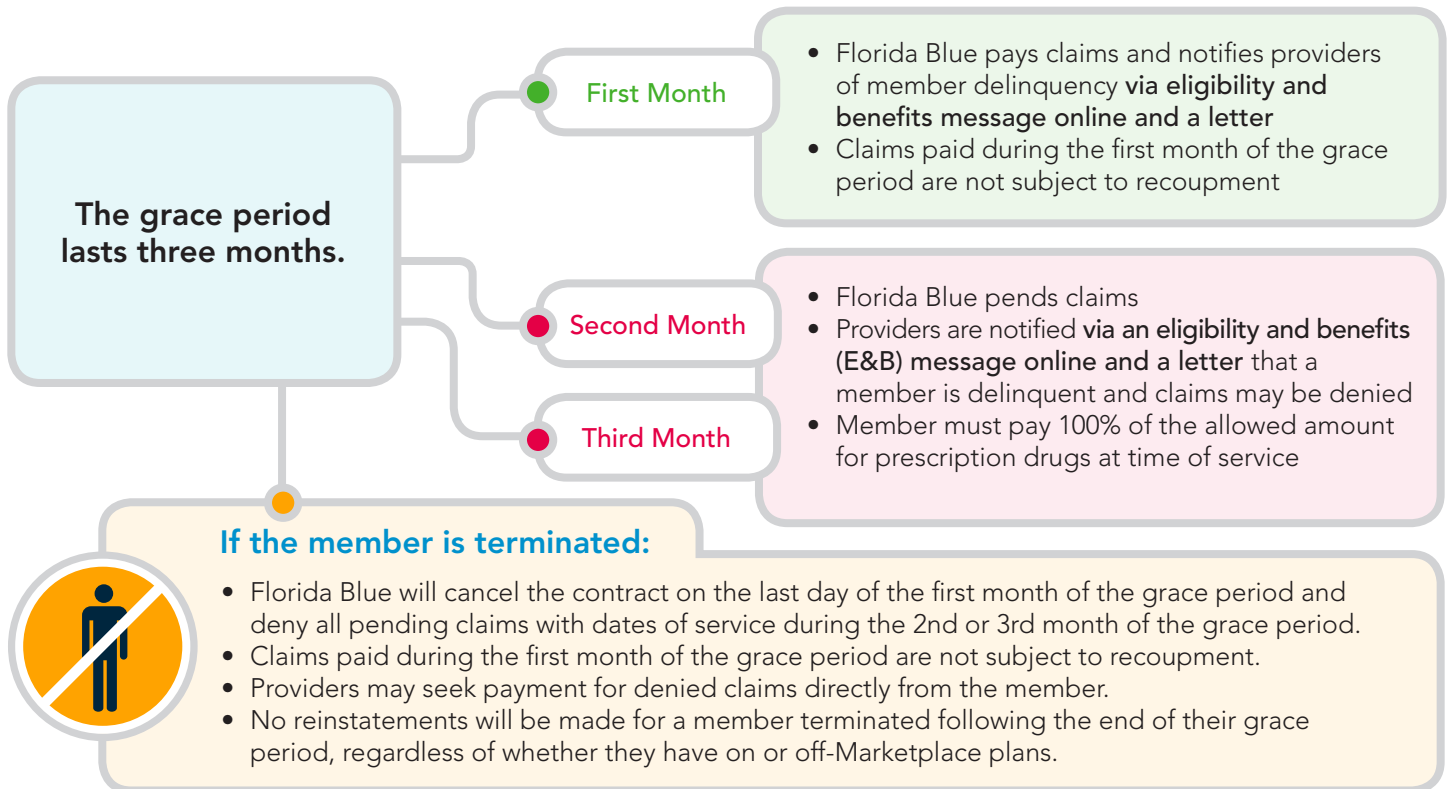


Florida Blue members receiving advanced premium tax credits (subsidies) qualify for a three month grace period that begins when a member fails to pay the full premium, and ends when a member pays all outstanding premiums. Providers will be notified when a Florida Blue member is in a grace period.



Grace Period Notifications to Providers

Florida Blue will return the following online messages for E&B and Authorization Inquiries

ONLINE: Month 1 of a Grace Period

This member is in the 1st month of grace period. Claims will be processed according to the terms of the member's contract. Additional claims incurred in the 2nd or 3rd month may be pended until the outstanding premium is paid in full.

ONLINE: Months 2 or 3 of a Grace Period

This member is in 2nd or 3rd month of grace period. Claims will pend until premium is fully paid. If premium is not paid in full by end of grace period, claims incurred in months 2 or 3 may deny due to non-payment at which time you may seek payment from member.

Letters to Providers for Claims Received During Grace Period

LETTER: Month 1 of a Grace Period

- Member in first month of grace period, claims will be paid as normal
- Claims during months 2 and 3 will pend until all premiums due are paid
- Includes 1-800 number to Provider Contact Center for questions

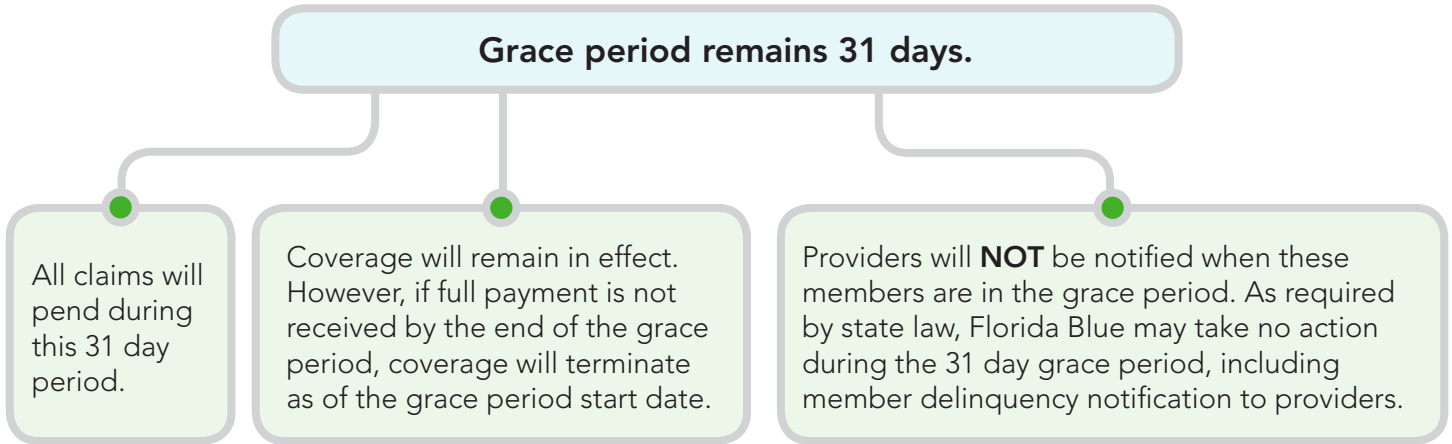
LETTER: Months 2 or 3 of a Grace Period

- Claims will pend until all premiums due are paid
- Provider may seek reimbursement from member for denied claims
- Includes 1-800 number to Provider Contact Center for questions

Note: This informational graphic applies to Florida Blue members only, and may not apply for out-of-area Blue Plan members.

Grace Period For Members **NOT** Receiving Tax Credits or **NOT** Enrolled in a Marketplace Product

There are no changes to the current claim processes for those Florida Blue members **NOT** enrolled in a Marketplace product or for Florida Blue members enrolled in a Marketplace product who do **NOT** receive a subsidy.



If the member is terminated:

- Florida Blue will cancel the contract on the first day of the grace period and deny all pending claims.
- Providers may seek payment for denied claims directly from the member.
- No reinstatements will be made for a member terminated following the end of their grace period, regardless of whether they have on or off-Marketplace plans.

Note: This informational graphic applies to Florida Blue members only, and may not apply for out-of-area Blue Plan members.