

HPHC NH Small Group New Business Submission Overview

1. In the HPOQ online quoting tool, create the Prospect, enter the complete Member Census, and Go to View Plans.
2. Check off the plans to show the client and click the “Save Rate Package” button. Always include the ‘Proposal’ which contains the Rate Contract (2 pages per plan), and select any other documents to share with the client.

The screenshot shows a 'Save Rate Package' window with the following content:

- Product Option(s)*** (where * = required):
 - Select All
 - ElevateHealth Options Gold HMO 1000 (MD0000004501/RX0000001515/DN0000000181) Tier 04
 - ElevateHealth Bronze HSA HMO 5000 (MD0000004509/RX0000001519/DN0000000277) Tier 04
 - Best Buy Bronze HSA HMO 6250 (MD0000004508/RX0000001521/DN0000000277) Tier 04
 - Best Buy Silver HSA PPO 4000 with_Preventive RX (MD0000004532/RX0000001533/DN0000000293) Tier 04
- Include (For all products checked above.)***:
 - Product Grid PDF
 - Product Grid Excel
 - Proposal
 - Member Census Report with Illustrative Premium
 - Rx Insert
 - Schedule of Benefits
 - Dental
 - Vision
 - Summary of Benefits and Coverage (SBC)
 - Employer Agreement - HMO
 - Employer Agreement - PPO

Buttons: Save, Reset, Cancel

3. Meet with the client and confirm the plan(s) that they will enroll on.
4. Complete the new business submission paperwork with client (refer to Small Group Enrollment Checklist):

New Business groups must choose one of the following options regarding payment:

- **Option 1:** Submit a completed ACH Authorization form and a voided business check to establish ACH.
- **Option 2:** Submit a check for first month’s premium, along with a completed Premium Deposit Statement (not required if choosing the ACH option).

NH Group-level documents include:

- Group Information form (GIF)
- GHP ID of Third Party Representative form (IDR)
- Proof of Business in NH: Most recent quarterly tax & wage report with employee listing
- Rate Contract for selected plan(s) from HPOQ, signed by Employer and Broker

NH Employee-level documents include:

- Employee Enrollment form (unless using Express Enroll to enroll membership)
- NH Waiver form (for Eligible Employees not enrolling with HPHC)

Other NH Documents, if applicable:

- NH Domestic Partner & Children Amendment (**Only if** offering Domestic Partner coverage)
- HRA/HSA CDH File Feed form (**Only if** establishing an HRA/HSA file feed with one of our vendor partners)
- GHP Plan Sponsor Certification (**Only if** establishing an HRA/HSA file feed with one of our vendor partners)

5. *In the HPOQ Quote, select the desired plan(s) and click the “Submit Plans” button. Enter the accurate enrollment/demographic information in the Participation Attestation (see HPOQ manual for additional details regarding the Submit Plans process). *This step is required only if you plan to enroll the membership on HPHConnect after the group has been setup.
6. Email the **COMPLETE** package (see Step 4) to NewBusinessSales@harvardpilgrim.org no later than 10 business days prior to Eff Date. Incomplete submissions may be returned for resubmission; please submit a complete package.
7. HPHC reviews submission and, when complete, generates Division number(s). Members can then be enrolled (timing depends on whether Broker uses Express Enroll on HPHConnect, or if HPHC processes paper forms).