Enrollment Process

Step 1: PRESENT MATERIALS TO GROUP

- Give the group administrator a copy of the Group Application
- Distribute packets to all employees that consist of folder, applicable schedule of benefits, Certificate of Coverage, enrollment application, directory of providers, mail order form and question/answer brochure.
- Conduct employee enrollment meetings, Piedmont Community HealthCare staff will assist if necessary

Step 2: COMPLETE THE GROUP APPLICATION

- Make sure all sections of the Group Application are completed
- Have the Group Application signed
- Collect the first month's premium

Step 3: CHECK THE ENROLLMENT/CHANGE FORMS

- Make sure all sections on all of the Enrollment/Change Forms are completed and signed by the employee (top section to be completed by employer)
- Very important that they select a Primary Care Physician for all POS Plans – must provide the individual's name, not the group name

Step 4: SUBMIT THE GROUP APPLICATION WITH THE ENROLLMENT CHANGE FORMS AND CHECK

- Collect all or as many as possible of the Enrollment/Change Forms and submit them with the Group Application and premium check
- This should be done at least 20 days prior to the effective date of the group
- If submitted later, not in system on effective date which means members will not have ID cards and not be entered in the system
- Send all of the information to:

  Piedmont Community HealthCare, Inc.
  Marketing Department
  1937 Thomson Drive
  Lynchburg, Virginia 24501

Step 5: IDENTIFICATION CARDS WILL BE MAILED WITHIN 10 BUSINESS DAYS FROM RECEIPT OF APPLICATIONS

Step 6: A COPY OF THE EXECUTED GROUP APPLICATION, ALL CONTRACT INFORMATION AND ADDITIONAL SUPPLIES WILL BE MAILED BACK TO THE GROUP AFTER THE GROUP APPLICATION HAS BEEN SIGNED BY PIEDMONT COMMUNITY HEALTHCARE, INC.