



Greater Tompkins County Municipal Health Insurance Consortium

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"Individually and collectively we invest in realizing high quality, affordable, dependable health insurance."

RESOLUTION NO. 008 - 2022 - ADOPTION OF AMENDED ONLINE ENROLLMENT POLICY AND COMMERCIAL GROUP HEALTH INSURANCE APPLICATION/CHANGE FORM

MOVED by Ms. Holmes, seconded by Mr. Thayer, and unanimously adopted by voice vote by members present.

WHEREAS, non-online subscriber enrollment has many opportunities for things to slip through the cracks and can result in delays due to the length of time between when a subscriber submits their enrollment change and when it is in the "system", and

WHEREAS, the Consortium's vision statement includes: *"The Consortium administers operations by collaborating with claims administrators, providers, and employee representatives in an effort to manage its costs, efficiencies, and success,"* and

WHEREAS, adopting a policy whereby all enrollment changes being submitted online complies with the Vision Statement and works in concert with the Excellus software system to optimize delivery of service, and

WHEREAS, Excellus has committed to process timelines for online enrollment, now therefore be it

RESOLVED, on recommendation of the Operations Committee, That the Executive Committee, on behalf of the Board of Directors, adopts the amended "Online Enrollment Policy" ensure all enrollment changes as soon as practicable will be done "online".

STATE OF NEW YORK)
GTCMHIC) ss:
COUNTY OF TOMPKINS)

I hereby certify that the foregoing is a true and correct transcript of a resolution adopted by the Greater Tompkins County Municipal Health Insurance Consortium Executive Committee on behalf of the Board of Directors on June 1, 2022.


Michelle Cocco, Clerk of the GTCMHIC Board

**COMMERCIAL GROUP HEALTH INSURANCE APPLICATION/CHANGE FORM
FOR THE
GREATER TOMPKINS COUNTY MUNICIPAL INSURANCE CONSORTIUM**

**Article I
Purpose and Objectives**

A. Purpose

The Greater Tompkins Municipal Health Insurance Consortium adopts the Online Enrollment Policy to ensure that hence forth all new enrollment, additions, deletions, and changes will be done online.

B. Objectives

The Consortium adopts this policy for two reasons:

1. It is important to our subscribers and their employer that each knows that enrollment changes are in the Excellus software system. Only the online process allows this notification to happen in a timely manner.
2. It is important that the municipal partners have a record of enrollment changes: for accurate invoicing by the Consortium and for communication between the municipal benefit managers/clerks and the subscribers in their group(s).

**Article II
Consortium Staffing**

The Consortium recognizes that many of our partners would not have the occasion to use the online system on a frequent enough basis to feel comfortable accepting this mandated policy of only making online enrollment changes. Therefore, the Consortium will provide staff to conduct online enrollment for those municipal partners wishing that service with no fee.

**Article III
Municipality Responsibility**

A. To be clear, the Consortium is strictly providing a data entry function, NOT a human resource function. Municipal partners remain the direct contact with the subscriber. Therefore, the municipal partner is responsible for gathering all required information on the Excellus Commercial Group Health Insurance Application/Change Form “herein after Excellus Enrollment/Change Form” ensuring its accuracy and completeness and ensuring both the subscriber and the municipality have signed the Excellus Enrollment/Change Form. This *form* is the information to be communicated to the Consortium and will be entered online.

B. For all new family plan enrollments, the municipal employer is responsible for verifying the eligibility of dependents via the *Consortium’s Dependent Certification Process*.

C. Municipal partners are free to conduct their own online enrollment. Process expectations are outlined in the *Excellus 2017 Memorandum of Understanding* (MOU). These same employers are also responsible for dependent verification of any newly added dependents to the plan.

For any municipal partners using the Consortium’s online enrollment data entry service, communicate the completed Excellus Enrollment/Change Form to the Consortium through the Consortium’s online web portal or encrypted email to consortium@tompkins-co.org. A third and last option can be to fax: 607-273-5854.

- D. These applications will be handled with HIPAA compliance through the Consortium online enrollment portal. Records will be digitized and retained for a period no less than required by the NYS Records and Retention Schedule.

Article IV

Confirming Municipal Online Enrollment Process

Confirmation of *enrollment options will be included in the application and approval process.*

Article V

Confirmation

Once the enrollment application is received by the Consortium, the enrollment data will be submitted online within three (3) business days. Confirmation of enrollment will be sent back by the Consortium within 3 days of observing the change in the Excellus enrollment software.

Article VI

Contact

All questions and information should be communicated to Consortium Enrollment. Phone (607) 274-5590 or consortium@tompkins-co.org.