

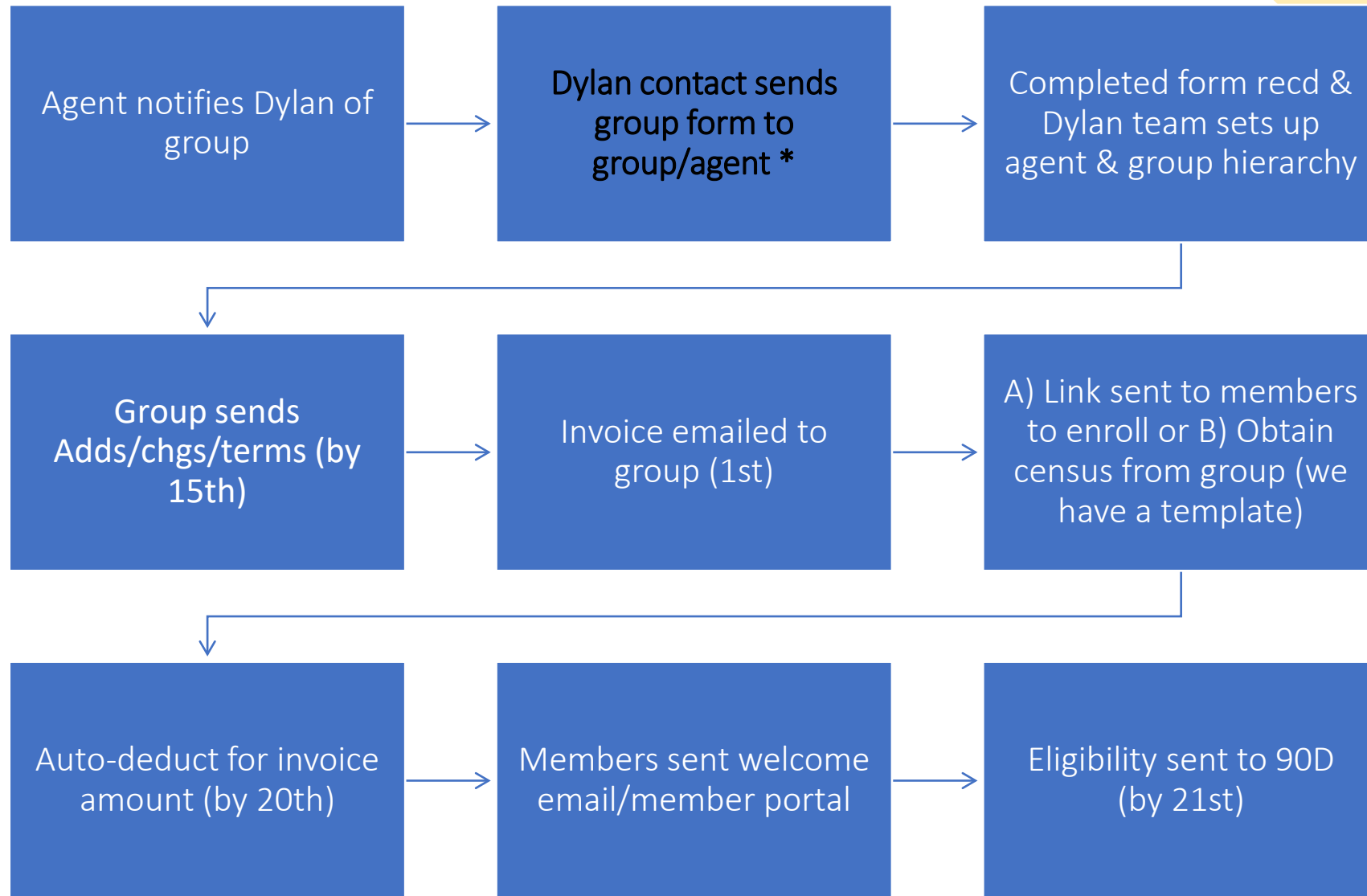
AFEUSA –
Group
Enrollment &
Billing
Process



AFEUSA New Groups - Enrollment & Billing

- Enrollment taken from the 1st to the 20th will be effective on the 1st of the following month. Fulfillment will be sent by email to the employee. In some cases an ID card will be mail in 7-10 days from enrollment.
- Invoices will be emailed to the group by email on a monthly basis around the 5th of each month for following month coverage period.
- Payment is due on the 20th of each month.
- Adds, terminations or changes must be provided to AFE by the 12th of each month. AFE cannot refund more than 2 months of billing on a member due to carrier limitations. AFE cannot refund if claims have been paid by the carrier for the member during that coverage period.
- The group agrees to the effective date rules. Members added between the 1st-20th of the month will have a 1st of the month effective date. Members added between the 21st and last day of the month will have a 1st of the following month effective date. AFE cannot back date effective dates.
- Member terminations will always be effective the last day of a month. Cancellations/terminations MUST be submitted in writing to AFE at chubb@goldencareusa.com
- If an employee leaves a group for any reason, they will have the option to sign with AFE and pay their own premium(s). The request to continue must be within 30 days of the employee leaving employment/termination date and submitted in writing to chubb@goldencareusa.com and they will be required to continue with an AFE membership and have an option to add any other products available at that time.

Process Flow



1) Is agent contracted in Dylan platform? If no, must be contracted first.

Timeframes

By 1st of month
(preferred)– completed
group form & members
enrolled for 1st of following
month effective date

By 5th of each month –
invoice emailed to group

By 12th of month – all
adds, chg, terms in to
Support

20th of month – invoice
paid by group (auto-
deduct)

Eligibility sent to carrier(s)

Welcome emails with
member portal access sent
to new members

15th of following month –
commission paid to
agent(s)