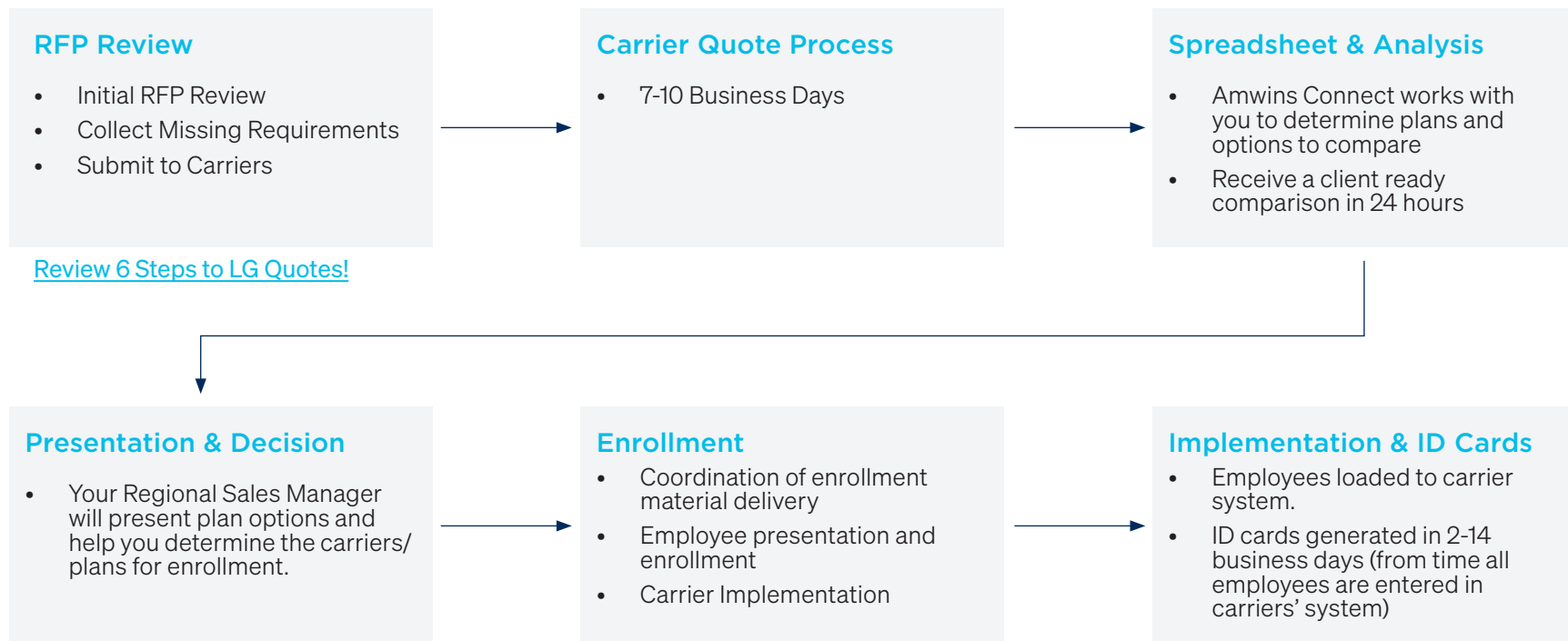


# CA LARGE GROUP PROCESS & TIMELINES OVERVIEW FROM QUOTE TO ENROLLMENT

The process of shopping and enrolling a large group is very different than that of a small group. Each group is rated individually based on not only the employee demographics, but also based on other information collected during the quoting process. Therefore, carriers require more up-front information to accurately produce rates and avoid re-rating the group after the applications are submitted. To prevent lengthy delays in quoting and getting the most accurate rates, having correct and complete information at the start of the process is critical. Help set the proper expectations with your clients by engaging with them at least three to four months in advance and help them understand the extent of the large group process.

## Example Group

The below chart demonstrates the time needed from requesting a quote through the members receiving their ID cards. Timeframes can vary, especially when missing items are needed in the quote or enrollment process. By getting missing items as quickly as possible, you can help to limit the overall time needed to implement a new policy.



## Carrier Turnaround Time Estimates

Turnaround times vary by carrier and even by month depending on the volume of business they have. The below timeframes should be used as estimates and not a guarantee.

CARRIER	CARRIER RFP	ENROLLMENT MATERIAL	LOAD MEMBERS <i>Time begins after all paperwork is complete.</i>	ID CARDS	TEMPORARY ID CARDS / SERVICES PRIOR TO APPROVAL
Anthem Blue Cross	5-7 business days	5 business days	5 business days	4 business days to generate, then 7-10 days for mailing	Members can download temporary ID cards once loaded in the system, beginning 1st day of the effective month
Blue Shield	5-7 business days	3-4 days for hard copies- Same day for electronic enrollment	7-10 business days	1-2 business days after eligibility is complete	Implementation team member is assigned to group for all issues prior to ID card receipt
CalCPA	24 hours	1-2 business days	2 business days	7-10 days after eligibility is complete	Members can download temporary ID cards once loaded in the system, beginning the first day of the effective month Banyan can also email temp ID cards for Anthem
Cigna	7-10 business days	7-10 business days for hard copies-Electronic only enrollment available	1-2 business days	2 business days after eligibility is complete	Implementation team member is assigned to group for all issues prior to ID card receipt
Health Net	7-10 business days	7-10 business days for hard copies-Same day for electronic enrollment	2-3 business days	7-10 business days	Health Net Beginnings team: Mon - Fri, 8am - 6pm Phone: 1-800-526-6694
Sharp Health Plan	7-10 business days	4-5 business days; can rush if needed	5 business days	7 business days	Members can print ID numbers from the website 48 hours after being loaded and registering online; they can also call customer care
UnitedHealthcare	7-10 business days	5 business days	24-48 business days	7-10 business days	Temporary ID cards are available online within 48 hours of members being loaded

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