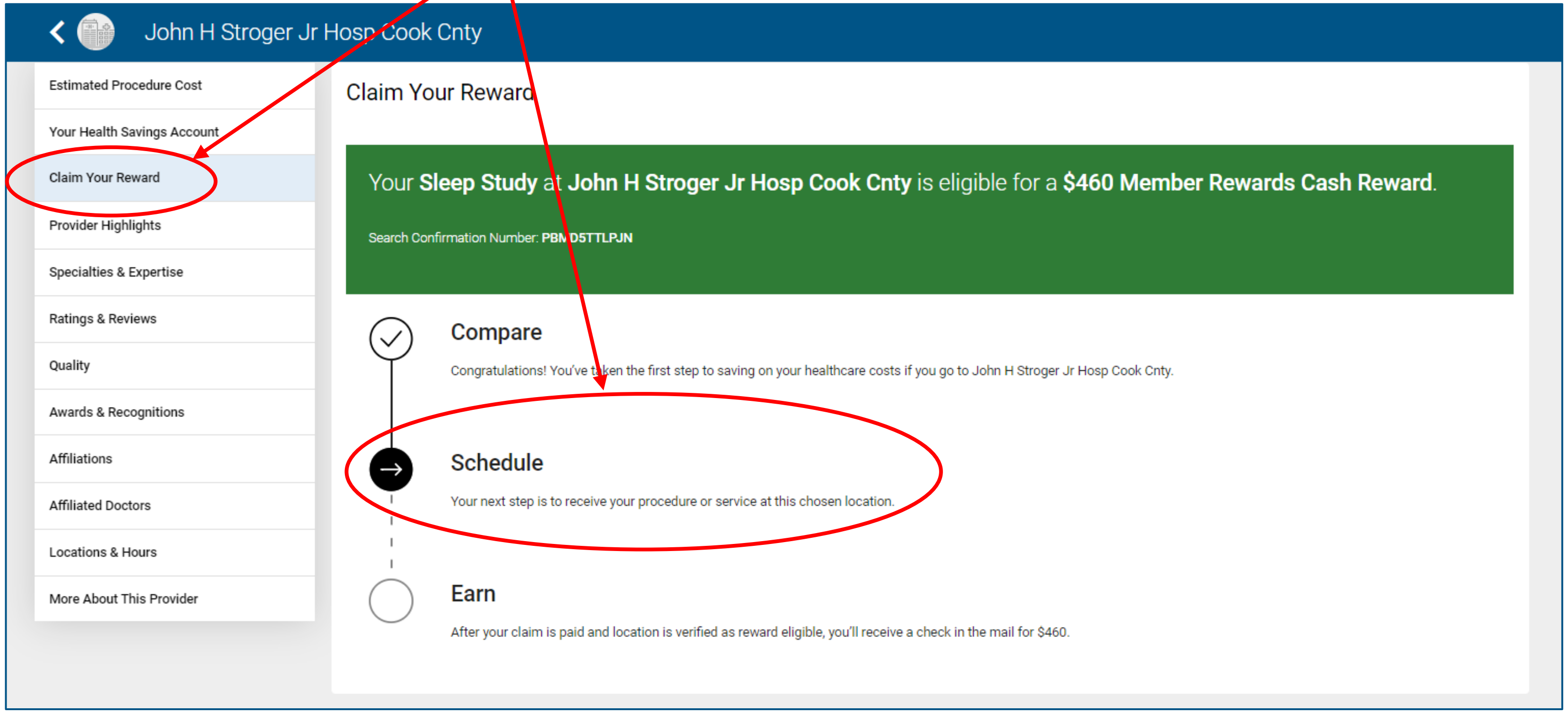
**8.** The Member can either select the lower cost option or click the "X" in the top right-hand corner of the pop-up and continue with their selection.



# How to Shop for Rewards (cont'd.)

**9.** Once the Member selects a provider/facility, then this concludes their shopping requirements.

The Member should follow the instructions in the "Claim Your Reward" section of the provider profile.



# How to Earn a Reward

- $ Member shops for the Reward-eligible service and completes the procedure at the eligible location within 12 months.
- $ BCBSIL receives the claim from the provider and adjudicates the claim.
- $ HCSC sends a weekly claims file to Sapphire Digital.
- $ Sapphire ingests the file and compares the claims data with their recorded shopping history for the eligible members.
- $ Sapphire compares the procedure code and date of service against the Member's search history. The date of service must occur after the date of the Member's search.
- $ Once validated, Sapphire will cut a check for the shopped reward amount and mail it to the Member.

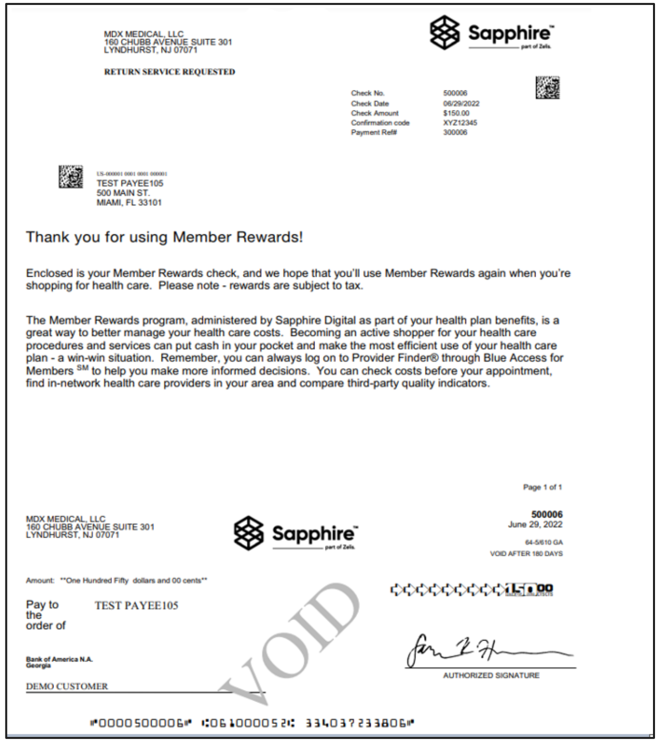
- Checks are distributed from Sapphire. They are not labeled from employer name, BCBSIL, or HCSC.

- Distribution date is approximately 4-6 after the claim

  is processed (NOT based on date of service).

- HCSC does NOT pay out rewards on denied or pending claims.

  Only claims that are approved and processed are eligible for a Reward.



MDX MEDICAL, LLC
160 CHUBB AVENUE SUITE 301
LYNDHURST, NJ 07071

Sapphire™ part of Zelis

RETURN SERVICE REQUESTED

| | |
|---|---|
| Check No. | 500006 |
| Check Date | 06/29/2022 |
| Check Amount | $150.00 |
| Confirmation code | XYZ12345 |
| Payment Ref# | 300006 |

TEST PAYEE105
500 MAIN ST.
MIAMI, FL 33101

Thank you for using Member Rewards!

Enclosed is your Member Rewards check, and we hope that you'll use Member Rewards again when you're shopping for health care. Please note - rewards are subject to tax.

The Member Rewards program, administered by Sapphire Digital as part of your health plan benefits, is a great way to better manage your health care costs. Becoming an active shopper for your health care procedures and services can put cash in your pocket and make the most efficient use of your health care plan - a win-win situation. Remember, you can always log on to Provider Finder® through Blue Access for Members SM to help you make more informed decisions. You can check costs before your appointment, find in-network health care providers in your area and compare third-party quality indicators.

Page 1 of 1

MDX MEDICAL, LLC
160 CHUBB AVENUE SUITE 301
LYNDHURST, NJ 07071

Sapphire™ part of Zelis

500006
June 29, 2022
64-5/610 GA
VOID AFTER 180 DAYS

Amount: **One Hundred Fifty dollars and 00 cents**

$150.00

Pay to the order of TEST PAYEE105

Bank of America N.A.
Georgia

DEMO CUSTOMER

VOID

AUTHORIZED SIGNATURE

⑈0000500006⑈ ⑆061000052⑆ 334037233806⑈

# How to Earn a Reward (cont'd.)

NOTE:

- Member must shop for each service or procedure, each time, to earn the reward.
  - Example: Member needs and MRI and Knee Replacement. The Member must shop separately for the MRI and then again for the Knee Replacement if they wish to receive rewards for both procedures.
  - Example: Member needs an MRI and plans to go to same location as last time, where they earned a reward. The Member must shop again prior to their appointment to earn the reward this time.
- Dependents are eligible for rewards; however, an adult Member must shop on their behalf for dependents younger than 18.

# Tax Information

- All rewards may be taxable for the Member.
- HCSC does not provide tax advice.
- This information is included in all communications and collateral provided to Member.
- Sapphire Digital will automatically issue a 1099 form directly to the Member if they earn $600+ in rewards within a calendar year.
- Members may call the Customer Service number on the back of their medical ID card to inquire about reward amounts accumulated.

# Compensation Schedule – Group Markets Product Lines

| GROUP HEALTH PRODUCT LINES – SMALL GROUPS | | |
|---|---|---|
| GROUP SIZE | COMPENSATION RATES | |
| | SINGLE | FAMILY |
| 1-50 | $27.00 | $50.00 |

| GROUP HEALTH PRODUCT LINES - MID-MARKET GROUPS | | |
|---|---|---|
| ANNUAL PREMIUM VOLUME | COMPENSATION RATES | |
| | GROUP SIZE AT OED/AD 2-3 LIVES | GROUP SIZE AT OED/AD 4-150 LIVES |
| $1 - $50,000 | 2.00% Flat Rate | 8.00% |
| $50,001 - $100,000 | 2.00% Flat Rate | 4.25% |
| $100,001 - $150,000 | 2.00% Flat Rate | 4.00% |
| $150,001 or more | 2.00% Flat Rate | 3.75% |

| BLUECARE DENTAL SMALL GROUP PRODUCTS LINES | | |
|---|---|---|
| ANNUAL PREMIUM VOLUME | COMPENSATION RATES | |
| | GROUP SIZE AT OED/AD 2-3 LIVES | GROUP SIZE AT OED/AD 4-150 LIVES |
| $1 - $50,000 | 2.00% Flat Rate | 8.00% |
| $50,001 - $100,000 | 2.00% Flat Rate | 4.25% |
| $100,001 - $150,000 | 2.00% Flat Rate | 4.00% |
| $150,001 or more | 2.00% Flat Rate | 3.75% |

| LARGE GROUP HEALTH AND DENTAL PRODUCT LINES |
|---|
| Large Group, Non-Premium and HMOI only cases are negotiated and require approval. All negotiated rates must be submitted on an Individual Case Commission Addendum (ICCA). |

*The following compensation schedule applies to both new and renewal groups sold under the Standard Producer Agreement and replaces any Standard Producer Compensation Schedule in effect prior to the effective date of this schedule. Renewal compensation under this schedule will begin upon the account's renewal on or after the effective date of this schedule. For purposes of determining commissions, new and existing, any Affordable Care Act Health Insurer Fee or Reinsurance Fee included within premium will be excluded. In no event will compensation be payable with respect to any such fees.

**NOTE:** *IT IS THE PRODUCER'S RESPONSIBILITY TO ENSURE THE ACCURACY OF EACH MONTHLY COMMISSION STATEMENT. BLUE CROSS AND BLUE SHIELD OF ILLINOIS LIMITS COMMISSION ADJUSTMENTS TO 24 MONTHS FOR NON-PAYMENT OR UNDER-PAYMENT OF COMMISSIONS ON NON-NEGOTIATED COMMISSION AMOUNTS.*

***OED = ORIGINAL EFFECTIVE DATE / AD = ANNIVERSARY DATE*

# Questions?