



Missouri Department of Insurance, Financial Institutions & Professional Registration  
 Insurance Market Regulation Division  
 Life & Healthcare Section

**MISSOURI FILING GUIDELINES**

These guidelines for filing requirements and filing fees are based on **Mo. Reg. 20 CSR 400-8.200**. Please review the regulation for additional information about filing with the Life & Healthcare Section. If you would like to speak to someone in the Life & Healthcare Section about filing, please call the L&H Section at **573-751-3365**.

<http://s1.sos.mo.gov/cmsimages/adrules/csr/current/20csr/20c400-8.pdf>

<http://www.insurance.mo.gov/laws/>

**New As of 11/22/2017: H25 G Similar Supplemental Coverage and Short Term Major Medical Filings:**

Companies may now select H25G Similar Supplemental Coverage. Please refer to the definitions on the NAIC Product Coding Matrix for appropriate use.

**Short Term Major Medical policies:** Because short term major medical policies (defined as six months or less) typically do not have a network and are not comprehensive medical plans, companies shall file their forms under H15I or H15G. Missouri created a state specific code for Short Term Major Medical.

**Forms that must be submitted to DIFP for “Approval”**

**List these forms separately in the “Form Schedule” tab in SERFF.**

- |                                       |                                   |   |
|---------------------------------------|-----------------------------------|---|
| * Application / Enrollment forms      | * HMO Provider Contracts          | * LTC Personal Worksheets   |
| * Endorsements / Riders / Amendments  | * HMO Annual Written Access Plan  | * LTC Suitability Letters   |
| * Policies / Contracts / Certificates | * LTC Partnership Delivery Notice | * Medicare Supplement   |
| * Reinstatement Requests/Notices      | * LTC Partnership Disclosure Form | * Medicare Supplement – Outline of Coverage (See below for non-Med Supp OOCs) |
| * Rejection Notices                   | * LTC Partnership Exchange Notice |   |
| * Replacement Notices and Disclosures |                                   |   |
| * Schedule Pages                      |                                   |   |

*If you aren't sure which tab to attach a form to in SERFF and you don't see your form listed in these Filing Guidelines, CONTACT THE L&H SECTION AT 573-751-3365.*

**Rates that must be submitted to DIFP for “Approval”:**

**List these forms separately in the “Rate/Rule Schedule” tab in SERFF.**

Rate filings should be submitted in accordance with Mo. Reg. 20 CSR 400-8.200(6)

- |               |                       |
|---------------|-----------------------|
| * Credit Life | * Medicare Supplement |
|---------------|-----------------------|

**SEE BELOW FOR ADDITIONAL INFORMATION REGARDING RATE FILINGS**

**Forms that are “Filed” for informational purposes only, not “Approval”:**

**List these forms separately in the “Supporting Documentation” tab in SERFF.**

- |  |                   |   |
|--|-------------------|---|
| * Actuarial Notice/Descriptions                    | * Benefit Summary | * Description of Separate Accounts        |
| * All Advertising/Sales Material/Brochures         | * Buyers Guide    | * Disclosure Statement/Annuity Disclosure |
| * All Reports (see below)                          |                   | * Explanation of variable policy language |
| * Annual Life Illustrations                        |                   | * Forms in foreign languages              |
| * Assignment Form                                  |                   | * HIV Consent Form                        |
| * Authorization to Obtain and Disclose Information |                   | * Missouri Guaranty Life/Health Notice    |
|  |                   | * Notice of Cancellation                  |



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- \* Notice of Informational Practices
- \* Outline of Coverage (EXCEPT Med. Sup.)
- \* Plan Designs
- \* Policy Delivery Receipt
- \* Previously approved forms
- \* Renewal Notices
- \* Specification or Data Page
- \* Things You Should Know Before You Buy Long Term Care Insurance

*If you aren't sure which tab to attach a form to in SERFF and you don't see your form listed in these Filing Guidelines, CONTACT THE L&H SECTION AT 573-751-3365.*

**Rates For Health Filings:** Please see specific filing guidelines under:  
<https://insurance.mo.gov/industry/filings/healthrates/>

**Rates that are “Filed” for informational purposes only, not “Approval”:**  
**List these forms separately in the “Rate/Rule Schedule” tab in SERFF.**  
Rate filings should be submitted in accordance with Mo. Reg. 20 CSR 400-8.200(6)

- \* General Rates (Not Credit Life or Med Sup.)
- \* Long Term Care

**SEE BELOW FOR ADDITIONAL INFORMATION REGARDING RATE FILINGS**

**Reports**

**List reports in the “Supporting Documentation” tab in SERFF, unless instructed otherwise.**  
**Every report listed below must be filed separately from every other report being filed.**  
**Do not combine reports into a single filing.**

- \* (5)(e) Association affidavits
- \* Annual Report of Utilization Review Activities (all health plans)
- \* Certificate of Mental Health Compliance (all health plans)
- \* HMO Annual Access Plan Supporting Documents
- \* HMO Annual Mental Health Confidentiality Report
- \* HMO Provider Incentive Arrangements
- \* HMO Provider Selection Standards
- \* HMO Service Area Changes
- \* LTC Denied Claims
- \* LTC Replacement and Lapse
- \* LTC Rescissions
- \* LTC Suitability
- \* Medicare Select Grievances
- \* Medicare Select New Plan - Plan of Operation
- \* Medicare Select Quarterly Provider List
- \* Medicare Supplement Multiple Policies
- \* Medicare Supplement Refund Calculation
- \* Small Employer Rate Compliance Certification

**Filing Fees:**

- \* EFT payment accepted.
- \*The general filing fee is \$50.00 per filing.

**General Filing Guidelines and Requirements for All L&H filings**

- \* **Checklists**



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- For details about how your filing relates to Missouri Statutes and Regulations, please review the form filing checklists located on our web site at <http://www.insurance.mo.gov/industry/filings/checklists/index.htm>.
- \* **Form Numbers**
  - Form numbers must be listed on the SERFF Form Schedule exactly as they are shown on the lower left hand corner of the face page of the form.
  - Form numbers cannot be reused. If form numbers are not unique, the forms may be rejected.
  - Only one attachment per form number is permitted.
- \* **Length/Size of submission:**
  - The Life & Healthcare Section will give priority to filings consisting of less than the lesser of two hundred fifty (250) pages or twenty five (25) forms.



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**General Filing Guidelines and Requirements for All L&H filings (cont'd)**

**\* Amendments and riders:**

- Amendments must amend policies and not other amendments or riders. Riders must apply to policies, and not to amendments or other riders.
- Amendments and riders will only be approved for use with the specific policies identified by the company.
  1. If previously approved, the policy which will be affected by the amendment or rider must be identified by SERFF tracking number. If there is no SERFF tracking number, the previously approved policy and stamped approved TD-1 must be attached to the filing as supporting documentation. Any applicable amendment that affects the terms and conditions of the policy must also be similarly identified.
  2. If no policy has been previously approved, then the affected policy must be submitted for approval with the amendment or rider.

**\* Extension requests:**

- If you receive a Follow Up Notice (5-Day follow-up notice) and you need more time than the notice allows, then you must request an extension of time by contacting the DIFP Analyst reviewing the filing.

**\* Previously Approved Forms:**

- If you submit forms that have been previously approved, please place them on the Supporting Documentation tab of SERFF.

**\* Approved vs. Filed:**

- If you aren't sure which tab to attach a form to in SERFF and you don't see your form listed in these Filing Guidelines, **CONTACT THE L&H SECTION AT 573-751-3365.**

**\* Variable text:**

- No policy form will be approved for which the assigned reviewer is not reasonably comfortable that all variables are understandable and manageable.

**\* Insert pages and Matrix filings are not accepted in Missouri.**

**\* Multi-Line forms are not accepted in Missouri.**

**\* Substitution requests will not be fulfilled.**

- Once a file is closed, it will not be reopened. Changes or edits to previously Approved or Filed form filings will need to be submitted as a new filing with new form numbers.
- submitted as a new filing with new form numbers.

**\* Blanket health insurance coverage.** NAIC Coding Guidelines apply H04 to Blanket Group and H22 as Blanket issued to individuals.

- Filers may use H04.000 for Accident and Sickness policies if no other TOI is appropriate for product filed and H04.001 for Student Blanket policies issued to Groups. Please see NAIC codes in SERFF filing guidelines.

**\* Out of state policies covering Missouri residents**

- Out of state certificates to be issued to Missouri residents should be filed separately from all other forms. Filings should include the domicile states approval of the policy in PDF format attached to supporting documents. If the domiciled state did not approve the filing, Missouri will review entire product for compliance with MO Insurance Laws.
- See the "Out-of-state group policy form" memo posted at <http://insurance.mo.gov/industry/filings/lh/index.php> for filings with an approval from the domicile state.



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**Filing Guidelines for Rates:**

\* **Medicare Supplement**

- 1990 and 2010 experience must be combined in all future rate filings.
- If file contains 1990 plans only, use TOI code MS05 (MS04 for Select plans)
- If file contain 2010 only, use TOI code MS08 (MS07 for Select plans)
- If file contains both 1990 and 2010, use TOI code MS08 (MS07 for Select plans)
- Attach BOTH a pdf and an excel version of the Medicare Supplement rate data collection document.

\* **Long Term Care**

- Pre-stabilization rates must be filed separately from post-stabilization rates.
- Attach BOTH a pdf and an excel version of the Long Term Care rate data collection document.

\* **Rate Data Collection Documents** for Medicare Supplement and Long Term Care are available for download from DIFP's web site.

- Go to <http://insurance.mo.gov/industry/forms/index.php>.
  - Scroll down that page to the heading for "Life and Health Rate Filing Documents".
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**Filing Guidelines for SERFF:**

- \* A transmittal document is not required on SERFF filings. However, all applicable fields on the "General Information" tab need to be populated.
  - \* ALL form, rates, and reports must be filed in SERFF. The Life & Healthcare Section will reject a paper form or rate filing.
  - \* The Life & Healthcare Section will not respond to status inquiries on SERFF filings. SERFF allows companies instant access to the status of their filings.
  - \* For more information, please review the General Instructions document in SERFF.
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**Filing Guidelines for non-SERFF (paper submissions):**

- \* The Life and Healthcare Section accepts reports, rate and form filings through SERFF. If there is a document that is not appropriate to submit through SERFF, please contact the Life & Healthcare Section at **573-751-3365**.
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