



Broker Briefing

Update on SOLO Underwriting Media Coverage

Recently, Rocky Mountain Health Plans has received media attention regarding the recent denial of SOLO coverage for an infant that is above the 95th percentile in weight. While it is unfortunate that we are the subject of negative media coverage, we want to emphasize our commitment to our Members and to our mission of providing quality health care to the Colorado community. We would also like to take this opportunity to provide you with some things to remember if you are contacted by your customers with questions about our policies.

First, when this situation was brought to our attention, we took ownership of our SOLO underwriting policy pertaining to infants. We addressed and changed the policy. Here at Rocky Mountain Health Plans, we do not need to endure the delay of referring issues to committees or working through national bureaucracies.

Second, we didn't ignore the situation, we fixed it. Because of who we are, we can act quickly and were able to change our policy in less than a day.

Third, we are committed to the people of Colorado and to doing the right thing. The right thing in this case is to cover healthy babies and we are pleased we now have a policy in place that covers the baby that was previously denied and will cover other heavy weight, healthy babies.

We are proud of the fact that Rocky Mountain Health Plans can act quickly and decisively. When we see a problem, we work to fix it with the goal to do all we can to make it easier for the people of Colorado to get the coverage they need.

We sincerely value your trust and commitment to our organization and appreciate your business partnership.

As always, if you have any questions, comments or need assistance, please call your Rocky Mountain Health Plans or CNIC Account Executive.

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