

**481—2019.4(543B) Administrative criteria—general.**

**2019.4(1)** It is the responsibility of the insurance carrier or program manager to obtain approval from the Iowa division of insurance for the group policy before inception of the program or policy period.

**2019.4(2)** It is the responsibility of the insurance carrier or program manager to handle administrative duties relative to operation of the program selected by the commission, including billing and premium collection, toll-free access for questions, and claim processing and general informational mailings.

**2019.4(3)** It is the responsibility of the insurance carrier or program manager to send a billing notice to each licensee.

**2019.4(4)** It is the responsibility of the insurance carrier or program manager to collect all premiums due and verify proper payment.

A schedule of licensees who have paid the proper premium and who have coverage in force is provided electronically to the commission at agreed time intervals.

**2019.4(5)** It is the responsibility of the insurance carrier or program manager to issue individual certificates to each licensee and a master policy to the commission.

**2019.4(6)** It is the responsibility of the insurance carrier or program manager to market its program and to develop and distribute informational brochures about the coverages provided, services available and criteria of Iowa Code section 543B.47.

*a.* The content of any brochures or other literature provided is the responsibility of the insurance carrier or program manager.

*b.* Advertising materials may be reviewed by the executive officer for the commission or appropriate staff person for content only and not for a legal determination of compliance with Iowa law or division of insurance criteria.

**2019.4(7)** It is the responsibility of the insurance carrier or program manager to provide educational seminars in the state of Iowa at the request of the commission and subject to terms and conditions agreeable to each party involved.

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