

## Exhibit D – Filing Directions

### **Standard Health Applications**

- A. All versions of the standard health applications Exhibit A and Exhibit B must be filed with the Department in accordance with the filing procedures established by 50 Ill. Adm. Code 916. These forms must be attached under the SERFF Form Schedule Section when filed through SERFF.
1. Filings for online versions of the standard health application must include screen shots of every application page that an applicant could encounter when completing the application online, as well as a copy of a sample completed application to be made available for printing or saving by the applicant after submission.
- B. A standard health application must contain verbatim the text of Exhibit A or Exhibit B, and may not vary from the format of Exhibit A or Exhibit B, including with respect to font size, use of bold character and underlining, line spacing, and the order of questions or sections within the application, except that:
1. Online versions of the standard health applications may vary from the format of Exhibit A or Exhibit B to the extent such variation allows an applicant to more easily complete and submit the online application.
  2. A standard health application may not contain logos, addresses, or other carrier-specific information or identifiers, except that the carrier's NAIC number must appear in the bottom right hand corner of each page.
  3. Instruction #4 on page 1 of Exhibit B shall only be included in online versions of the standard health applications.
  4. A carrier's name may be preprinted in one of the six designated spaces for carrier names on page 1 of Exhibit A or page 11 of Exhibit B.
  5. The format of a standard health application filed pursuant to this Bulletin may vary from the format of Exhibit A or Exhibit B in other ways at the discretion of the Director.
- C. Carriers may require applicants to complete, in addition to the standard health application, a separate administrative section as necessary to address plan selection, billing, and other carrier-specific needs related to the application and enrollment process. All such administrative sections must be filed with the Department in accordance with the filing procedures established by 50 Ill. Adm. Code 916. Administrative sections must be filed under a separate form number from the standard health application(s), and must be attached under the SERFF Form Schedule Section when filed through SERFF.
1. Administrative sections may not contain questions that inquire about the health status or health history of any applicant.
  2. Administrative sections may be attached to the front or back of a standard health application, but must constitute a separate and distinct section that may be detached from the standard health application. Administrative sections must contain carrier-specific

logos and addresses to distinguish those sections from the standard health applications.

3. An administrative section need not be filed with the Department under this Bulletin if the entire administrative section has been previously approved by the Department under a unique form filing number (and such approval remains in effect).
- D. A filed application must be accompanied by a properly completed and executed officer's Certification of Compliance (Exhibit C). Exhibit C must be submitted under the SERFF Supporting Documentation Section when filed through SERFF.
1. For multiple company filings it is permissible to submit a single certification for all of the filings, but only if the company officer signing such certification has authority to sign on behalf of all of the companies, and if each company submits its own separate Form Number listing indicated on the Certification.
- E. Once a filing has been received by the Department it is added to our system. This system produces a postcard that is sent to the company verifying that the filing has been received. In addition, SERFF filings will be designated as "Certification Received" in the State Status box in the SERFF filing.
- F. Any filings submitted by CD-ROM must be mailed to the Department's Springfield address for processing:
- Illinois Department of Insurance  
LAH Compliance Section  
320 W. Washington  
Springfield, IL 62767
- G. Companies currently change filings frequently after they are submitted to the Department. This practice will not be allowed under this certification process. No changes may be made to a filing. If a problem has been discovered within a filing after a submission, the certification is not valid and the filing must be withdrawn and resubmitted in order to confirm compliance with the Department's certification requirements.