

CAGW Group Healthcare Program

POLICIES AND PROCEDURES



May 1, 2008 – April 30, 2009

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Plan Year: MAY 1, 2008 - APRIL 30, 2009

CAGW is a non-profit arts and culture organization, not an insurance company. Members are responsible for their own decisions regarding their own healthcare. You must review each plan carefully and decide what works best for you. CAGW cannot make any representation about the suitability, or sufficiency of health insurance for any member.

Program Administration:

The Cultural Alliance of Greater Washington <http://www.cultural-alliance.org/programs/health.html>
Executive Director and Director of Administration: Jennifer Cover Payne
Mailing Address: Cultural Alliance of Greater Washington
1436 U Street, NW, Suite 103
Washington, DC 20009

Benefits Administration:

Potomac Companies, Inc. www.potomacco.com
President: Joseph A. Appelbaum
Broker: Len Gross
(301) 840-0770 ext.105
lgross@potomacco.com
Mailing Address: Potomac Companies, Inc.
903 Russell Avenue, Suite 200
Gaithersburg, MD 20879

Questions

New Program Participants/ Program Eligibility/
Terminations/ Billing Inquiries: Taisha Parrott – Healthcare Administrator
202-638-2406 extension 18
202-638-3388 (Fax)
tparrott@cultural-alliance.org
Coverage/ Claims: Fred Smith – Customer Service Manager
(800) 230-0770
(301) 840-0770 extension 107
fsmith@potomacco.com
Change in Enrollment/ Adding New Enrollments: Sandra Nnaji- Customer Service Assistant
301-840-0770 extension 101
301-840-9607 (Fax)
sandra@potomacco.com

Benefits Providers

| <u>Provider Name</u> | <u>Benefit Offerings</u> | <u>Web Address</u> | <u>Phone Number</u> |
|------------------------|--------------------------|--|---------------------|
| Advantica EyeCare | Vision | www.alliedeyecare.com | 1-866-425-2323 |
| Denex Dental | Dental | www.denexdental.com/members.htm | 1-866-433-6391 |
| UnitedHealthcare, Inc. | Medical, Rx | www.myuhc.com | 1-800-331-2102 |

The carrier will provide each individual enrolled member a membership card and evidence of coverage booklet that describes benefits, limitations and exclusions under the plan.

ENROLLMENT

CAGW members are entitled to enroll themselves and their qualified dependents (spouse and/or dependent children up to age 19) in the CAGWHP as long as all eligibility requirements listed below have been met. A Student Certification is required for dependent children ages 19 – 23 who are fulltime students at an accredited school or college.

Eligibility Requirements

- ☐ CAGW Member in Good Financial Standing
- ☐ Current CAGW Individual Member
- ☐ CAGW Member for 90 Days
- ☐ Former Members, whose CAGW membership has expired less than 6 months, can rejoin the CAGW and enroll immediately in the CAGWHP. The 90 day waiting period applies to all members who rejoin the CAGW after a 6 months lapse.
- ☐ All members must be a US citizen or hold a permanent visa.
- ☐ Member Organizational Employees are eligible to enroll in the CAGWHP when the Organization meets the 90 day membership requirement. The member organization must agree not to offer any other competing health plan other than the CAGWHP to their employees.

A Health Plan Authorization Form must be completed to join the CAGWHP and specify which plans you have elected to pay for. The completed Authorization form must be received by the benefits administrator before they can enroll a member in their elected health plan(s). Members may be required to complete an enrollment form for the carrier they are electing coverage from.

New program enrollees are required to maintain at least one policy for a term of six months starting from the effective date of coverage. There is an early termination fee of \$150.00 for all medical insurance policies and \$50.00 for all other insurance policies and health plans terminated before the end of the six month enrollment term.

All enrollments are effective on the first of the month. Once the 90 day waiting period has been met, a CAGW member will be enrolled in the CAGWHP the first of the month following receipt of payment and a completed enrollment application. If an application is received after the 15th of the month, the payment must be made in the form of a money order or cashiers check for enrollment to be effective the first of the following month. Premiums are for the entire month and cannot be prorated.

PREMIUMS

The health care premiums are determined by the insurance carrier for the entire plan year from May 1 through April 30 of the following year. Different premium rates apply to each enrollment type; *Single, Subscriber + Child(ren), Subscriber + Spouse, and Family*. Payments must be made in full for the entire month of coverage. Please note that premiums are for the entire month and cannot be prorated.

PAYMENT TERMS AND CONDITIONS

All premiums are due the 15th of the month prior to the period of coverage. **There is no grace period.** Any payment received from the 16th to the end of the month the premium is due is considered late and is subject to a \$30.00 late fee. Payments received or not received by the 1st of the following month the premiums due are considered past due and will be assessed a following fees:

| Time Frame | Fee |
|-------------------------------|------------------------|
| 1 – 15 days Past Due | \$30.00 |
| Greater than 15 days Past Due | Past Due Balance + 10% |

Failure to pay premiums due to the CAGWHP will be sent for collection at the member's expense. Any cost, expense or fees associated with the enforcement of the payment terms and conditions will be billed to the member. Any member that repeatedly fails to pay on time may be terminated from the health plan.

Voluntary or involuntary termination from the CAGWHP, in full or in part, does not clear a CAGWHP member from an unpaid balance to CAGW, plus any applicable fees.

Enrollees in the CAGWHP have the option to pay by check, credit card or debit. You will be assessed a \$30.00 fee for any rejected debits, declined credit cards or returned checks.

OPEN ENROLLMENT SEASON

The CAGW Health Plan year runs from May 1 through April 30 of the following year. The month of April is Open Enrollment. During Open Enrollment members will be notified of any changes to benefits and/or premium for the upcoming plan year beginning on May 1. Members will also have the option to switch health plans or to add qualified dependents.

Members are required to complete an Open Enrollment form with their intent to re-enroll or to terminate their health plan.

Failure to return Open Enrollment Forms will result in cancellation of your existing insurance policy effective May 1.

QUALIFYING EVENTS

During the plan year, members cannot add a dependent unless there is a qualifying event. A qualifying event occurs when there is a marriage, birth of a child, adoption, court appointed or testamentary guardianship, or loss in prior coverage from a group health plan. An enrollment form and proper documentation must be returned to the insurance carrier within 30 days of the qualifying event. Proper documentation includes an official marriage or birth certificate, legal adoption or guardianship papers, and in the event of loss of prior group health insurance coverage, a HIPAA (Health Insurance Portability and Accountability ACT) form issued by the prior insurance carrier. Coverage in the CAGWHP will be effective the date of the qualifying event.

TERMINATIONS

Terminations are effective the first of the month. All terminations must be *in writing and specify the requested information listed below*. If written notification is received no later than the 14th of the month, the termination can be made retroactive to the first of that month. If the written notification is received after the 15th of the month, the termination will be effective the first of the following month. There will be no exceptions to this rule. For example, if written notification for a June 1st effective date was received on June 5th; termination of coverage will be made retroactive to June 1st. If written notification was received on June 20th, termination of coverage will become effective on July 1.

Voluntary Termination

Members may use a CAGWHP Authorization Form to terminate any policy or provide written notification that must include the following information:

- Name
- Social Security Number
- Telephone number
- Name of plan(s) the insured wants to terminate
- Who the termination is for (self and dependent, dependent only)
- Termination effective date (must meet the above termination specifications)
- Signature and date

Involuntary Terminations

The CAGW will cancel an insured's insurance benefits if:

- Member engages in behavior which is abusive or which threatens employees of CAGW or Potomac Companies, Inc.
- CAGW membership has lapsed
- Health Insurance premiums are in arrears more than 30 days
- Member repeatedly fails to pay on time
- Insured no longer resides or works in the Washington Metropolitan area
- Employment with member organization ends
- Member organization elects to discontinue the CAGWHP
- Member organization elects to offer a health plan in addition to the CAGWHP

There is an early termination fee of \$150.00 for all medical insurance policies and \$50.00 for all other insurance policies and health plans terminated before the end of the six month enrollment term for new program enrollees.

REFUND OF PREMIUM

An enrollee who provides timely written notification may receive a refund based on the following:

Monthly Payer

Written notification must be received no later than the 14th of the month for a refund to be retroactive to the beginning of the current month. If a refund is requested under such circumstances, insurance will terminate retroactive to the 1st of the current month. You will have no coverage. There will be no refunds for any termination received on or after the 15th of the month. (Please refer to the above example under terminations.)

Quarterly Payer

Written notification must be received no later than the 14th day of the month for the enrollee to qualify for a refund retroactive to the 1st of the month. In this case, any unused premium paid for the quarter will be refunded to the enrollee based on the point of notification. For example, written notification was received on August 10th for an August 1st effective date for the paid premium quarter of August, September, and October. Based on the point of notification and the termination date, a refund of unused premium for the entire quarter (August, September and October) will be given. If notification was received on August 20th, termination of coverage will become effective on September 1st and the September and October premium will be refunded.

If notification is received on or after the 15th of the month, the coverage will remain in force for the entire month. In such case, termination of coverage will take effect on the 1st day of the following month. If one or more months remain in the paid insurance quarter, a refund for the unused premium will be remitted. (Please refer to the above example.)

RE- ENROLLMENT

Prior health plan members may become eligible for re-enrollment to the CAGWHP if they are a CAGW member in good standing with no financial obligations to either CAGW or the CAGWHP. Eligibility requirements may apply based on contractual terms with the health plan. The 90 day waiting period will apply if CAGW membership has lapsed 90 days or more.

Requests for re-enrollment from prior health plan members who have a poor payment history or who have been terminated from the health plan for failure to pay will be considered. These members if granted re-enrollment will be required to pay a re-enrollment fee of \$250.00 and agree to any conditions deemed necessary by CAGW.