



# UnitedHealthcare Underwriting Guidelines

California Small Business (1-100)

Effective July 1, 2021

# We are proud of our commitment to agents throughout California.

We recognize the value you bring to small business and our critical role in our relationship with small business employers. Our staff is dedicated to servicing your needs and those of the employer.

<b>1</b>	<b>Underwriting requirements</b>
<b>10</b>	<b>Standard administrative options/Post-sale</b>
<b>11</b>	<b>Standard eligibility provisions/Post-sale</b>
<b>14</b>	<b>Spinoff groups policy</b>
<b>14</b>	<b>Acquisition guidelines</b>
<b>15</b>	<b>Start-up groups</b>
<b>15</b>	<b>Professional employer organization (PEO) guidelines</b>
<b>17</b>	<b>Multi-site quick reference</b>

## **This guide is designed to help you better understand:**

- Underwriting requirements
- Post-sale administrative options and eligibility

# Underwriting requirements

Underwriting requirements may change and Underwriting reserves the right to request additional information as it deems necessary. In addition, if there are discrepancies between this document and any employer contract or Certificate of Coverage/Evidence of Coverage, the contract or Certificate of Coverage/Evidence of Coverage will prevail.

Category	Explanation/Requirements
<b>Employer Eligibility/ Employee Eligibility</b>	<ul style="list-style-type: none"><li>• Employer must have at least one, but not more than 100, permanent, active, full-time employees for 50% of the preceding calendar quarter, or preceding calendar year. A permanent employee is actively engaged on a full-time basis in the conduct of the business of the small employer with a normal workweek of an average of at least 30 hours over the course of a month, in the small employer's regular place of business, who has met any statutorily authorized applicable waiting period requirements.</li><li>• The definition of small employer, for purposes of determining employer eligibility in the small employer market, shall be determined using the method of counting full-time employees and full-time equivalent employees.</li><li>• Business must be located in licensed service area to be eligible for the products in that area. The majority (51%) of all eligible employees must be employed in the state of California. The group employs at least one but not more than 100 employees. In determining group size, companies that are affiliated companies and that are eligible to file a joint tax return for purposes of state taxation shall be considered one employer. The group needs to be actively engaged in business or service at least 50% of the preceding calendar quarter. The group must have and maintain business licensure and/or appropriate state filings allowing the company to conduct business in the state of California, and not have formed primarily for the purpose of obtaining health insurance. All employer groups are required to have a workers' compensation policy for their employees.</li><li>• There can only be one employer group per group benefit agreement/policy. Multiple employer groups that meet the definition of a single group employer under AB 1672/SB 125 are counted as a single employer group. Note: Owners of multiple corporations may not combine those corporations under a single UnitedHealthcare agreement unless they are eligible to file a combined tax return for the purposes of state taxation meeting the definition of one employer as defined in AB 1672/SB 125. UnitedHealthcare will require copies of the filed/stamped Statement of Information reflecting all officer/owners, or signed/dated Partnership Agreements listing all partners' names, and a letter from the employer's CPA stating that all business entities are eligible to file a combined tax return and submission of a completed and signed Common Ownership Certificate form. UnitedHealthcare underwriting determination of whether or not there is one responsible employer will be final.</li><li>• The maximum waiting period for newly hired employees to become eligible for medical benefits is 90 days.</li></ul>

Category	Explanation/Requirements
<b>Employer Eligibility/ Employee Eligibility (continued)</b>	<ul style="list-style-type: none"> <li>• Employer may elect to waive their selected employee waiting period at the time of initial case issue only, but have the option to change their waiting period once a year at case renewal.</li> <li>• All employer groups are required to have a workers' compensation policy for their employees. This insurance requirement is mandatory even if you only have one part-time employee. Companies based out of state with employees hired in California must also have a California workers' compensation policy.</li> <li>• Eligible employees are permanent employees who work on a full-time basis in the conduct of the business of the small employer with a normal workweek of an average of at least 30 hours, and whose duties in such employment are performed in the small employer's regular place of business, or be a sole proprietor, corporate officer, or a partner of a partnership engaged on a full-time basis, work an average of at least 30 hours a week over the course of a month, in the employer's regular place of business. Temporary or seasonal employees are not eligible.</li> <li>• Eligible dependents include an employee's spouse/registered domestic partner, unmarried children up to the limiting age of the plan, adopted children, and dependents such as nieces and nephews who are court-ordered to be covered by member's group plan. Eligibility for an over-age disabled dependent child will be determined after review of an Attending Physician Statement. An Attending Physician Statement is required and must be completed/turned in at new case submission before the child may be approved or enrolled. The APS should detail the diagnosis, degree of incapacity, duration, treatment and prognosis. The limiting age is standard to age 26. If both husband and wife work for the same company, the children can only be covered under one parent's plan.</li> <li>• A permanent employee who works at least 20 hours but not more than 29 hours is deemed to be eligible if all four of the following apply: <ul style="list-style-type: none"> <li>1. The employee otherwise meets the definition of an eligible employee except for the number of hours worked.</li> <li>2. The employer offers the employee health coverage under a health benefit plan.</li> <li>3. All similarly situated individuals are offered coverage under the health benefit plan.</li> <li>4. The employee must have worked at least 20 hours, but not more than 29, per normal workweek, for at least 50% of the previous calendar quarter.</li> </ul> <p>The insurer may request any necessary information to document the hours and time period in question including, but not limited to, payroll records and employee wage and tax filings. Parttime employee eligibility may only be added at the group's anniversary open enrollment.</p> </li> <li>• <b>Ineligible Categories</b> — Coverage: Associations (unless GI), Multiple</li> </ul>

Category	Explanation/Requirements
<b>Employer Eligibility/ Employee Eligibility (continued)</b>	<p>Employer Trust (unless qualifying as GI Association), retirees, Taft-Hartley, Hour Bank Groups, single-employee companies, leased/staffed employees, members of organizations (fraternal/credit union), retirees, part-time, seasonal/temporary/substitute, employees on Leave of Absence (sabbatical, Non-Workers' Comp Disability over six months, FMLA over 12 weeks, military duty/training), groups eligible to file a combined tax return over 100, foreign embassies and consulates, domestic households, employees compensated on a 1099 Form basis for income tax purposes, PEOs/leasing firms and closed groups that restrict eligibility through criteria other than employment, groups where no employee/employer relationship exists, employers who have not maintained the appropriate business licensure and/or state filing allowing the company to conduct business. Board of Director members and stockholders are not eligible unless they are also officers and working at least 30 hours per week. Must not be formed solely for the purpose of obtaining health insurance. Sole proprietors, spouse-only and owner-only groups are not eligible.</p> <ul style="list-style-type: none"> <li>• <b>Registered Domestic Partner</b> – This broad coverage defines domestic partners of either the same or opposite sex (over the age of 18). UnitedHealthcare will not require a copy of the California State Declaration of Domestic Partner Registration or a copy of any other municipality/county registration or affidavit for enrollment purposes. Enrollment forms and procedures for registered domestic partners during initial and open enrollment period, and during the year when a partnership is established, are exactly the same as those used by spouses. Employers have the right to request these documents, but they do not need to be submitted to UnitedHealthcare.</li> <li>• <b>Leave of Absence/Workers' Compensation</b> – Proof of employment may be required for employees on leave of absence or workers' compensation.</li> </ul>
<b>Employer Contribution Requirements</b>	<p>Employer must contribute at least 50% of the employee premium or a minimum of \$100 of the employee premium. If the employer contributes 100% of the employee premium, 100% of the employees must enroll (unless waiving for other group coverage).</p>
<b>Rating Information</b>	<ul style="list-style-type: none"> <li>• Rates are guaranteed for 12 months.</li> <li>• Rating is based on employer's location.</li> <li>• Final rates are based on group enrollment.</li> <li>• Quotes issued are not a guarantee of plan coverage or eligibility.</li> <li>• <b>Renewal rule:</b> A member's billing age will be increased on the first billing due date following the group's renewal.</li> </ul>
<b>Multiple Plan Selections</b>	<p>Employers enrolling 1–100 active employees may select all the plans in the package. These groups are only eligible for an effective date of the 1st of the month.</p>
<b>Requirements for New Case Submission</b>	<ul style="list-style-type: none"> <li>• Submit a check for one month's premium payable to the plan carrier or submit applicable direct debit form.</li> <li>• Complete Small Business Employer Application signed by employer and broker.</li> <li>• Copy of the most recent quarterly DE9 and DE 9C with all employees listed (including all pages) for Employers with 1–9 eligible employees.</li> <li>• Completed and signed Participation Certification Form for Employers with</li> </ul>

Category	Explanation/Requirements
	<p>10 or more eligible employees.</p> <ul style="list-style-type: none"> <li>• Individual Enrollment Forms completed and signed by all eligible employees, including enrolling COBRA or Cal-COBRA continues.</li> <li>• Declination of Coverage/Waiver completed and signed by the eligible employees not electing coverage.</li> <li>• UnitedHealthcare proposal for requested effective date of coverage.</li> <li>• Union/Non-Union Group <ul style="list-style-type: none"> <li>○ In determining group size, both Union and Non-Union are taken into consideration.</li> <li>○ Groups consisting of Union/Non-Union employees must also provide a copy of their union bill.</li> </ul> </li> </ul>
<b>COBRA and State Continuation Waivers</b>	<p>Employees waiving because they are currently covered by COBRA or State Continuation (from a previous employer) must complete the Declination of Coverage Form or Waiver section of the Enrollment Form. They must also include their COBRA/State Continuation start and end dates.</p>
<b>Quarterly Wage Report (QWR)</b>	<p><b>Employers with fewer than 10 eligible employees.</b></p> <ul style="list-style-type: none"> <li>• A copy (all pages) of the most recent Quarterly Wage Report (DE9 and DE 9C), including the Quarterly Wage &amp; Tax Report(s) for out-of-state employees from their respective states. <ul style="list-style-type: none"> <li>○ All pages submitted including grand totals and summary page.</li> <li>○ All employees marked to indicate employment status: part-time (PT), full-time (FT), terminated (T), seasonal (S), etc. Include last day worked for all terminated employees. An Enrollment Form/Health Statement or Waiver is required for all terminated employees within the election period for COBRA/Cal-COBRA.</li> </ul> </li> <li>• Handwritten wage and tax statements are acceptable if the state form is used.</li> <li>• If there are new hires who do not appear on the Quarterly Wage Report (DE9 and DE 9C) – write their name(s), Social Security number(s) and date(s) of hire on the bottom of the QWR. Two-week payroll is required for these employees.</li> <li>• Quarterly Wage Reports for out-of-state employee(s) are required.</li> <li>• If QWR (DE9 and DE 9C) reflects a 50% change in census, a current payroll will also be required. This change applies to new hires, terminations, waivers, declinations or seasonal/temporary employees.</li> </ul> <p><b>Employers with 10 or more eligible employees, submit one of the following:</b></p> <ul style="list-style-type: none"> <li>• A completed and signed Participation Certification Form.</li> <li>• Quarterly wage and tax statement.</li> <li>• If in business less than one year, at least one applicable tax document. Refer to the Type of Company &amp; Length of Time in Business section.</li> <li>• For owner-only groups, at least one applicable ownership document based on length of time in business.</li> </ul>
<b>Payroll Record Requirements</b>	<p>A QWR (DE9 and DE 9C) is required for all groups that have been in business more than one year; a current two-week or quarterly payroll statement may be submitted in lieu of a QWR. Groups with employees residing outside the state of California must provide a QWR from the respective states. Payroll will not be accepted for out-of-state employees. Groups comprising family members must always provide a QWR. In-house payroll may be generated from payroll</p>

Category	Explanation/Requirements				
<b>Payroll Record Requirements (continued)</b>	<p>software programs such as Quicken, QuickBooks, Peachtree, etc. for groups that have been in business less than a year. Payroll from a payroll record service (e.g., ADP, PayChex, Wells Fargo) is acceptable and must include all of the following:</p> <ul style="list-style-type: none"> <li>• Dated payroll and/or date of pay period (most recent two weeks of payroll prior to requested effective date).</li> <li>• All pages submitted, including all employee wages paid, hours worked per pay period, withholdings and grand totals.</li> <li>• Name of company.</li> <li>• All employees marked to indicate employment status: part-time (PT), full-time (FT), terminated (T), seasonal (S), etc. Include last day worked for all terminated employees. An Enrollment Form/Health Statement or Waiver is required for all terminated employees within the election period for COBRA/Cal-COBRA.</li> <li>• If there are new hires who do not appear on the payroll – write their name(s), Social Security number(s) and date(s) of hire on the bottom of the payroll.</li> <li>• Include all employees’ gross and net income, total taxes withheld (itemized) and company total/summary.</li> </ul>				
<b>Proof of Ownership</b>	<p>Proof of ownership is required for all eligible enrolling (and/or waiving) owners not appearing on the Quarterly Wage and Tax Report.</p>				
	<table border="1"> <thead> <tr> <th data-bbox="440 974 732 1016">Type of Business</th> <th data-bbox="732 974 1344 1016">Required Documentation</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 1016 732 1919"> <b>Corporations</b> </td> <td data-bbox="732 1016 1344 1919"> <ul style="list-style-type: none"> <li>• <b>In business &lt; 1 year:</b> S-Corps and C-Corps: Articles of Incorporation, IRS or Secretary of State letter indicating issued tax ID number and two-week payroll/quarterly wage and tax (if filed) are required.</li> <li>• <b>In business &gt; 1 year:</b> S-Corps: A wage and tax statement or quarterly payroll (if prepared by a payroll company) and IRS Schedule K-1 (Form 1120s) for all owners/ officers (current tax year) if one or more of the owners does not appear on the wage and tax statement.  C-Corps: A wage and tax statement or quarterly payroll (if prepared by a payroll company) and IRS Form 1120 (Pages 1 and 2) and IRS 1120 Schedule G and IRS Form 1125-E, which includes all owners. If the IRS Form 1120 does not include all owners, a letter from the owners’ lawyer or CPA identifying all owners and their percentage of ownership is acceptable.</li> </ul> <p>Note: Groups comprising family members must provide separate tax or QWR documentation showing there is an owner and full-time W-2 employees. Spouse-only, owner-only groups and sole proprietors are not eligible unless there is at least one eligible common law employee enrolling.</p> </td> </tr> </tbody> </table>	Type of Business	Required Documentation	<b>Corporations</b>	<ul style="list-style-type: none"> <li>• <b>In business &lt; 1 year:</b> S-Corps and C-Corps: Articles of Incorporation, IRS or Secretary of State letter indicating issued tax ID number and two-week payroll/quarterly wage and tax (if filed) are required.</li> <li>• <b>In business &gt; 1 year:</b> S-Corps: A wage and tax statement or quarterly payroll (if prepared by a payroll company) and IRS Schedule K-1 (Form 1120s) for all owners/ officers (current tax year) if one or more of the owners does not appear on the wage and tax statement.  C-Corps: A wage and tax statement or quarterly payroll (if prepared by a payroll company) and IRS Form 1120 (Pages 1 and 2) and IRS 1120 Schedule G and IRS Form 1125-E, which includes all owners. If the IRS Form 1120 does not include all owners, a letter from the owners’ lawyer or CPA identifying all owners and their percentage of ownership is acceptable.</li> </ul> <p>Note: Groups comprising family members must provide separate tax or QWR documentation showing there is an owner and full-time W-2 employees. Spouse-only, owner-only groups and sole proprietors are not eligible unless there is at least one eligible common law employee enrolling.</p>
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Category	Explanation/Requirements
Proof of Ownership (continued)	<p>Provide copy of group’s active status within California Secretary of State portal with the group submission.</p>
	<p><b>Partnership/LLP</b></p> <ul style="list-style-type: none"> <li>• <b>In business &lt; 1 year:</b> A Partnership Agreement listing all partners, IRS or Secretary of State letter indicating issued tax ID number, and a two-week payroll/quarterly wage and tax statement (if filed) for employees are required.</li> <li>• <b>In business &gt; 1 year:</b> A wage and tax statement or quarterly payroll (if prepared by a payroll company) is required for employees other than partners in the group. IRS Schedule K-1 (Form 1065) for all partners (current tax year) is required if one or more of the partners does not appear on the wage and tax statement. A Partnership Agreement is acceptable if the Schedule K-1 has not been filed. A copy of the filing extension is required at time of submission.</li> </ul> <p>Note: Groups comprising family members must provide separate tax or QWR documentation showing there is an owner and full-time W-2 employees. Husband/wife groups, owner-only groups, and sole proprietors are not eligible unless there is at least one eligible common law employee enrolling.</p> <p>Provide copy of group’s active status within California Secretary of State portal with the group submission.</p>
	<p><b>Limited Liability Company (LLC)</b></p> <ul style="list-style-type: none"> <li>• <b>In business &lt; 1 year:</b> An LLC Agreement signed by all managers/members/parties, IRS or Secretary of State letter indicating issued tax ID number, and a two-week payroll/quarterly wage and tax (if filed) for all employees (other than those bound by the LLC Agreement) are required.</li> <li>• <b>In business &gt; 1 year:</b> A wage and tax statement or quarterly payroll (if prepared by a payroll company) is required for all employees. A Schedule K-1 or Schedule C is required for all owners/partners if one or more of the owners does not appear on the wage and tax statement.</li> </ul> <p>Note: Groups comprising family members must provide separate tax or QWR documentation showing there is an owner and full-time W-2 employees. Spouse-only, owner-only groups and sole proprietors are not eligible unless there is at least one eligible common law employee enrolling.</p>



Category	Explanation/Requirements
<b>Proof of Ownership (continued)</b>	<hr/> <p data-bbox="440 321 722 352"><b>Sole Proprietorship</b></p> <ul data-bbox="738 321 1349 1318" style="list-style-type: none"> <li data-bbox="738 321 1349 520"> <p data-bbox="738 321 1006 352">• <b>In business &lt; 1 year:</b></p> <p data-bbox="738 359 1349 520">Business License listing the owner name, IRS or Secretary of State letter indicating the issued tax ID number and a two-week payroll/quarterly wage and tax statement (if filed) for all employees not listed on the Business License are required.</p> </li> <li data-bbox="738 541 1349 1066"> <p data-bbox="738 541 1006 573">• <b>In business &gt; 1 year:</b></p> <p data-bbox="738 579 1349 636">A wage and tax statement or quarterly payroll (if prepared by a payroll company) is required.</p> <p data-bbox="738 657 1349 714">IRS Schedule C (Form 1040) is required for all owners.</p> <p data-bbox="738 735 1349 833">A Schedule C (Form 1040) is required if the sole proprietorship is in the business of renting personal property.</p> <p data-bbox="738 854 1349 911">A Schedule E is required if the sole proprietorship is in the business of renting commercial property.</p> <p data-bbox="738 932 1349 1066">If the spouse of a sole proprietor is an employee and not listed on the wage and tax statement, a current W-2, two-week payroll or Schedule SE (Self-Employment) is required.</p> </li> </ul> <p data-bbox="738 1087 1349 1318">Note: Groups comprising family members must provide separate tax or QWR documentation showing there is an owner and full-time W-2 employees. Husband/wife groups, owner-only groups and sole proprietors are not eligible unless there is at least one eligible common law employee enrolling.</p>
	<hr/> <p data-bbox="440 1329 722 1360"><b>Church</b></p> <p data-bbox="738 1329 1349 1434">Churches must provide an IRS Form 941 or 940 and a two-week payroll/quarterly wage and tax statement (if filed) for all employees of the church.</p>
	<hr/> <p data-bbox="440 1444 722 1476"><b>Farm</b></p> <p data-bbox="738 1444 1349 1549">A farm must file an IRS Schedule F (Form 1040) and a two-week payroll/quarterly payroll/quarterly wage and tax statement (if filed) for all employees.</p> <hr/>

# Standard administrative options/Post-sale

Category	Explanation/Requirements
<b>Deductible Credit</b>	For new groups, UnitedHealthcare will credit members for the amount of the deductible satisfied under the prior carrier’s plan during the same calendar year. This applies to like plans within similar product types. There is no deductible credit for outpatient prescription drug coverage. Deductible credit is applicable for calendar year to calendar year plans only. Credit is limited to the lesser of the plan deductibles or actual experience. Members enrolling after open enrollment are not eligible for deductible credit.
<b>Employer Application</b>	<ul style="list-style-type: none"> <li>• All questions answered.</li> <li>• Select Waiting Period.</li> <li>• List employer premium contribution percentage or dollar amount for all coverages selected.</li> <li>• Sign and date the group application within six months of the requested effective date.</li> </ul>
<b>HRA, Gap and Self-Funding Arrangement Guidelines</b>	Carrier does not endorse or monitor the offering of an HRA, please seek CPA counsel to confirm if the business structure is eligible for a reimbursement arrangement.
<b>Employee Enrollment Forms</b>	<ul style="list-style-type: none"> <li>• All Employee Enrollment Forms must be signed and dated (UnitedHealthcare requires the signature date to be within six months of requested effective date).</li> <li>• Completed Employee Enrollment Forms for all employees in their waiting period if the employer is waiving the waiting period on the group’s requested effective date.</li> <li>• Date of hire listed on all Employee Enrollment Forms.</li> <li>• If Medicare is Primary – UnitedHealthcare requires a copy of each individual’s Medicare card to verify enrollment in Parts A and B.</li> <li>• A copy of the Medicare ID card may be required for employees (waiving or enrolling) to confirm participation.</li> <li>• All forms must be completed in their entirety.</li> </ul>
<b>Waiver Requirements – Employee Enrollment Forms</b>	<ul style="list-style-type: none"> <li>• Complete Employee Enrollment/Waiver of Coverage Form for all eligible employees and dependents not electing to enroll.</li> <li>• A copy of the current carrier ID card is required to confirm participation requirements.</li> <li>• Reason for declining must be clearly indicated.</li> <li>• Waiver section signed and dated within six months of the effective date.</li> </ul>

# Standard eligibility provisions/Post-sale

Category	Explanation/Requirements
<b>Participation Requirements</b>	<ul style="list-style-type: none"> <li>• A minimum of 60% participation is required for contributory groups, excluding COBRA participants.*</li> <li>• <b>Groups offering the UnitedHealthcare Choice Simplified Package and a staff model<sup>^</sup></b> — There must be at least 60% participation between the participating carriers with five California employees enrolling with UnitedHealthcare, excluding COBRA participants.* A complete copy of the most recent billing statement from the current carriers reflecting employee census and applications/waivers from any employees not reflected on the billing statement.</li> <li>• <b>Groups offering the UnitedHealthcare Multi-Choice<sup>®</sup> State Package and a staff model<sup>^</sup></b> — There must be at least 60% participation with UnitedHealthcare, excluding COBRA participants.* A complete copy of the most recent billing statement from the current carriers reflecting employee census and applications/waivers from any employees not reflected in the billing statement.</li> <li>• <b>Additional participation guidelines for all groups applying for coverage</b> <ul style="list-style-type: none"> <li>○ When the employer contributes 100% toward the employee premium, 100% of Eligible Employees must enroll (unless waiving for other group coverage).</li> <li>○ COBRA participants and employees in waiting period are not considered Eligible Employees and are not included when determining the participation requirement.</li> </ul> </li> <li>• Excluding valid waivers for spousal group coverage through another employer’s plan, parental group coverage through another employer’s group plan for a dependent up to age 26, spousal COBRA/state continuation, Medicare (Parts A and B required), TRICARE or at no- cost, government-sponsored plans including an Exchange. Individual waivers are considered valid waivers for non-grandfathered groups beginning January 2014. This does not apply to groups written or renewed in 2013.</li> </ul> <p><sup>^</sup>May write alongside 2 other carriers; must be a staff-model carrier. Eligible staff models include Chinese Community Health Plan, Kaiser, MediExcel, Sharp, SIMSA, Sutter and Western Health Advantage. May not write alongside California Choice or Covered California.</p>
<b>Out-of-State Eligibility</b>	<p>UnitedHealthcare products — No more than 25% of the group may be located in Vermont. Contact your local sales executive for information on network availability rules that may impact non-CA residents.</p>
<b>Effective Dates</b>	<ul style="list-style-type: none"> <li>• <b>1st of the month effective date for UnitedHealthcare products.</b> <ul style="list-style-type: none"> <li>○ All required case installation documentation must be received by the fifth working day of the month for coverage effective the first of the month.</li> <li>○ A group must be approved by underwriting no later than the 15th of</li> </ul> </li> </ul>

Category	Explanation/Requirements
	<p>the month, after the requested effective date.</p> <ul style="list-style-type: none"> <li>• <b>15th of the month effective date for UnitedHealthcare Navigate®, Core, Select Plus, Select Plus Direct, Select Plus HSA and Traditional.</b> <ul style="list-style-type: none"> <li>○ All required case installation documentation must be received by the 20th of the month in order for coverage effective the 15th of the month.</li> <li>○ A group must be approved by underwriting no later than the 30th of the month, after the requested effective date.</li> </ul> </li> </ul>
<b>Retiree Coverage</b>	Retiree coverage is not available.
<b>Effective Date</b>	1st of the month only for HMO or HMO and PPO joint-marketed plans. 1st or 15th of the month if PPO plans only (no HMO plans may be selected).
<b>Grace Period (Does not apply to HMO)</b>	30 days. (This is the number of days during which UnitedHealthcare will wait for payment without terminating the group. This is not necessarily an interest-free period.) Payment is due the 1st of each month. If no payment is received within 10 days after the due date, the collection process will start. A reinstatement charge will be assessed to reinstated groups. Only one reinstatement is allowed during a contract year and is not guaranteed.
<b>Delinquent Policy</b>	A policy that is not paid by the due date is considered delinquent and late charges may be assessed against any delinquent policy.
<b>Mandatory Enrollment into Products</b>	If the employer contributes 100% toward medical or ancillary products premium (Life and AD&D Dependent Life and/or Group Dental), then all employees must elect that product's coverage. (100% contribution requires 100% participation, unless waiving for other group coverage.)
<b>Date of Birth Calculation (Age-Banded Rate Changes)</b>	<b>Renewal rule:</b> A member's billing age will be increased on the first billing due date following the group's renewal.
<b>Open Enrollment Period</b>	Month prior to renewal.
<b>Medical Cards</b>	Mailed to employee's home.
<b>Certificate of Coverage</b>	Mailed to employer for distribution to employees.
<b>Covered Eligibles (Please reference Page 2 for additional eligible dependent criteria)</b>	<ul style="list-style-type: none"> <li>• Employee's spouse/registered domestic partner as determined by the employer.</li> <li>• Child(ren) of the enrollee or spouse/registered domestic partner up to age 26.</li> <li>• Adopted children.</li> <li>• Dependents such as nieces and nephews who are court-ordered to be covered by member's group plan.</li> </ul>
<b>Invoice Frequency</b>	Monthly.
<b>Dependent Maximum Age Limits</b>	Child(ren) of the enrollee or spouse/registered domestic partner up to age 26. charges may be assessed against any delinquent policy.
<b>Effective Date for New Hires</b>	Maximum waiting period is 90 days.
<b>Minimum Hours Worked Per Week to Be Eligible</b>	An average of at least 30 hours per week (full-time) over the course of a month. Permanent employees who work 20–29 hours per week can also be eligible employees if the employer elects to offer coverage to these part-time

Category	Explanation/Requirements
	employees.
<b>Effective Date of Termination</b>	Last day of the month in which the term occurs.
<b>Date for Status Change</b>	<ul style="list-style-type: none"> <li>• 1st of the month following change.</li> <li>• Newborns, new marriages and late adds with a qualifying event that we are notified of within 30 days are added on the date of the event.</li> </ul>
<b>Events</b>	Newborn; marriage; registered domestic partner; divorce; adoption; death; loss of other coverage.
<b>Dual Coverage (Employee works for two employers and is covered under both policies)</b>	Not allowed.
<b>Double Coverage (Husband/Wife work for same employer and cover each other)</b>	Not allowed.
<b>Employer Plan Termination</b>	<p>UnitedHealthcare may terminate group coverage for:</p> <ul style="list-style-type: none"> <li>• Nonpayment of premiums. (The group is liable for payment of premiums for the entire term the policy/agreement is in force, including the grace period.)</li> <li>• Not meeting contribution requirements. (30 days' advance notice)</li> <li>• Not meeting participation requirements. (30 days' advance notice)</li> </ul>
<b>Voluntary Termination</b>	Coverage may be terminated by the group, after at least 30 days' prior written notice to UnitedHealthcare. The written notice must be signed by an officer of the group.
<b>Groups Previously Terminated for Nonpayment</b>	Reinstatement must be requested within 60 days of the date coverage is terminated for nonpayment. If approved, a reinstatement charge will be assessed to any reinstated group. Reinstatement will not be offered once a group has been terminated for nonpayment three times.



# Spinoff groups policy

Category	Explanation/Requirements
<b>What is a spinoff group?</b>	A spinoff group is a company that is being formed from employees of an existing company branching out on their own, thus forming a new group. The employees forming this company are no longer employed by the larger company and are applying for coverage on their own under a new policy/agreement.
<b>What information needs to be sent when a spinoff group is submitted and how do we review a spinoff group?</b>	<p>The group must be spinning off of an existing UnitedHealthcare group and is subject to the following:</p> <p>Although these types of spinoff groups are newly formed, they are not subject to the 50% of the preceding calendar quarter/year rule. All spinoff groups, including the spinoff group as well as the group it is spinning off from, must be reviewed and approved by Underwriting. This may result in adjustments to rates and/or bill type.</p> <p>The following requirements need to be included in every submission:</p> <ul style="list-style-type: none"> <li>• Case Submission cover page (1-100).</li> <li>• Completed Employer Group Application for the new group.</li> <li>• Current State Wage &amp; Tax, current two weeks or quarterly payroll report. Refer to the applicable Proof of Ownership, Quarterly Wage Report and Payroll Record Requirement Guidelines.</li> <li>• A letter, on company letterhead, that explains the request and effective date.</li> <li>• Employee Enrollment Forms and Declinations for all Eligible Employees.</li> <li>• Group Acceptance Form for the new group.</li> <li>• Binder Premium Check.</li> <li>• These groups will not be considered under start-up groups.</li> </ul>

## Acquisition guidelines

<b>The following information is needed to review the acquisition</b>	<ul style="list-style-type: none"> <li>• Letter from group with the explanation of request and effective date.</li> <li>• Completed Group Application.</li> <li>• Completed Employee Enrollment Forms or Waivers.</li> <li>• Proof of the acquisition (acquisition agreement).</li> <li>• Proof of ownership (newly formed articles, purchase agreement or tax documentation documenting the acquisition).</li> <li>• Current carrier census/plan and current carrier bill.</li> <li>• Copy of the current QWR, or two weeks or quarterly of payroll reports.</li> </ul>
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# Start-up groups

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## Start-up Groups

A start-up group must meet all small group requirements except for the length of time in business. UnitedHealthcare will consider start-up groups that have been in business for at least six weeks with two weeks of payroll that support length of time in business. Evidence of time in business must be supported by payroll records. The payroll records must cover at least one eligible employee. Acceptable payroll must include:

- Company name.
- Dates of pay periods.
- Employee names, wages paid, withholdings and grand totals.
- The payroll submitted must be copies of each payroll register for each pay period covered. Individual payroll/pay stubs, estimated payroll, payroll summaries or handwritten journals are not acceptable.

The group must have and must maintain the business licenses and/or appropriate state filings allowing the company to conduct business in the state of California.

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# Professional employer organization (PEO) guidelines

Underwriting Guidelines for Small Business groups (1-100) terminating their PEO Arrangement:

**PEO or leased employees are considered employees of the PEO company.** Employers who utilize the services of a PEO generally do not meet the definition of a small employer as the transfer of employees to the PEO in effect severs the employer/ employee relationship. As a result, United Healthcare will not consider these employers eligible for coverage under the small group book of business.

An employer group that dissolves its relationship with the PEO and reestablishes the employer/employee relationship will be considered for small group coverage with a coverage date on or after the termination date of the PEO arrangement. The employer group must meet the definition of an AB 1672/SB 125 employer and must have maintained 1-100 employees for 50 percent of the previous calendar quarter or 50 percent of the previous calendar year in order to be considered guaranteed issue.

**Submission requirements.** In addition to all other standard new business documentation/paperwork, the following is also required from groups applying that have terminated their PEO arrangements:

1. A copy of the prior carrier bill from the PEO with employee census confirming prior coverage.
2. A copy of the contract termination letter sent from the PEO to the client (employer) business. This letter is generated by the PEO and verifies the cancellation of the leasing arrangement as well as the cancellation date.
3. At least two weeks of payroll from a legitimate payroll company for the employer group. The payroll must be issued in the name and Tax Identification Number of the individual employer group, not the PEO. In the event a DE 9C or payroll is unavailable, groups must provide the following:
  - A copy of six weeks of chargeback invoices from the PEO to establish AB 1672/SB 125 for a 1-100 small employer.
  - A letter from the company owner/officer stating the following: the company has canceled its contract with the PEO and the effective date of cancellation; approval is contingent upon United Healthcare receiving, within 45 days of the effective date, 30 days of payroll records for all employees; and United Healthcare reserves the right to rescind or non-renew coverage if payroll documentation is not provided in a timely manner, or it does not meet United Healthcare criteria for enrollment eligibility.



- Groups are still subject to normal new business requirements including, but not limited to, business owner documentation and/ or applicable tax forms, prior carrier billing, etc.

The employer group must have offered the employees' health insurance previously through the PEO. United Healthcare will not consider the employer group eligible until the employer can meet the definition of a small group employer by satisfying the previous calendar quarter/year test.

**Underwriting guidelines for small groups with a PEO arrangement for payroll purposes only:**

A small group employer that utilizes the services of the PEO for payroll purposes alone and the PEO otherwise does not act as a "co-employer," United Healthcare will offer coverage to the small group client company without requiring the employer to terminate their PEO contract.

1. United Healthcare will only enter into a contract with the "client company" (the employer group) of the PEO.
2. The client company must meet the definition of a 1-100 small employer depending upon the benefit coverage request.
3. Only an officer of the client company may enter into, and sign, the insurance contract; it cannot be signed by the PEO and/or PEO "co-employer."
4. United Healthcare must be the sole provider of health insurance.
5. If the employer group currently has United Healthcare health coverage offered or sponsored through a PEO that is covered as an active United Healthcare mid-market group (ADP or Administaff, for example), they will not be considered eligible for coverage as a separate small employer unless they terminate their PEO relationship.
6. To qualify on a guaranteed issue basis, the group must meet the criteria outlined in the Employer/Employee Eligibility section on Pages 1-2.

**Submission requirements.** In addition to all other standard new business documentation/paperwork, the following is also required from groups applying with PEO arrangements for payroll purposes only:

1. United Healthcare will accept documentation from the PEO or payroll record service that is issued on behalf of the individual employer.
2. This documentation must be in the form of a payroll report from a legitimate payroll record service, issued in the name and Tax Identification Number of the individual employer group. The payroll records may not contain employees of any other PEO client company.
3. Presuming the group can provide the "employer-specific" wage/tax or payroll documentation, it will be considered eligible to apply for small group coverage and will not be required to terminate its PEO contract.
4. If the group cannot provide the specific wage/tax or payroll noted above, a "co-employer" relationship with the PEO will be determined to exist and the client company will not be eligible to apply unless/until the PEO contract is terminated.

Exclusions and coverage limitations are detailed in the Certificate of Coverage/Evidence of Coverage. If this document conflicts in any way with the Certificate of Coverage/Evidence of Coverage, the Certificate's provisions prevail.

## Multi-site quick reference

To determine the Base Location State (BL) for a new group, count all enrolling employees in all locations (including commonly owned affiliate locations, if applicable). The following represents the order of priority for determining the Base Location State. Employees are considered to be “employed” in a particular state based on the information reported by the policyholder/employer in the applicable Wage & Tax Statement(s).

1. The state where the MAJORITY (>50%) of enrolling employees are employed.
2. If no majority exists, the BL is the state where the PLURALITY (i.e., most) of enrolling employees are employed.
3. If no majority or plurality exists, use the employer’s PRIMARY BUSINESS LOCATION (PBL) to determine BL.
  - a) Primary Business Location is where the business has filed their Articles of Incorporation. There may or may not be an actual physical building in the state where the Articles of Incorporation have been filed.
  - b) If the PBL represents <10% of the enrolled employees, contact your sales executive for guidance.
4. Once the BL has been established:

Review the BL state definition for small business and confirm that the group meets the definition of small business. If the group does not meet the applicable state’s definition of small business, consult with your sales executive.
5. Other things to consider:
  - a) If possible, avoid using an employee’s residential address to determine BL.
  - b) If there is a conflict between these guidelines and state regulations, always defer to the state regulations.
  - c) Call your sales executive with questions or unique scenarios and for information on network availability rules that may impact non-CA residents.

Note: COBRA employees are not counted for determining base employer location.

- Employees in the waiting period are not counted for determining base location.
- The rules for determining the eligible employees used for meeting participation requirements are unchanged from current practice.
- UnitedHealthcare alongside staff model groups requires at least five medical enrolling employees that reside and work in California enrolling with UnitedHealthcare. These groups must also meet underwriting guidelines.

**United  
Healthcare**

Premium rates and/or product forms included herein are subject to approval by regulators. If the rates or product forms offered herein are subsequently modified by regulators, we will immediately advise you of the change in plan design and retroactively adjust premium in subsequent billings, in accordance with applicable law.

Core and Select Plus coverage are provided by or through UnitedHealthcare Insurance Company.

The Navigate network included herein is subject to approval by regulators. If the Navigate network offered herein is subsequently modified by regulators, we will immediately advise you of the change in network, in accordance with applicable law. Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Healthcare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).

2194-111408PCA-HMOINS-LD

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