

Health Connector Policy: Undeliverable Mail

Policy #: NG-19	Effective date: 9/1/2019
Category: Misc.	Date revised: 9/1/2019
Approved by: Andrew Egan	Date reviewed: 9/1/2019

This policy applies to all non-group health and dental products

When the Health Connector sends mail to its enrollees that is returned as undeliverable, the Health Connector will search available data sources for a new or 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 or different address cannot be found and the enrollee cannot be reached by phone or email, the Health Connector will terminate the enrollee's enrollment in a Qualified Health Plan/Qualified Dental Plan. If an email was sent or a voice message was left for the 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, and the enrollment end date will be the last calendar day of the month in which termination is processed. The enrollee will be sent a Notice of Termination and will have a right to appeal the termination.