

# The Smooth Start Guarantee

Choosing Fallon Health for your company's health insurance just got easier.  
We guarantee the transition will be smooth.

Fallon understands the need for your business to be able to transition smoothly to your new Fallon Health plan. That's why we offer businesses with 51-99 subscribers the Smooth Start Guarantee.

## What are the benefits of the Smooth Start Guarantee?

With the guarantee, you get:

- A dedicated Implementation Manager
- A dedicated Account Manager
- Member ID cards in the mail within 8 business days of Fallon receiving a completed employer group application, a binder check and completed enrollment forms
- Accurate premium bill rates
- Personal welcome calls to new members within 30 days of the plan effective date

Plus, the Fallon Sales team will partner with you to coordinate all aspects of open enrollment educational sessions and provide your employees with the information they need to make a smooth switch to Fallon.

Should we not meet the parameters of the Smooth Start Guarantee outlined above, Fallon will give your company a one-time premium credit of \$5,000—further proof of our commitment to make your switch to Fallon Health as smooth as possible.

## Moving forward with Fallon

Fallon is dedicated to working with you to provide affordable solutions to meet your needs. We offer an expansive portfolio of commercial products and features, including:

- Broad and limited network plans
- Wide selection of plan designs
- Integration of an HRA through our wholly owned subsidiary, UltraBenefits or your preferred vendor
- HSA-compatible plans offered in partnership with Health Equity Partners or your preferred vendor

Your employees can also download the Fallon Member ID Card app for free from the iTunes App Store or Google Play. This app allows members to view their ID card, and to see any copayments they might have. Call Customer Service at 1-800-868-5200 for details.

## To learn more

Call your Sales Executive or Account Manager for qualifying plan designs—or reach out to Fallon through the contact information below—to learn how we can help your business maximize health care savings.

**1-866-473-4636**  
**newsales@fallonhealth.org**



**Our guarantee:  
Your member  
ID cards will  
be mailed  
within**

**8**

**business days**