

BROKER NEWS

April 7, 2020

Updates:

- COVID-19
- ONLINE ELIGIBILITY MAINTENANCE TOOL

COVID-19 Updates:

New additional lower cost benefit plan options

Employers wishing to add an additional benefit plan or move existing members to a lower cost plan within their current product portfolio may do so between now and May 31, 2020. Elections must stay within their current product line, i.e., HPN to HPN or SHL to SHL. Changes will be effective the first of the month following notification. If you have any questions about this update, please contact your sales/accounts representative.

Special enrollment period extension

HPN/SHL has extended the COVID-19 Special Enrollment Period (SEP) to April 13, 2020.

Online Eligibility Maintenance (OEM) Tool Updates:

Option to reinstate

HPN/SHL's OEM tool now has the option to reinstate an employee or dependent previously covered under your clients' group health plan. Once the transaction is complete, your clients will receive the employee's subscriber/dependent member ID number and access to a real-time electronic version of their health plan ID card.

History log

OEM history log now available. Your clients can view and export a history of transactions processed through the HPN/SHL [online employer center](#). The history log will display the date, subscriber ID, subscriber name, type of transaction and confirmation ID.

Watch this OEM [tutorial](#) to help you get started. If you have any questions, please contact your Group Services representative at **702-242-7575**.



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