

WEA and HTHP Exit Provider FAQ's

Q: Will WEA and HTHP perform run-out after December 31, 2022?

A: Yes. WEA and HTHP will continue to process claims following the December 31, 2022, exit for those claims incurred on or before the exit date. Run-out will continue through the claim filing period in our provider agreements.

Q: Will WEA and HTHP handle run-out for all of their former employer groups or will some employer groups be able to opt-out?

A: Yes. WEA and HTHP only offer fully insured products and therefore there is not an "opt-out" option for groups to choose an alternative.

Q: Will WEA and HTHP supply information about which carrier(s) their employer groups have switched to if available?

A: No. WEA and HTHP do not intend to collect or disseminate information concerning alternative coverage chosen by employer groups for 2023.

Q: What happens to claims that are currently being appealed/reviewed/reprocessed/pending with WEA and HTHP after December 31, 2022, if WEA does not do run-out?

A: WEA and HTHP intend to perform essential run-out functions following the market exit on December 31, 2022. There will be no change in our appeal process.

Q: How does any hold-harmless clause(s) come into play with the coverage ending? How will this affect during run-out with WEA and HTHP or run-in with the new carrier?

A: WEA and HTHP intends to abide by all contractual obligations with providers for any dates of service on or before December 31, 2022. Likewise, we would expect providers to abide by those contractual terms including hold-harmless clauses.

Q: How long will WEA and HTHP customer service be available for follow-up questions regarding claims?

A: WEA and HTHP will maintain our Customer Service lines at a minimum through December 31, 2022.

Q: How much information will WEA and HTHP customer service be able to provide regarding the employer groups new carrier?

A: None. WEA and HTHP do not intend to collect or disseminate information concerning alternative coverage chosen by employer groups for 2023.

Q: When WEA and HTHP customer service is no longer available, how much info will be provided to any new insurance carrier if we have further questions/concerns regarding previously processed/denied claims?

A: WEA and HTHP is not transitioning plan administration to any other carrier and therefore any successive carrier will not be in a position to comment on claims processed by WEA or HTHP. Once our customer service phone lines are no longer active, providers will be able to submit written inquiries which will be researched and responded to by remaining staff.