

New Group Implementation

Event	Anticipated and Approximate Timeline
Welcome email to client to set-up Welcome Call	5 business days from receipt of complete enrollment package
Temporary medical ID sent (no Rx information)	2 business days from Welcome Call
New members in Meritain Health System	5 business days from Welcome Email
Permanent ID cards mailed to employer (includes Rx info)	10 business days from Welcome Email (+ two days for delivery)
Prescription benefits in system	15 business days from time drug card set-up documents submitted to Scrip World
Healthcare Bluebook	45-to-60 days