

BROKER NEWS

Piedmont Community HealthCare HMO, INC.

March 2016

Piedmont Community Health Plan introduced a new HMO subsidiary company for January 1, 2016, Piedmont Community HealthCare HMO, Inc. Piedmont still offers a complete line of fully insured PPO products through Piedmont Community HealthCare, Inc. The newly licensed HMO subsidiary offers traditional HMO products with no out-of-network coverage, designated Primary Care Physicians, and specialty referrals. These health care management and cost containment elements create significant premium cost savings for your clients. The HMO network is still growing! While it mirrors the Piedmont PPO network to a great extent, there are some local providers that have not contracted with the HMO. As providers are added, we will update the provider directories. Please refer to the online network directories for up-to-date information. For specific HMO questions on products or network, please contact our Marketing/Sales representatives at (434) 947-4463.

“We’re looking forward to working with you for a successful 2016.”

Cheryl Midkiff
Dir. Marketing & Communications

Customer Service

Customer Service is, and always has been, a top priority at Piedmont Community Health Plan. We pride ourselves on taking good care of our customers and meeting their needs. In addition to increased enrollment, we have recently experienced some turnover and other technical issues in our Customer Service area which has affected our accessibility and response times. We are working on solutions that we expect will enable us to return to our historical good response performance within the next month. We have upgraded the technical infrastructure and additional representatives are being hired. Our new trainees appreciate your patience and understanding during the initial phase of their training. As always, please feel free to reach out to the Marketing Representatives for additional help.

Change to Small Group Market Determination

Legislation redefining a small employer as not more than 50 employees (FTE) was recently passed by the Virginia General Assembly and signed by the Governor, taking effect immediately. As a result, Piedmont Community Health Plan will quote all groups with 51 or more total employees (or full time equivalents) as large groups for March 1, 2016, effective dates and forward. This applies to new group quotes and renewals.

Piedmont was already offering transition relief for groups size 51-100 that renew between January and October 2016 to remain a large group. Thus, the change to the small group definition has not impacted Piedmont renewals. We have revised the small and large group applications to reflect the new group size parameters. There is a new small group application and a new large group application for PPO business and a new small group application and a new large group application for HMO business. These are on the website, www.pchp.net, under Group Coverage, Brokers, Broker Materials. We will also email the new forms to all current brokers with existing group business. We are pleased to quote on any size group you may have! Contact Carla Garrett at Carla.Garrett@centrahealth.com or by phone at (434) 947-4463 to quote your groups today!

Individual Commission \$\$\$

Piedmont Community Health Plan is pleased to announce **NO CHANGES** for 2016 Individual commissions! Other carriers have decided to no longer pay commissions for Individual ACA-compliant plans on- and off-exchange with effective dates of April 1, 2016 through December 31, 2016. Piedmont is not following suit. We will continue to compensate you for the work you do in supporting Piedmont’s Individual products.

Group Commission Schedule

# Covered Employees	First Year (Per Covered Employee)		Renewal (Per Covered Employee)
2-3	\$32.00		\$25.00
4-14	\$32.00		\$25.00
15-25	\$32.00		\$25.00
26-50	\$32.00		\$25.00
51-99	\$28.00		\$23.00
100+	3.00%		3.00%