

Producer Online News

Individual ACA Open Enrollment starts on November 1

September 20, 2017

Recently, we [announced](#) our decision to offer on and off exchange plans in 68 counties and cities. Open Enrollment is November 1, 2017 and runs through December 15, 2017. Read on so you can help your Individual clients navigate the process and understand their options. Learn more below about the materials we'll be mailing soon, and check out the samples so you're familiar with our communications in case your clients have questions.

2018 Open Enrollment materials

Our packets are based on each member's unique situation and include a cover page with key information identifying each member's options.

- **Discontinued plans.** Anthem HealthKeepers will no longer be offering plans on or off the exchange in some counties in 2018.
 - Packets for all [members who will need to shop](#) for a new 2018 plan are mailing mid-October.*
- **ACA medical renewals.** Members in the 68 counties and cities will renew into their same or similar medical plan and get a summary of any benefit changes. [Renewal packets](#) are mailing mid-November.*
- **ACA POS to HMO transitions.** Members in the 68 counties and cities will get a packet transitioning them to a similar medical plan and get a summary of any benefit changes. [Transition packets](#) are mailing mid-November.*
- **ACA specialty renewals.** Members who have health benefits along with [dental](#), [vision](#), or [dental and vision benefits](#), or who have standalone [dental](#), [vision](#), or [dental and vision benefits](#) with us, will renew into their same specialty plan. Specialty renewal information will be mailed separately from health benefit packages this year. These packets are mailing mid-October.*
- **Catastrophic plans.** Off exchange members enrolled in catastrophic plans in in the 68 covered counties and cities will receive details about their [renewal](#), [transition to bronze plan](#) or [cancellation](#) by mid-November.*

To keep their plan or make changes, members must pay their bill on time. If a member's account is paid current and in good standing, they simply pay the full premium amount that appears on their January bill on time, including any premiums owed for prior months, and benefits for their 2018 plan will start on January 1.

Producer Toolbox

ACA member renewal information will be available soon in the **Producer Toolbox > Current Business > Rate Actions & Renewals**. A few days after packets mail to your clients, you'll be able to see member discontinuations or the old (2017) and new (2018) rates that are included in the renewal letters.

Questions? Please contact Broker Sales Support.

**Target mail dates subject to change.*

This article applies to:

- Virginia
- Individual (under 65)