

<b>Standard Operating Procedures</b>	<b>Topic: HealthJoy</b> <b>Subject: Renewal Timeline Implemented and Finalized:</b> <b>Updated: 6/20/24</b> <i>(For questions: John Wolf)</i>

**History:**

**Purpose: To outline the renewal timeline for HealthJoy clients**

**Note:**

**Terminology:**

Contract Renewal deadline	90 days ahead of launch	Group to confirm they are renewing HealthJoy services
Dashboard opens for Plan renewal	60 Days ahead of launch	Timeline will be available with next steps (similar to launch)
Info Gathering Benefits:	30 days ahead of launch	Final SBCs, plan requirements review, etc. due
Info Gathering Eligibility:	15 days ahead of launch	Updated eligibility due
Benefits Review:	13 days ahead of launch	EVHC, Broker, Client to review dashboard and sign-off
Renewal Prep:	1 day ahead of launch	Email to parties with reminders prior to renewal launch
Renewal:	0	