

Health Connector Policy: Undeliverable Mail

Policy #: **NG-12**

Date revised: **3/7/2013**

Category: **Misc**

Effective date: **1/1/2014**

Approved by: **Ed DeAngelo**

Applicable to all Non-Group products (Qualified Health Plan or QHP/Qualified Dental Plan or QDP)

When the Health Connector sends mail to its enrollees and it is returned as undeliverable, the Health Connector will search available data sources for a new/different address. The Health Connector will make a reasonable effort to reach the enrollee by phone or email to confirm the correct address.

If a new/different address cannot be found and the enrollee cannot be reached by phone or email, the Health Connector will terminate enrollee's enrollment in a Qualified Health Plan/Qualified Dental Plan. If an email was sent or a voice message was left for enrollee, the Health Connector will allow at least 5 business days before terminating enrollment at the end of the month.

Termination of enrollment will be prospective, i.e. the enrollment end date will be the end of the month in which termination is processed. Enrollee will be sent a Notice of Termination and will have a right to appeal the termination.