Your Employee's Next Steps After Health Plan Enrollment

Thank you for helping your employees enroll in a health plan through Take Command! Here's what to know as you guide them through the next steps after enrollment:

Next Steps by Enrollment Type

Easy Enroll

Easy-Enroll Plans:

Employees are all set! No additional action is needed unless they receive further instructions from Take Command.

Extra Step

Extra-Step Plans:

Employees should follow any additional instructions emailed from Take Command.

Self Enroll

Self-Enroll Plans:

1. Make initial binder payment and set up recurring payments using their personal credit card or AHC and regularly monitor ongoing payments to ensure timely processing.
2. Upload Proof of Coverage (POC) in the Take Command Portal

NOTE: Medicare or Other Qualified Plans: Employees on Medicare or who have another qualified health plan (ex: family members with a different plan) should upload their Proof-Of-Coverage in the Take Command Portal.

Insurance Marketplace & Carrier Communications

Employees may receive communications or requests from their insurance carrier or the marketplace and should monitor communications regularly. Employees can reference this guidance:

- ✓ **Documentation Requests:** Employees should respond promptly to marketplace or insurance carrier requests for proof of citizenship or additional documents.
- ✓ **Premium Payments Notices:** For employees whose premium payment is set up through their personal credit card or ACH, they will need to follow-up directly and confirm their premium payment is made to ensure coverage continues.
- ✓ **Payment Delays:** If a carrier delays payment processing, employees will receive email notifications. Updates will follow once it is resolved. If they have questions in the meantime they can reach out to the Take Command Care team.

NOTE: Self-Enroll employees will also receive this communication but will need to reach out to their carrier directly to resolve any payment issue

Insurance Cards

Some insurance companies may take a few weeks to send physical ID cards, so employees might not have them immediately after their coverage begins. Here's what they can do in the meantime:

- ✓ **Check for Emails/Mail:** The insurance company may send the member ID electronically or it will be included on the first bill.
- ✓ **Access Virtual Cards:** Log in to the carrier's website or app to download a digital ID card.
  - *Employees may need their SSN to create a member portal and access a virtual card.*
- ✓ **Save Invoices:** For any early appointments without an ID card, employees should save their invoices to retroactively apply to insurance.
- ✓ **Follow Up:** Contact the carrier directly if they need immediate assistance.

NOTE: As it can take some time for carriers to process applications and to receive member cards or member IDs, we recommend employees take advantage of any eligible Rx refills under their current plan and also take this into account when scheduling Dr appointments that have flexible timing.

Review this article for more information →

Employee Questions & Support

Employee should contact INSURANCE CARRIER for:

- Specific medical coverage or claims questions
- Self-Enroll plan questions, issues & payments
- Managing employee dependents on Easy-Enroll and Self-Enroll plans

Employee should contact TAKE COMMAND for:

- Preferred/Easy Enroll plan questions or issues
- Preferred/Easy Enroll plan coverage or claims assistance
- Self-Enroll plan proof-of-coverage document upload assistance

Employer Admin Support:
clientsuccess@takecommandhealth.com

Employee Support:
support@takecommandhealth.com