

November 2019 HBR Alert OE Start

2020 Open Enrollment is Under Way!

Open Enrollment started Saturday, November 2, and runs through November 19.

Call volume at the State Health Plan's Eligibility and Enrollment Support Center is expected to be high today. Please encourage your employees to go online to complete Open Enrollment. If any of your employees experience long holds, tell them to call back later in the day or later this week when call volume is expected to decrease.



Weekday hours have been extended until 10 p.m. throughout Open Enrollment, and Saturday hours are 8 a.m.-5 p.m. In addition, the Plan has added Sunday hours, in which the call center is open noon-5 p.m.

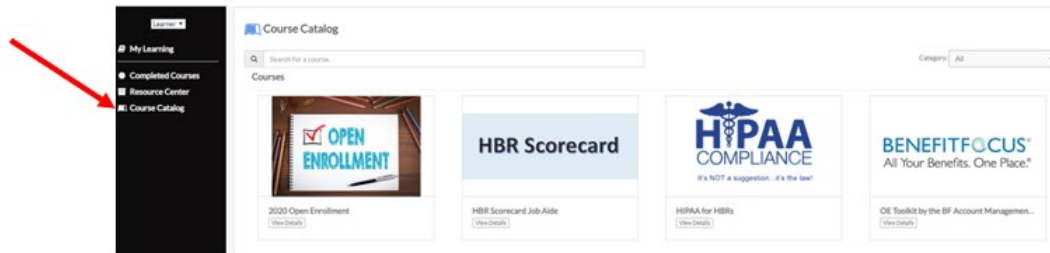
If you have new hires from August and September, please remind them that they must go in again and complete Open Enrollment for their 2020 benefits.

During Open Enrollment, all employees will be automatically enrolled in the 70/30 Plan, but employees **MUST TAKE ACTION** to reduce their premium. If they prefer the 80/20 Plan, employees **MUST TAKE ACTION!** If they want to reduce their monthly premium on either plan, employees **MUST TAKE ACTION** by completing the tobacco attestation! If employees fail to take action during Open Enrollment, their monthly premiums will be considerably higher in 2020!

OE Toolkit Added to HBR University!

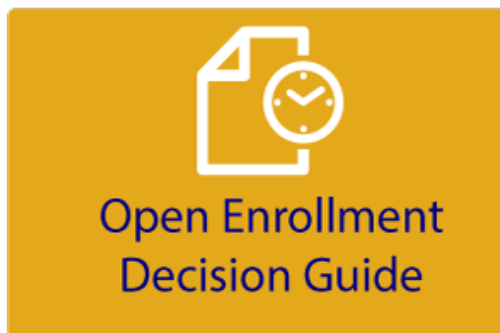
To assist you during Open Enrollment (OE), we've added the OE Toolkit to HBR University! The OE Toolkit is brought to you by the Account Management team at Benefitfocus. It includes useful information related to Dependent Verification, Task List Management, Useful Reporting, and more to help you throughout 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](#).

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
Webinars



2020
Plan Comparison