



Frequently Asked Questions: Employers

Why should I choose Promise Health Plan?

We are taking bold steps to ensure that healthcare is both affordable and high-quality for our local communities and businesses. Promise Health Plan builds bespoke self-funded solutions that ensure local businesses and their employees thrive.

How does Promise Health Plan compare to traditional networks?

Promise Health Plan's tiered network allows customers to enjoy an enhanced level of benefits at a lower cost through our local Clinically Integrated Network, while also providing national network access.

What facilities/providers are in the Promise Health Plan system?

Our clinically-integrated network includes 27 hospitals, 892 practice locations, and 6,016 providers, ensuring employees have the power to choose the provider that's right for them. To search for a Promise Health Plan provider, visit myPromiseHealthPlan.com.

What type of health plans will be offered?

Level-Funded Plan

Our Level-Funded Plan is a hybrid solution for employers wanting to experience the benefits of self-funding with predictable monthly costs, access to Prisma Health's Clinically Integrated Network, and flexible plan options. Members receive competitive network access fees and an enhanced patient experience.

Traditional Self-Funded Plan

Our Traditional Self-Funded Plan is a turnkey solution that provides best-in-class cost containment, utilization management, and stop-loss solutions through our TPA and PBM partners. Members of our Traditional Self-Funded Plan receive high-quality care through our Clinically Integrated Network.



Our captive solution is a best-in-class, turnkey captive solution backed by Roundstone and bolstered by a well-established employer pool. ProCaptive allows smaller employers a sustainable and affordable way to enjoy the perks of self-funding by bringing together innovative cost-containment solutions and a vast network of value-based providers.

HEADQUARTERS:

300 E McBee Avenue, Suite 501
Greenville, SC 29601

Contact: 833-706-1287



Scan the QR code or visit
PromiseHealthPlan.com
to learn more.

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Does Promise Health Plan require a Primary Care Physician (PCP)?

Promise Health Plan does not require members to select a Primary Care Physician (PCP) to manage their care, but it is highly encouraged.

What is your minimum/maximum group size?

Promise Health Plan will write employer groups with 25 or more enrolled employees.

When will health plans be available for quoting?

Promise Health Plan is open for business and prepared to provide proposals for effective dates on or after January 1, 2024.

What is the quote process?

To submit an RFP, download Promise Health Plan's RFP form at promisehealthplan.com/contact-us.

What is the implementation process?

For new employer groups, we recommend allowing 45-90 days in advance of the effective date to complete the following onboarding process:

1. Client selects the product/services
2. Client attends a kickoff meeting
3. Client answers important questions required for onboarding
4. Open enrollment occurs, and member materials are distributed
5. Client fills out and returns the eligibility template
6. ID cards are made available via portal/app
7. Effective date established and ID cards are mailed to members

How do employees contact customer service?

Members can call the customer service number on their ID card to speak with a dedicated service representative.

How is billing for coverage handled?

Claim submission information is reflected on the members ID card.

What reporting is available?

We provide robust claims reporting that can be customized to meet your needs. Medical claims reporting updates weekly within the reporting system, and PBM data updates monthly. Reporting is available through the employer portal and can also be set up to be emailed to you directly.

For more information on Promise Health Plan solutions, please contact:

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PromiseHealthPlan.com

