



Health Choice Insurance Co. Plan Discontinuation FAQs

Q: Will Health Choice Insurance Co. plans be available in 2017?

A: Health Choice Insurance Co. will not offer plans in 2017. Existing policies will be honored through December 31, 2016, and all provider claims for covered services rendered on or before that date will be processed.

Q: How will this affect current insurance coverage?

A: After December 31, 2016, Health Choice Insurance Co. member benefits are no longer active. We encourage Health Choice Insurance Co. members to find coverage for January 1, 2017 forward.

To avoid gaps in coverage, existing members should enroll in a new plan between November 1, 2016 and December 15, 2016. Existing members can shop for a new plan by working with a broker or navigator, by calling the Marketplace at 1.800.318.2596, or by visiting www.healthcare.gov.

Q: Will this change Health Choice Insurance Co. member premiums?

A: Health Choice Insurance Co. member premiums will not change through December 31, 2016. Premiums charged by new insurers selected by former plan members for 2017 may vary from those that were charged by Health Choice Insurance Co.

Q: Do members need to continue to pay Health Choice Insurance Co.?

A: Yes. Members should continue to pay insurance premiums through the policy period in order to keep their policy active. Members who do not pay their premiums may be subject to penalty for any month they go without coverage. For information about coverage and penalties, visit www.healthcare.gov/fees/fee-for-not-being-covered/.

Q: Will current Health Choice Insurance Co. plan benefits change?

A: No, there will be no change in current plan structure through December 31, 2016. After December 31, 2016, Health Choice Insurance Co. member benefits will cease.

Q: Can current Health Choice Insurance Co. members enroll in a new policy immediately?

A: Health Choice Insurance Co. members can enroll in a new plan during Open Enrollment, which begins on November 1, 2016. To avoid gaps in coverage, a new policy with a January 1, 2017 effective date should be secured by December 15, 2016.

Q: Who can Health Choice Insurance Co. members and providers call for more information?

A: Please call Health Choice Insurance Co.'s member services number at 855-452-4242 (TTY: 711) if you have any questions.

HCE_2016Member_ProviderFAQs

Member Services:

410 N. 44th St., Suite 900

Phoenix, AZ 85008

Fax: 480-784-2933 | Phone: 480-968-6866

Toll-free: 855-452-4242 (TTY: 711)

You always have the right to file a formal grievance or appeal. More information about our complaint and appeals processes can be found in your evidence of coverage, or at www.healthchoicessential.com/members/complaints_grievances.aspx