

# January 2018 HBR Update



## Group Billing Inquiries for the 80/20 and 70/30 Plans

The State Health Plan would like to remind HBRs who they should call with questions regarding group billing for the 80/20 and 70/30 plans.

- If you have questions on how to use the eBilling system, to change the date that your invoice is sent, verify if a payment has been received, or if you need help understanding your bill, please contact Blue Cross and Blue Shield of North Carolina (Blue Cross NC) at 800-245-7319 or via email to [stateppoinvoice@bcbsnc.com](mailto:stateppoinvoice@bcbsnc.com).
- If there is discrepancy in your invoice and the enrollment is correct in eEnroll, but not correct on your invoice, please contact the HBR Support Line at Benefitfocus, at 800-422-5249, or create a case via [One Place 365](#). Groups with an assigned Account Manager may contact them directly. Benefitfocus will research to verify if the enrollment has been sent to Blue Cross NC.

Please refer to the Contact Us List on the Plan's website which is located under the HBR tab: [Contact List for Health Benefit Representatives](#)

It is important that you reconcile your invoices with the enrollment in eEnroll to ensure accuracy. As always, if updates are required in eEnroll, these updates should be made prior to the cutoff for the next month's invoice; otherwise, the change will not be reflected on the next invoice.

Updates made and approved in eEnroll 48 hours before your bill date should show on your invoice. [Your monthly billing schedule can be viewed on the Plan's website](#) in the "Payroll & Billing" section of the HBR tab.

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## New Enhancements in eEnroll!

There are a couple of enhancements to eEnroll in which we wanted to make you aware.

### Message Center Enhancements

There are two new enhancements to the Message Center:

- Character limits for both the message body and the message footer (i.e., the closing line and signature) have increased to 4,000 characters.
- The History of Changes report now includes the option to capture the email subject line from notifications sent. Benefit administrators have the option to omit specific employees from scheduled messages.

### **Removal of ACA Review Tasks from the To-Do List**

Benefits administrators will no longer receive the ACA review task on the To-Do List tasks. This update will help to reduce confusion and minimize unnecessary To-Do List tasks.

### **Adding Dependents Simplified**

As part of our ongoing efforts to reduce complexity, there is an enhancement to simplify the process for members when adding a dependent to their plan due to a qualifying life event.

Previously, to add dependents to coverage in response to a life event, employees would navigate to each plan in which they were enrolled and add each dependent separately.

To streamline this process, employees now have the option to add dependents to their current benefits by accessing a consolidated list of benefits at the top of the benefit list page. This removes a number of steps, allowing employees to add dependents to multiple benefits at once.

For example, with a life event such as marriage, it's common for an employee to add their new spouse to multiple benefits such as medical, vision and dental. With this update, they can add their new spouse to coverage across all three benefits from one page. Plan rates on the benefit list page update automatically as boxes are checked or unchecked to see the impact of adding a spouse.

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## 2018 New Employee Resources Online

Let us help you welcome your new employees aboard! Our New Employee Resources page will help your new hires navigate and understand their State Health Plan options, learn how to enroll, and better comprehend the value of the benefit.

These resources also make it easier for you to onboard new employees with ready-made materials at your fingertip. Our new employee materials include:

- [2018 New Employee Enrollment Kit](#) (printable pdf)
- [2018 New Hire Narrated Presentation](#)
  - This narrated presentation is a great tool to use that will walk your new employee through the State Health Plan options. This tool makes it easy for you. Just press play and let it do all the hard work!
- [New Employee How to Enroll Video](#) (demonstrates how a new employee enrolls in the State Health Plan via eEnroll.)

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## Affordable Care Act Employer Mandate

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The Internal Revenue Service (IRS) has recently begun enforcing the employer-shared responsibility requirement, otherwise known as the “Employer Mandate,” under the Affordable Care Act (ACA).

The Employer Mandate requires certain applicable large employers to either offer minimum essential coverage that is “affordable” and that provides “minimum value” to their full-time employees (and their dependents) or potentially make an employer-shared responsibility payment to the IRS. As a part of this enforcement, the IRS will be mailing notices to employers who may owe a penalty.

It is important that, if you receive a notice, you take action timely to either comply with the notice or appeal it. The time frame to appeal is short. Please consult with your in-house legal counsel if you have any questions. Additional information about the [Employer Mandate may be found on the IRS website.](#)

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## New Monthly Webinars on Tap for 2018!

Stay current and provide feedback on all things State Health Plan related with our monthly HBR webinars, designed specifically for you. These monthly sessions provide HBRs with updates or announcements related to the Plan and offer you the opportunity to ask questions and raise any issues or concerns.

All webinars start at 10 a.m. on the date indicated and are scheduled for one hour. [Registration is limited, so click here to reserve a spot.](#)

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## SSN and Dependent Eligibility Verification Audit Termination Reminders

### Social Security Number Terminations

As a reminder, a valid Social Security Number (SSN) is required for any dependent over 6 months of age enrolled in the State Health Plan. The SSN is required for 1095 reporting, as well as other federal reports the Plan must submit.

To ensure compliance, the Plan mails letters to members who have dependents without a valid SSN. If you had impacted members who hadn't updated their dependent's Social Security Number, you will be contacted directly with the member details and a request for you to reach out to these members with this letter to obtain their valid, unique SSN. If valid SSNs were not provided, dependents will be terminated. The most recent terminations were processed in early December with a January 1, 2018, effective date.

Dependents will not automatically be re-enrolled when an SSN is added after the termination is processed. The only way these dependents can be added back to the Plan is with a valid qualifying life event (QLE) or through the exceptions process when a valid SSN is provided. Additionally, if there is no valid dependent verification information on file for these dependents, the exception will not be reviewed.

### Dependent Eligibility Verification Audit Terminations

The State Health Plan mailed letters to approximately 2,800 members who did not submit the required documentation for their dependents subject to the audit. The dependents of members who have not complied with the audit will be terminated as of February 1, 2018.

Click [here](#) for information on how they may submit their documentation.

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## Get Healthy? We've Got an App for That!

State Health Plan members now have access to a new app that helps employees track their personal health plan, get tips and more! Employees can get healthier at home or on the go with the new ActiveHealth™ app. Members can download this app that includes:

- Weekly action plans
- Tips for getting fit
- Personal coaching, and more

Employees can start taking small steps for a healthier life! They can find it under “ActiveHealth” in their app store.

- App Store
- Google Play

Questions? Email [mobilesupport@activehealth.net](mailto:mobilesupport@activehealth.net)

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- Trying to help your employees improve their health or their performance at work for the New Year? Research shows that regular exercise can boost memory and concentration – and help fight dementia later.

Tell your employees to check how the State Health Plan offers ways to keep their body – and budget – healthy. The State Health Plan’s [Wellness Resources and Discount Programs page](#) has details on all the programs available to members.

**Available deals and discounts include:**

- Fitness: Gym memberships and fitness gear
- Personal Care: Vision and hearing care
- Healthy Eating: Weight loss and nutrition programs

- Lifestyle: Travel and family activities
- Wellness: Mind/body wellness tools and resources
- Financial Health: Financial tools and programs