

## Agent Mailing FAQs

Q. I just got a letter saying that CHIP won't pay referral fees anymore. Why?

A. The CHIP Board of Directors voted to discontinue paying producers fees, since the high risk pool will no longer have to serve as the insurer of last resort for people with preexisting health conditions. Open enrollment in the insurance marketplaces begins October 1, 2013 under the Affordable Care Act.

Q. Why are you discontinuing the referral fee on July 1<sup>st</sup> when exchanges don't even open until October?

A. July 1st is the beginning of the Plan's fiscal year. The Board believes enrollment will decline in FY 14 fiscal year due to ACA and does not want to encourage people to enroll only to have to switch to another plan midway through the fiscal year. We also note that for the Traditional Plan, which has a six month pre-existing condition exclusion, participants who enroll on or after July 1st would not have coverage for their pre-existing conditions until after January 1st, when alternative plans without exclusion periods will be available in the Marketplace.

Q. I have a number of applications in the process of being worked. Will I get paid for these?

A. The Board will process these applications as quickly as possible. If the applicant has authorized you to receive copies of any correspondence that we might send to them, you can assist processing their application by helping them obtain whatever additional information or documentation is requested. Remember that coverage cannot take effect until we receive everything we need in order to determine if they are eligible, including guaranteed payment of premium. Coverage cannot be backdated. Therefore, it is important that you encourage your client to provide everything that we ask for as soon as they can. They can upload the documentation securely to our website at [www.chip.state.il.us](http://www.chip.state.il.us). You will be paid after all required documentation and guaranteed payment for an application is received, provided coverage is made effective prior to July 1, 2013.

Q. My client has not signed an authorization form to allow me to inquire directly about the status of his application. How can I find out the status?

A. If applicants have not signed the authorization, you can encourage them to do so. The authorization is on our website at [www.chip.state.il.us](http://www.chip.state.il.us). Click on "forms and downloads" and download the "Licensed Illinois Insurance Producer Information and Authorization" form. Be sure to fully complete Sections A and B of the authorization form and have your client sign it. Your client must check the "I do" box in section B before we can discuss their situation with you. You can then scan and upload the signed authorization securely to our website at [www.chip.state.il.us](http://www.chip.state.il.us)

Q. What if the applicant's other coverage does not end until on or after July 1<sup>st</sup>?

A. The Plan will not pay a referral fee if their other coverage extends beyond July 1<sup>st</sup>.