



Frequently Asked Questions

Our business just enrolled in a group plan, what happens to our coverage?

Small group policies unlike individual plans, do not all have calendar year policy terms and will remain in effect until their renewal date – at which point they will need to select a different carrier.

Our business is enrolled in an “employee choice” plan through the Small Business Health Options or “SHOP,” how does this affect us?

If your company offers an “employee choice” plan through the SHOP, Community Health Options will not be one of the available carriers for 2017.

Our business employs people who are New Hampshire residents; will they have to change doctors?

No, Health Options will retain New Hampshire providers as part of its regional network. Many Health Options members utilize the regional network, accessing in-network providers in New Hampshire, and this will continue to be supported.

Additionally, Members who reside in Maine and who access health services at border hospitals and health centers in New Hampshire can continue accessing health services from in-network providers in New Hampshire as well as at select facilities and providers in eastern Massachusetts and Vermont.