

# Open enrollment made simple.

Fallon Health is working hard to simplify enrollment for clients and their employees.



Fallon is doing everything we can to help our clients and their employees get the health care coverage they need during the COVID-19 crisis. We've implemented some innovative ways to make enrolling with Fallon easier and less stressful for you and your employees during these unprecedented times.

## Open enrollment meetings and health fairs

To ensure safe social distancing, Fallon is able to hold virtual open enrollment meetings and health fairs.

*How it works:*

- Video meeting format (e.g., Microsoft Teams, Zoom, GoToMeeting, Webex, etc.)—a Fallon Sales Executive will host employee presentation(s) live or through on-demand formats.
- Presentations will feature the Sales Executive hosting a customized presentation. A PDF version of the presentation will be delivered to you prior to the video meeting.
- Your employees will have the ability to submit real-time questions via the Chat feature. The Sales Executive will address/answer questions during or immediately after the presentation.
- A recording of the presentation will be sent to your broker and/or Human Resources department within 1-2 business days.
- When Massachusetts guidelines allow, the Sales Executive will conduct in-person meetings/presentations to smaller-sized groups.

## Enrollment options

Fallon offers multiple options for enrolling new members.

- We can accept Excel enrollment files, printed enrollment forms or digital enrollment forms.
- We provide digital enrollment forms with "fillable" fields so members do not have to print to fill in the forms. If the Human Resources department has reviewed the member's digital enrollment form, a signature is not necessary.

## Enrollment support

- Employees who enroll with Fallon can call our customer service team to ask questions prior to their effective date.
- Fallon provides a designated account coordinator to assist employees that have specific transitional issues/needs so they can find an in-network primary care provider.
- Account advocates conduct new member orientations, provide guidance when a medical care or service-related concern arises, and lead question-and-answer sessions with members.

## Education to help members make a Smooth Switch to Fallon

Fallon's Smooth Switch collateral educates members on how to avoid disruptions with:

- Scheduled services or procedures as a new member of Fallon
- Filling prescription medications
- Behavioral health care
- Prenatal care
- And more



## Implementation details

- ID roster and/or Electronic ID cards will be delivered to broker/HR prior to effective date.
- Physical ID cards will be in the mail prior to the effective date.

