

GHC-SCW Large Group Renewal Expectations and Best Practices



Expectations:

To support a smooth and accurate renewal process, we are asking for your help to submit all renewal decisions and requested changes no later than 45 days before the renewal date.



Why?

- It will ensure enough time for benefit plans to be set up.
- If there are plan changes, ID cards are produced and delivered in a timely manner.
- Allow for accurate invoicing (invoices are generated the 1st week of the month prior to the renewal date) and Epic system updates.
- Timely open enrollment support and employee communication materials.



Steps to Renew:

1. Review current plans and renewal plans.
2. Access current plan documents at planfinder.ghcscw.com.
3. Review current network at ghcscw.com/members/provider-directories.
4. Request plan alternates if needed, from your GHC-SCW Account Executive.
5. Sign all renewal plan options pages.
6. Initial under each plan you intend to renew.
7. Return to your GHC-SCW Account Executive.
8. Custom plans will be built, which takes on average 1 to 2 weeks.
9. The Sales Service Coordinator will provide Electronic Member Reference Guides.
10. Once the renewal is returned and processed. New plan documents can be found at planfinder.ghcscw.com.

GHC-SCW Account Executives are always available for any questions, meetings and annual enrollments as needed. Please provide advanced notice to ensure resources are available.

As always, thank you for your business.

TOGETHER, BETTER IS POSSIBLE.

