

Small Group update: January effective date groups are nearing completion!

February 2, 2018

We are nearing completion of January effective date groups! As you know, we've received unprecedented volumes of new Small Group business for a January 1, 2018 effective date. We always plan for the challenges of peak season, but the volumes we've seen this year are more than five times the normal expectations! While this extra volume of business is **great news**, it's also been quite a challenge to keep pace. Our entire team (Sales, Underwriting, Enrollment & Billing) continues to work diligently to review and process all group submissions. But we wanted to make you aware that there has been a delay in group installation and ID card generation.

As a reminder

When a group is fully enrolled, you can view it in your Producer Toolbox on [anthem.com](https://www.anthem.com) under the **Current Business** tab. Here, you also can get the member ID numbers for each enrolled member.

If you need to ask about the status of a group, contact Small Group Broker Services at 1-855-250-7765. Or email GBSACA-Anthem@anthem.com.

If you have a group that hasn't been fully installed, and one of the members has a need for urgent access to care but hasn't received an ID card yet, our Broker Services team can address this matter quickly. Please feel free to share this information with Group Administrators who may be experiencing such issues.

Thank you for your steadfast efforts in serving your small group clients. We appreciate the patience that both you and your clients have demonstrated during this high-volume season.

This article applies to:

- Virginia
- Small Group