

the  
**VOICE**



*Providing qualified Oklahomans with access to affordable health care!*

## **Insure Oklahoma Agent Blast - May 2012**

### **HOLIDAY HOURS**

State Agency Will Be Closed for Memorial Day- Monday, May 28, 2012

### **HELPLINE**

The IO helpline will be closed from 11:30 AM to 1:30 PM - Thursday, May 31, 2012.

### **INVOICE FROM INSURANCE CARRIER**

If you have the insurance carrier manually create an invoice for you, please note **“this is a manually created invoice”** on the top of the invoice page.

### **PIN LETTERS**

Remember that last year’s PIN’s are still active and may be used for renewals. When the new groups receive the PIN letters please remind them to keep copies of employees PIN on file for future use.

### **FAXES**

Remember to include the total number of pages when sending faxes. If pages are missing IO will know and can contact you. Also, do not send items for multiple individuals/groups in the same fax. If they are faxed in separate batches it is easier for IO to get the documents to the right worker and into the correct file. [Cover Sheet](#) – Fax (405) 530-3433

### **MAINTENANCE**

The DHS maintenance downtime is every Thursday from 7:00 PM to 7:00 AM Friday morning. This can affect enrollment processing during these times.

### **INVOICE PAYMENTS**

Please remember that when invoices are sent in for the next month, they do not pay out until the first subsidy payment cycle for that month. Please view the link [ESI Payment Schedule](#) to view Employer Invoice Due Date and Subsidy Payment Schedule

For example, a September invoice received and entered in August will not pay out until September 6, 2012. Please do not resubmit the invoices when the employer does not see it on the payment cycle for August. They will not receive it until September.

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