



# CIGNA HealthCare Broker Fax

## **Termination for Non-Payment Procedural Update – January 2008**

Please note that the CIGNA HealthCare Small Group Sales Unit is strictly enforcing its process concerning Small Groups that are termed for Non-Payment of Premium.

As indicated on Page 26 of the Group's Administration Manual, "Each invoice is due and payable on the first of the month of service but no later than the last day of the grace period. A cancellation letter is mailed if payment is not received by the end of the grace period."

"Remittance should always equal the Total Amount Due on the billing invoice, which means the invoice is "paid-as-billed". In the rare instance that the remittance amount does not match the Total Amount Due, a detailed explanation must be included. In order to continue group coverage on employees and their covered dependents, it is important to remit premium payments on time and for the full amount due."

**Groups whose payment is not received by the end of the grace period, or who do not remit full premium as billed, will be cancelled at the end of the grace period. Reinstatement, for any reason, will not be allowed. There will be no exceptions.**

**Payment** is due and payable on the first of the month of service. A cancellation letter will be mailed on or about the 10<sup>th</sup> of each month notifying the Group of their potential termination should premium not be received by the end of the Grace Period. Brokers will be notified (on or about the 20th of the month) by Employer Services with the names of clients who are delinquent.

***NOTE: Brokers are being notified as a courtesy to ensure they have ample notice to proactively work with the Group to ensure timely payment and avoid termination.***

Please refer to the Small Group Administration Manual, call the Northeast Small Group Sales Unit at (800) 456-6575 or your New Business Manager with any questions you may have.



CIGNA HealthCare