



## Group Reinstatement Requests

Detailed below are the requirements for Blue Cross® Blue Shield® of Michigan and Blue Care Network group reinstatement requests. This request is an option for groups that have been canceled by the carrier and wish to have membership placed back into an active status.

Once a group has been advised that their coverage has been canceled for non-payment, the agent or the group contact person should contact TGG Solutions immediately to request reinstatement. All subscribers will show ineligible for services, both Medical and Prescription, until approval is granted by Underwriting and the group is moved to an active status. Reinstatement requests, once submitted to Blue Cross, have a seven – ten business day turnaround for approval or denial.

In order for a reinstatement request to be considered by the carrier, it must meet the following requirements:

- The reinstatement request letter must be on company letterhead
- The request letter must include a promise to pay any back premium owed by certified check or money order (if this wording is not included in the request letter Underwriting will not consider the request).
- The request letter must include the reason for the termination (e.g., non-payment) and what preventative measures the group is implementing to ensure this does not happen again

Once a complete letter is received by TGG Solutions, it will be forwarded on to Underwriting for approval or denial. After a determination has been made, a TGG Solutions team member will contact the agent to advise of the requirements of the reinstatement such as the dollar amount due, the due date, and the remittance address.

If the certified check or money order is received by the carrier by the requested due date the group and all subscribers will be placed back into an active state for coverage.

*It is important to note that a reinstatement request will not be considered for groups that have gone through the reinstatement process within the past 12 months. Also note: the process to reactivate the group and the membership is not immediate and can take two – three business days to complete once payment is received.*