



ASSURANT
Health

Agent Administrative Guide for List Bill



Note: This material is for agent use only and **is not** intended for distribution to the general public. Contact Time Insurance Company if you have questions.

Individual Medical Advantages

For you, the Agent ... an **opportunity to GROW your business:**

- Sell individual health plans in the worksite marketplace
- Establish relationships with new clients
- Sell multiple plans through one employer
- Increase your earnings potential

There is **no fee** for set up or administration of the account. There are no extensive employee forms. List Bill is easy for you, the employer and the employees.

For Employers:

- Eliminates the worry about the cost of health insurance for employees
- Individual medical insurance provides a practical solution and the List Bill feature makes it easy
- Helps to attract and retain valuable employees
- Minimal administration: one bill, one check for all employees
- Convenient due date: select any billing due date from the 1st through 28th of the month

For Employees:

- An employee chooses his or her own plan and benefits from the Time Insurance Company product portfolio that best meets his/her needs
- Health insurance from a company with a solid reputation for high quality products, financial stability and a commitment to the health insurance industry
- Insurance payment is convenient with hassle-free payroll deduction and List Bill service
- Coverage is portable and can be continued even after employment ends

HSA Advantages

A Health Savings Account (HSA) combined with a qualified individual medical plan provides a great way for employees/members to pay for medical expenses, get tax advantages, and control their costs while saving for the future. And, an employer/List Bill account holder can make contributions to the employee's/member's HSA. These value-added benefits stand out and help employers attract and retain good employees.

Explore all the benefits that HSAs offer, including the two HSA management options - HSA Fundamentals and HSA Tools. Read more in the HSA Plans brochure (**Form 29234**).

List Bill Opportunities

List Bill is a free billing service that gives employers the opportunity to make individual health coverage accessible, convenient, affordable and hassle-free for their employees.

Offering individual medical insurance through payroll deduction works well for:

- employers who can't afford to provide health insurance for their employees and/or their employees' dependents
- employees who are not eligible for group coverage
- any size business with part-time employees, seasonal workers or independent contractors
- employers who cannot meet group insurance participation requirements

List Bill also offers opportunities to sell individual health plans in non-employer/non-contractor affiliation arrangements. (Refer to the section titled *Setting Up an Affiliation List Bill*.)

Ordering Materials

All List Bill forms and marketing materials are available on *Find A Form* on the Agent Health Sales Web site at **www.assuranthealthsales.com**. Or you can order them from your usual supply channel.

Agent Administrative Guide for List Bill (**Form 29240**)

List Bill Employer Brochure (**Form 29251**)

List Bill Account Agreement

- Generic form (**Form 29237**)
- State-specific form for CO, DE, KY, ID, MD, MN, NC, OR, TN, VA and WI (**Form 29238**)
- Affiliation form (for non-employer arrangements) (**Form 29292**)

List Bill Transmittal (required only for paper applications or paper Part I) (**Form 29236**)

List Bill Combined First Premium Submission (required only when submitting a combined check for multiple applications) (**Form 29239**)

List Bill Employer Administrative Guide (informational guide only) (**Form 29241**)

For combined check HSA contributions

- HSA Contribution (**Form 29381**)
- HSA Tools Contribution (**Form 29377**)

General Guidelines for Selling Individual Medical in the Worksite Market Using List Bill

List Bill Account Agreement

- The account holder cannot pay any part of the employee’s/members’ premiums, either directly or through reimbursement. All premiums must be paid by the employees/members.
- The account holder cannot require employees/members to apply for Time Insurance Company products.
- The account holder collects premiums from the employees/members who purchased individual medical coverage.
- All premiums will be paid to Time Insurance Company when they become due. Default of payment may result in the termination of the List Bill agreement and may result in the termination of the coverage issued to the employees/members.
- The account holder cannot terminate coverage for an employee/member. However, the account holder can request that an employee/member be removed from a List Bill Account. In that case, direct billing will be set up for the employee/member.
- Each account requires a List Bill Account Agreement signed by the account holder. There are three versions of the List Bill Account Agreement:
 - List Bill Account Agreement (**Form 29237**) for the following states: AL, AK, AZ, AR, CA, CT, DC, FL, GA, IL, IN, IA, KS, LA, MI, MS, MO, MT, NE, NV, NH, NM, ND, OH, OK, PA, SC, SD, TX, UT, WV and WY
 - List Bill Account Agreement (**Form 29238**) for the following states: CO, DE, KY, ID, MD, MN, NC, OR, TN, VA and WI
 - List Bill Affiliation Form (**Form 29292**) for non-employer, non-contractor agreements.

Note: Refer to the actual List Bill Account Agreement for complete details.

State Eligibility

Eligibility for List Bill is based on the employer’s state:

List Bill is allowed <ul style="list-style-type: none"> • Always – regardless of employer size, type/status • Always – regardless of employer size, type/status when the employer has not administered a group health plan within the last six months • Always – regardless of employer size, type/status when the employer has not administered a group health plan within the last twelve months 	<ul style="list-style-type: none"> • AL[†], AK, AZ, AR, CA, CT, DC, GA, IA, IL, IN, KS, KY[†], LA, MI, MO, MS, MT, ND, NE, NH, NM, NV, OH, OK, PA, SC, SD, TX, UT, WV and WY • FL • MN*
List Bill is allowed <ul style="list-style-type: none"> • Only for employers with more than 25 full-time employees 	TN*
List Bill is allowed <ul style="list-style-type: none"> • Only for employers with more than 50 full-time employees 	DE and OR
List Bill is allowed <ul style="list-style-type: none"> • For employers with more than 50 full-time employees • For any size employer with non-eligible employees (seasonal/part-time) 	ID, MD and NC*
List Bill is allowed <ul style="list-style-type: none"> • For employers with more than 50 full-time employees • For any size group when exclusively established for independent contractors on 1099 	CO, VA and WI*

* In these states you must establish the List Bill Account prior to application submission and fax submission of the Agreement.

† For employers with 2 to 50 full-time employees, coverage cannot be marketed through the worksite.

Note: Individual Medical plans are not available in HI, ME, MA, NJ, NY, RI, VT, WA.

Setting Up a New List Bill Account

A List Bill account can be set up with any number of employees at a worksite, or members of an affiliation. (For information about affiliation accounts, see *Setting Up an Affiliation List Bill*.)

There are two ways to set up your List Bill account:

- By Fax, before your first application
- On EASE, when you submit your first application.

Note: You must use the Fax method in the following states: CO, DE, ID, KY, MD, MN, NC, OR, TN, VA and WI. In these states, the account holder must attest to eligibility prior to acceptance of applications for the account.

Fax: Setting up a New List Bill Account prior to application submission

- Obtain a signed List Bill Account Agreement from the account holder.
- Fax the completed and signed agreement to **414-299-6030**.*
- Based on your stated preference, you will receive a confirmation e-mail or phone call within 24 hours (one business day) with the List Bill account number.
- Refer to the section on *Adding Employees/Members* for submitting applications once your account is established.

EASE: Setting up a New List Bill Account with first application submission

- Obtain a signed List Bill Account Agreement from the account holder.
- Submit your first application via EASE, selecting “New List Bill” as the payment method. EASE prompts you to enter the account holder’s billing information and EASE returns the New List Bill account number on the Confirmation Page along with your application number.
- Enter the account number from the EASE Confirmation Page in the “Assigned List Bill Number” field on Part I of the List Bill Account Agreement.
- Fax the List Bill Account Agreement signed by the account holder to **414-299-6030**.*
- Refer to the section on *Adding Employees/Members* for submitting applications once your account is established.

Setting Up an Affiliation List Bill

An *affiliation* is a member organization that is set up as a non-employer, non-contractor arrangement. Examples of affiliation types include Volunteer/Non-Profit organizations, Trade associations, Tribal groups, Student groups, and Credit Union/Financial organizations.

To set up an Affiliation List Bill account

- Fill out the List Bill Affiliation form (**Form 29292**).
Note: The List Bill Affiliation form should not be used for a 1099 arrangement. Use the generic (**Form 29237**) or the state-specific (**Form 29238**) List Bill form.
- Fax the completed and signed List Bill Affiliation form to **414-299-6030***
- Submit applications via EASE or paper.

You can submit applications to add members to the List Bill account as described in *Adding Employees/Members to the List Bill Account* in this Agent Guide. All other information in this Agent Guide applies to affiliations as well as worksite arrangements.

Adding Employees/Members to the List Bill Account

You can quickly add employees/members to an established List Bill account each time you write a new application.

Using EASE

- Have the List Bill account number handy.
- Select “Existing List Bill” as the Payment Method and enter the List Bill account number.
- If you don’t have the List Bill account number, provide the business name or affiliation in the Account Holder Name field.

Using a Paper Application

- Have the List Bill account number handy.
- Complete the List Bill Transmittal (**Form 29236**) and include the account number.
- Mail or fax the application as you do with individual medical business, and include the List Bill Transmittal form.

Note: Confirmation of any addition to the List Bill account is mailed to the account holder.

Initial Premium Payment

As with any individual medical application, include a check for the first premium to secure the requested effective date.

Subsequent premium payments are set up as payroll deduction. A Payroll Deduction Agreement (**Form 29175**) is available for the account holder’s use and can be found on *Find A Form* on the Agent Health Sales Web site.

Because of the List Bill billing cycle (refer to the section titled *Billing*), applications that do not include first premium payment can result in multiple billings for the same employee/member on the account holder’s first statement. If this happens, employees/members may want to remit back-billed premium amounts directly to the account holder.

* This fax number (414-299-6030) has been set up exclusively for List Bill.

Any such payment arrangements are set up between the employee/member and the account holder, and are separate from the List Bill arrangement.

Commissions

Agent commissions are paid when the first premium is paid for a policy on a List Bill account, not when the plan is issued.

Combined Check

A single check from the account holder for the first month's combined premium will be accepted. Use the List Bill Combined First Premium (**Form 29239**) to submit the check. A List Bill Combined First Premium Form must be submitted with the check to assure correct distribution of the payment. Detailed instructions for completion can be found on the form. If you are not submitting a combined check, this form is not needed.

Billing

List Bills are sent monthly to the account holder. The account holder can choose any date from the 1st through the 28th for the List Bill due date. The List Bill will be mailed approximately 24 days prior to the payment due date.

Note: The first List Bill delivery date may vary slightly.

How Billing Works

To allow the most flexibility for employee/member effective dates, List Bills are based on a prospective billing period and the due date selected by the account holder. For example, if the account holder chooses to make payment on the 10th of the month, his statement with a June 10 due date would include all monthly premiums due within the period from June 10 through July 9.

Refer to the *Q & A* section for more detailed billing information.

Late Payments

If the account holder does not pay the premium by the due date, the next bill will generate showing a past due amount for the prior period as well as the current amount due.

The standard individual medical late payment, lapse and reinstatement rules apply to premium payments for plans on a List Bill account. The insured is notified when the premium payment is 10 days overdue according to the policy's effective date. Refer to the Individual Medical Agent Guide for additional information regarding lapses and reinstatements.

List Bill Administration

Coverage Changes

Premium amounts may change due to a coverage change such as

- Change in coverage (new deductible, new plan type, etc.)
- Addition of a spouse or dependent
- Deletion of a spouse or dependent
- Rate change

When premium amounts change, the new amount will be displayed on the List Bill as part of the total premium amount. The insured (employee/member) and the account holder will receive a letter with the premium change information.

Removing an Employee/Member

The insured or account holder can request to have an employee/member removed from the List Bill account. Requests can be made to Policyholder Services by phone or in writing.

- Account holders should call **888-875-8030**
- Insured (employee/member) should call **800-553-7654**

The account holder is responsible for removing the employee/member from payroll deduction. We will change the billing to direct bill quarterly for any employee/member who has been removed from the List Bill.

The insured and the account holder will receive a letter to confirm the request is processed.

Canceling an Entire List Bill Account

An account holder must provide 30 days' notice to Time Insurance Company to cancel the List Bill account. This provides adequate time to establish the plans on direct bill quarterly payment mode without a lapse in coverage.

To cancel a List Bill account, send written notice to:

Time Insurance Company
Attn: Premium Services
P.O. Box 624
Milwaukee, WI 53201-0624

or call **888-875-8030**.

The insured (employee/member) and the account holder will receive a letter to confirm the request is processed.

Refunds

Since the premium is 100% paid by the individual employee/member, we will remit any refund of premium directly to the insured. An account holder should contact us at **888-875-8030** if there are questions regarding a specific refund.

Sample List Bill



ASSURANT Health

Time Insurance Company
501 West Michigan
Milwaukee, WI 53203

Jim Smith's Small Business
Jim Smith
100 West Street
Chicago, IL 60606

List Bill Account Number L012345678

For questions regarding the List Bill Account Statement, contact:
1-888-875-8030

List Bill Account Billing Summary created 3/8/2006
for policies/certificates with premiums due 4/1/2006 through 4/30/2006

Current Billing Period - Amount Due	\$ 1000.00
Prior Billing Period(s)	+ \$ 100.00
Balance Owed from Previous Payment(s)	+ \$ 5.00
Unapplied List Bill Account Funds	- \$ 0.00

Total amount due by 4/1/2006 \$1105.00

Billing Messages

There are bill messages that advise the Account Holder if there are late payments, or past due amounts on the bill.

Keep This

L012345678



ASSURANT Health

Jim Smith's Small
Business

Billing Details

Return This Portion

Make check payable
Please write you Lis

If amount enclosed is
indicate the reason d

ID#	Policy/Certificate Name		
55555555	Smith, James		
	Coverage Period	4/10/2006 - 5/9/2006	\$ 300.00
	Credit Balance		\$ 20.00
	TOTAL DUE		\$ 280.00
55555554	Doe, Jane		
	Coverage Period	4/25/2006 - 5/24/2006	\$ 300.00
	Credit Balance		\$ 0.00
	TOTAL DUE		\$ 300.00
55555553	Nelson, Dave		
	Coverage Period	4/15/2006 - 5/14/2006	\$ 420.00
	Coverage Period	3/15/2006 - 4/14/2006 (past due)	\$ 100.00
	Credit Balance		\$ 0.00
	TOTAL DUE		\$ 520.00

List Bill Q & A

To determine if List Bill is allowed, do I use the state of residence of the employee or the location of the group?

The location of the employer determines the state requirements for List Bill.

Can I write business for an employee who lives in a state where we don't write individual medical if the group is located in a different state and allows List Bill?

No. We cannot write business for individuals who reside in HI, ME, MA, NJ, NY, RI, VT, and WA.

When does the List Bill generate?

The List Bill is mailed to the List Bill account holder approximately 24 days before the billing due date.

Should I collect the first month's premium at the time of application?

Yes. While not essential, collection and submission of first premium is recommended

- to assure the requested effective date and
- to give the employer time to payroll-deduct enough funds for the next monthly premium payment.

How does the account holder remit premium to Time Insurance Company?

The account holder remits one check along with the coupon attached to the bill. Payment and the coupon should be sent in the enclosed envelope to the Post Office Box indicated on the coupon.

Should the due date of the account holder and the effective dates of the employees be the same?

No. The account holder can have any due date (1 through 28) and the employee can select any effective date (1 through 28). Each employee within a List Bill account can have a different effective date.

Does Time Insurance Company prorate the first premium?

No. The account holder is billed for all employee premiums falling due within the monthly billing period. Each employee's coverage period varies based on his/her original effective date. As an example:

Billing due date for ABC Company is June 15 (For billing period June 15 thru July 14).

Employee 1 has an effective date of the 3rd of the month.

Employee 2 has an effective date of the 20th of the month.

The June 15 bill would show:

- employee 1 as paying July 3 to August 3
- employee 2 as paying June 20 to July 20

If the account holder does not remit premium by the billing due date, for example June 15th, what notifications are sent?

Approximately June 22, a second bill is generated for July and would include the past due amount for June. The timing of the individual's notice that premium is late will be based on the paid-to-date.

Is List Bill available on any mode other than monthly?

No. Market research indicates employers strongly prefer monthly mode of payment.

What options for payment are available to an individual who may leave the company and wants to continue his or her individual medical coverage?

An individual can choose Check-O-Matic/Monthly, Quarterly or Semi-Annual direct billing.

Note: If the employer notifies us to remove an employee from the List Bill account, this individual is automatically placed on direct bill quarterly.

Can an employer contribute to an HRA or HSA and use these funds to pay the monthly premium?

No. The employer cannot contribute in any way to the monthly premium.

Can an employer contribute to an employee's HSA when combined with a qualified Individual Medical high deductible health plan?

Yes. The law specifically allows for an employer contribution. The contribution is deductible to the employer if the employer complies with Federal Comparability Rules and nondiscrimination rules, and the contribution is not included in the employee's gross income. An employer should consult a tax advisor regarding HSA contributions.

I understand the List Bill Account Agreement is required to set up a List Bill account. Does the employee need to sign an agreement as well?

No. Unlike some of our competitors, we do not require an up-front agreement from the employee. There is no need for the employee to sign any form except the application or return anything to us. The employee receives a notice about the List Bill payment option after the policy is issued.

I have a business that uses independent contractors who receive a 1099 for all income earned. Can I set up these independent contractors on List Bill?

In any state where List Bill is allowed (exceptions: DE, ID, MD, NC, OR and TN) you can set up a List Bill account for a company that will remit the independent contractors' premiums to Time Insurance Company on their behalf.

Is it legal for an employer to make COBRA-eligible employees aware of individual medical insurance options in addition to COBRA?

There are no regulations that prohibit giving employees a choice of selecting individual medical coverage instead of COBRA. Depending on the group plan, individual medical insurance may be a less expensive alternative and does not terminate after a specified time like COBRA does. To ensure the employee's COBRA rights are protected, it is safest to have the individual take out COBRA, and then apply for individual medical coverage. Once approved, the employee can drop COBRA coverage.

Note: In some states, selecting individual medical coverage in lieu of COBRA coverage may affect the individual's rights under HIPAA.

Can "agent linking" to our consumer Web site be used for List Bill applicants?

No. However, this functionality may be added in the future.



ASSURANT Health

Assurant Health
501 W. Michigan
Milwaukee, WI 53203

About Assurant Health

Assurant Health has been in business since 1892 and is the brand name for products underwritten and issued by Time Insurance Company, John Alden Life Insurance Company and Union Security Insurance Company. Together, these three underwriting companies provide health insurance coverage for almost one million people nationwide. Each underwriting company is financially responsible for its own insurance products. Primary products include individual medical, small group, short term and student health insurance products, as well as non-insurance products and consumer-choice products such as Health Savings Accounts and Health Reimbursement Arrangements. With almost 3,000 employees, Assurant Health is headquartered in Milwaukee, Wis., and has operations offices in Minnesota, Idaho and Florida, as well as sales offices across the country. The Assurant Health Web site is www.assuranthealth.com.

Assurant Health is part of Assurant, a premier provider of specialized insurance products and related services in North America and selected international markets. Its four key businesses – Assurant Employee Benefits, Assurant Health, Assurant Solutions and Assurant Specialty Property – have partnered with clients who are leaders in their industries and have built leadership positions in a number of specialty insurance market segments worldwide.

Assurant, a Fortune 500 company, is traded on the New York Stock Exchange under the symbol AIZ. Assurant has more than \$20 billion in assets and \$7 billion in annual revenue. The Assurant Web site is www.assurant.com.