

Humana Market Exit – Q & A from Carrier Product Update

▶ **Q: Why is Humana exiting the commercial medical market?**

Humana is shifting their focus to the Medicare and ancillary markets.

▶ **Q: Do I have to wait until the non-renewal date to move my group, or can I do it now/any time?**

Renewals will continue to be issued until Humana's state phase out timeline. After those dates (November 1, December 1, January 1 based on group's state situs), there will be no renewals issued. You can move your group early if it makes sense to do so. For level funded groups, consideration should be given to whether or not they will be forfeiting a surplus.

▶ **Q: Will Humana continue to pay out the surplus?**

If a renewal is issued for a Humana LFP group who has a surplus, they will need to renew to receive the surplus via statement credit (same process as always). If they elect not to renew or terminate early, they will forfeit the surplus. When renewals are no longer issued, any group with a surplus at the non-renewal date will receive the surplus via a check.

▶ **Q: Should I move my fully insured groups prior to the non-renewal date?**

This is great conversation to have with your group client. There is no need to unless your client would like to explore options now and not wait until they are forced into making a change. For 2-50 fully insured groups, there is no underwriting so you can always have Legacy Brokers market the group for you at any time to see how the market compares. Reminder, too, that for micro under-5 groups there are level funded carrier options that may not have been available previously.

▶ **Q: Many of my groups also have Humana dental, vision and life. Will these ancillary lines of coverage be non-renewed as well?**

No! Humana is not only continuing in the ancillary business, but they are expanding their offerings.

▶ **Q: If I have groups that chose to renew prior to the phase out, how can I be sure they will continue to be serviced by Humana?**

Humana is not going away! For the commercial medical book of business, they have transition teams in place to ensure that members, groups and agents continue to receive the same excellent service they have always received.

▶ **Q: I'm not sure where to begin. How do I know what you will need to market my groups? There are so many variables!**

That's what Legacy Brokers is here for! Reach out to our team and we will walk you through what is needed based on your group's specifics. We will let you know what is needed to market the group, considerations in moving early and help you put a plan in place that makes sense for the group and members.

