

# Broker Briefing

08/24/2011

## SOLO 4th Quarter Renewals

Annual renewal notices for current SOLO Members with an anniversary in October, November or December are starting to be mailed now.

### Renewal Summary to Replace Renewal Letter Copies

Beginning with October renewals, Rocky Mountain Health Plans will no longer send you copies of your client's renewal letters. Instead, you will receive one spreadsheet that displays renewal information, including:

- Subscriber name
- RMHP Member ID
- Number of family members
- Medical, RX, and accident products
- Renewal date
- Renewal premium compared to current premium
- Subscriber phone number.

### Renewal Distribution Timeline

For clients who pay monthly:

- October renewals will be mailed now.
- November renewals will be mailed the end of September.
- December renewals will be mailed the end of October.

For clients who pay quarterly:

- Renewals for your clients who are billed quarterly will be mailed now for renewals in October, November, and December. The new rates will be due October 1.

You will receive a spreadsheet each time a mailing is completed. This will assist you with knowing when each client is receiving the renewal.

Renewals for Outlook plans present the rate at the current rate tier for each family member. The subscriber may request a rate tier review at renewal. Each family member will be reviewed and the rate tiers may be adjusted up or down or stay the same. Please contact the SOLO Sales Team to request a rate tier review. If no review is requested, rates will continue at the current rate tier for each family member.

A SOLO Health Care Plan Change Form is included with each renewal and will be required to request a plan change. The Plan Change Form can be [viewed here](#).

Plan change requests should be submitted at least 15 days prior to the renewal date. Plan change requests may be subject to medical underwriting. **Clients are required to continue to pay the premium on the current plan until the plan change is approved and effective.**

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As always, if you have any questions, comments or need assistance,  
please call your Rocky Mountain Health Plans Executive.

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RMHP Durango  
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