

HB 133/178
Individual and Small Employer Health Insurance Applications
And Producer Compensation Disclosures
Frequently Asked Questions

On March 19, 2008, the Health Systems Reform Act was signed into law in Utah. Among its provisions was a mandate to streamline the application process for individuals and small groups applying for insurance. A recent rule outlines that as of July 1, 2009, all insurance carriers in Utah will now accept the Utah Individual Health Insurance Application and Utah Small Employer Health Insurance Application (referred to in this document as "universal" applications). With these new applications a Regence cover sheet (only applicable to Individual) and an Authorization to Disclose and Use Personal Health Information must also be submitted. Insurance carriers may accept existing paper applications until December 31, 2009. Because this is a change that will affect all Producers and Insurers in Utah, Regence is providing the following Frequently Asked Questions (FAQ) to help navigate these new changes.

1. Q: Will the universal applications replace the current applications that Regence now requires for enrollment in individual/family plans and small employer groups?
A: Yes, in addition to the universal application for individual/family plans, a cover sheet which includes plan choice information as well as premium payment options and an *Authorization for Use & Disclosure of Protected Health Information* form (Authorization) will be required with all applications. Previously, the Authorization was imbedded in the application, but is now a separate document. A complete application for enrollment in a small employer group will consist of the universal application plus the Authorization.
2. Q: Will Regence and all other carriers accept the universal application alone as an application for membership?
A: Yes, but remember the universal application, Regence cover sheet (for individual/family plans), and Authorization are all required for enrollment.
3. Q: Will use of the universal applications be limited to the health insurance Portal that the State is creating?
A: No, the universal applications must be used for enrollment inside as well as outside of the new Portal.
4. Q: Why is there a section on the individual universal application for producer compensation?
A: Beginning January 1, 2010, producers will be required to disclose their compensation to customers. The individual universal application includes a section for a producer to make this disclosure to the applicant with the applicant's signature acknowledging receipt of this information. A similar section will be added to the Group Master Application for groups 2-50, for use after January 1, 2010.
5. Q: Will the application process for an individual/family plan be held up if the member does not sign the compensation disclosure section?
A: No, at this time Regence is not required to hold up the application because the disclosure information and applicant's acknowledgement is missing. It is the producer's responsibility to disclose his/her compensation, but the manner of disclosure is not mandated. This section has been added to the application for the convenience of the producer.
6. Q: When should the producer complete the producer agreement section (Section J) of the individual application?
A: Section J of the individual application must be completed by the producer in order to connect the producer to the member's contract and receive commission payments. **Please add your Regence appointment number in this section. In order for the producer to be paid commission for the contract, all applications must contain complete and legible producer information.**
7. Q: Will there be a Spanish version of the universal applications?
A: Regence is developing Spanish versions.

8. Q: Where will the universal small group application be located on the Web site?
A: The application and Authorization will be located on the Agent Web site, Agent Center, and Employer Web site and may also be posted on the Employer Center.
9. Q: Where will the individual universal application be located on the Web site?
A: The application, cover sheet, and Authorization are posted at <http://www.ut.regence.com/agent> under Communications and Forms and Literature. It is also posted on the "Shop Now" section for individual plans.
10. Q: How will applications be distributed to producers?
A: Applications will be available online, or in person from the sales department receptionist or ordered by phone from your sales representative.
11. Q: How long will Regence accept other applications?
A: We will accept existing paper applications until December 31, 2009, but producers should use the new universal applications as soon as possible.
12. Q: Are there new versions of the individual and small group universal applications posted on the Web sites?
A: Yes, applications with a revision date of 7/15/2009 have been posted on the Web. These new versions should be used going forward.
13. Q: Is there a separate waiver form for the small group enrollment?
A: There is a waiver section as part of the small group universal application.