November 7, 2019 HBR Alert

North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer
Treasurer Dale R. Folwell, CPA

Urge Your Employees to Take Action!

Open Enrollment is moving along nicely. Please urge your employees to take action now and not wait until the last minute. We have been experiencing long hold times at the Eligibility and Enrollment Support Center. As a reminder, online enrollment is available and passwords can be reset without having to call for assistance. Even though most state offices and schools are closed for Veterans Day (Nov. 11), the Eligibility and Enrollment Support Center (855-859-0966) **will be open from 8 a.m. to 10 p.m.**

We actually broke our record, with more than 47,000 members logging in on Monday, November 4! The last few days of Open Enrollment tend to bring longer hold times at the Eligibility and Enrollment Support Center, so please encourage your employees to not wait until the last minute.

It is important to utilize reports in eBenefits, such as the Employee Participation Report found under the Benefits tab. You will need to select Medical in the Benefit Type (if applicable) and Open Enrollment in the Current Benefits/Open Enrollment drop down to identify members that still need to take action. Members that have not yet taken action will have a blank in the field labeled DECLINATION_REASON. Plan targeted communications if that is possible within your group.

Below is a resource list of other reports to help you keep track during Open Enrollment. Remember, it is important for you to manage and approve tasks in a timely manner. HBRs should approve Open Enrollment tasks as quickly as possible (or on a daily basis) to help members during Open Enrollment. Changes are not sent to any vendors including CVS and Blue Cross NC until the task has been approved.

The Task List report (Data & Reporting, Standard Reports, and Task List report) provides a list of tasks which requires attention:

Enrollment Approvals

- Please approve your OE elections as soon as possible throughout OE
- Elections that are not approved by the end of OE will be approved in mass by Benefitfocus
- New 2019 enrollments completed during this time may be included in the "mass approvals"

Once the approval window has passed, an exception will be needed for the approval to be completed. For questions on managing tasks, please reach out to HBR Support at Benefitfocus. HBR Support: 800-422-5249, create a case via **One Place 365** or contact your **Account Manager**.

Non-Payroll HBRs

The Benefit Detail Report (Data & Reporting, Standard Reports, and Benefit Detail) is the most efficient way to use updating payroll for 2020. Make sure to select Open Enrollment when running the report.

Dependent Documentation – Stay Current!

Along with task management, HBRs are also responsible for ensuring that employees adding dependents during Open Enrollment upload the appropriate dependent verification documentation. **Dependents added during Open Enrollment should have proper documentation loaded, along with being properly verified. Dependents added during Open Enrollment without proper verification and documentation will have their coverage canceled.**

The Dependent Census Report (Data & Reporting, Standard Reports, Census tab) is the most efficient way to see what dependents are still outstanding. Make sure to select Open Enrollment when running the report. Filter out those dependents who do not have coverage, then filter out those that have been verified. The remaining dependents will need to be addressed.

Documentation Audits

The State Health Plan continues to audit documentation for dependents and qualifying life events. Our ongoing focus is to ensure proper QLE and dependent documentation is being received and approved in a timely and accurate manner.

With Open Enrollment here, QLE and dependent documentation should still be submitted and reviewed thoroughly. To assist with the monitoring of dependent approvals, each group will receive biweekly emails during Open Enrollment listing those members who have outstanding dependent verifications.

As a reminder, it is the HBR's responsibility to verify that the proper documentation has been uploaded for any QLEs and new dependents added prior to approving the change.

The State Health Plan will be terminating dependents mid-December 2019, for a January 1, 2020, effective date if the documents are not loaded and verified by November 30, 2019. Please help avoid these situations by confirming that your employees provide required documents for all dependents added during Open Enrollment.

OE Toolkit Added to HBR University!

To assist you during Open Enrollment, we've added the OE Toolkit to HBR University! The OE Toolkit is brought to you by the Account Management team at Benefitfocus. It includes useful information related to Dependent Verification, Task List Management, Useful Reporting, and more to help you throughout Open Enrollment. To access the OE Toolkit, log in to HBR University, click **Course Catalog** in the left-hand menu, and then hover over the course with the Benefitfocus logo to enroll. If you have any questions regarding the OE Toolkit content, please create a case via One Place 365 or call the HBR Support line at 800-422-5249.
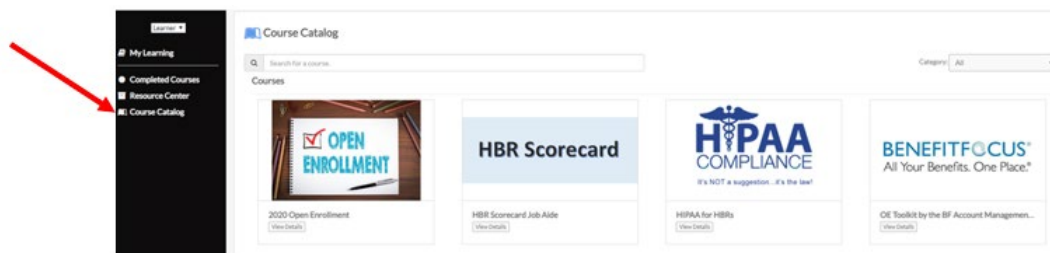
For more OE information please check out the resources below, including the Decision Guide, which was mailed to employees. Additional resources, including a Spanish version of the Decision Guide, has been posted to the Plan's website at www.shpnc.org.

If you haven't already, please start communicating information about Open Enrollment to your employees! Thank you in advance for your extra efforts during Open Enrollment!

Open Enrollment Decision Guide

Open Enrollment Videos

Open Enrollment Webinars

2020 Plan Comparison