

November 2019 HBR Update

Open Enrollment Ends Soon!

2020 Open Enrollment ends next week on November 19, 2019.

Do you have any employees who still need to take action? If so, they need to act soon! All information related to plan options and benefit changes were included in the Decision Guide they received in the mail, or is available on the State Health Plan [website](#).



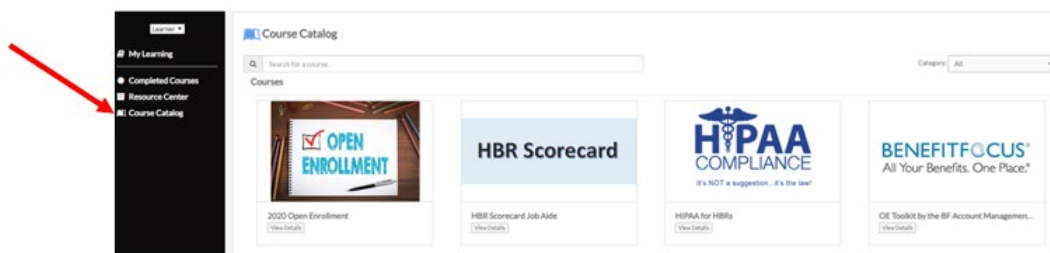
As a reminder, tobacco users who want to earn their employee-only premium reduction of \$60 will need to visit a CVS MinuteClinic for at least one face-to-face tobacco cessation counseling session by December 31, 2019. Remember, vouchers are not required this year!

If you have employees that do not live or work within 25 miles of a CVS MinuteClinic, you will need to complete an [enrollment exception](#) for them by **January 31, 2020**.

Need a refresher on the role of an HBR during Open Enrollment? We've got you covered! Visit the Plan's online [Archived HBR Trainings](#) page and view the "2020 Open Enrollment HBR Training Webinar."

OE Toolkit Added to HBR University!

To assist you during Open Enrollment, we've added the OE Toolkit to HBR University! The OE Toolkit 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.



eBenefits Password Resets for Members

The HBR Support line has experienced high call volume related to password resets for employees. Please follow the steps below to reset a member's password.

1. Pull up individual member in eBenefits.
2. Under "Manage Employee" select "Update Login Information".
3. Create new password under "Change Member Password" and confirm that the "Allow this member to log in" box is checked. This enables the member's account.
4. Click "Save Login ID and Password".
5. Once the member logs into eBenefits with their temporary password they will be prompted to set their own password.

These instructions, along with screenshots, can be found in the OE Toolkit course located in [HBR University](#).

NC HealthConnex and Your Employees

The Plan has received some inquiries from HBRs on the information that was included in the Open Enrollment materials regarding the Health Information Exchange and its impact to Plan members. Below is some additional information to provide some clarification to share with employees.

North Carolina's Health Information Exchange: NC HealthConnex

- North Carolina's Health Information Exchange Network, NC HealthConnex, is a secure, computer-based electronic network for doctors, hospitals and other health care providers to share information that can improve your employees' care – so that no matter where they are, providers can access their information. The system links key medical information from all their health care providers to create a single, electronic patient health record. States around the country have built similar health information exchanges to help improve patient care and reduce health care costs. For more information on the benefits of health information exchange, visit [the Health Information Exchange website](#).

Participation is Required by Law for Health Care Providers in the State Health Plan Network

- Participation in NC HealthConnex is available to all health care providers and is required of any provider licensed in the State of North Carolina receiving state-funded health care, including funds from the State Health Plan for Teachers and State Employees. (See [North Carolina General Statute § 90-414.4](#))

- The deadline for most providers to connect to NC HealthConnex is June 1, 2020, and all providers must connect by December 31, 2022. If providers are not connected by their deadline, Blue Cross NC, the Plan's third-party administrator, will reject claims from non-compliant providers for services provided to State Health Plan members.

What Does this Mean for Your Employees?

- This means that if your employees visit a non-compliant provider, their service will not be covered, and they will not be able to submit a claim. It's important for your employees to ask their provider if they are part of the NC HealthConnex network.
- Participation in NC HealthConnex will enable primary care providers and specialists to work more closely with other providers involved in your employees' care, make better decisions about their care, and reduce the chance of medical errors. This is especially important in emergency situations, for patients with allergies, or for patients with chronic medical conditions.
- Your employees have the right to opt out of allowing their health care data to be viewed in NC HealthConnex. For more information, including FAQs and how to opt out, employees may visit [the Health Information Exchange FAQs page](#). **Note: Patient opt-out has no effect on whether a claim is approved or denied. Providers in the State Health Plan Blue Cross NC network must be in compliance with state law in order for claims to be approved.**

Help Your Employees Fight the Flu!

There is still time for you to host a flu shot clinic for your employees at your worksite!

Maxim Health Systems, in cooperation with Blue Cross and Blue Shield of North Carolina (Blue Cross NC), is working with agencies to host onsite flu immunization clinics. Flu clinics will last through December.

Maxim is still accepting requests for agencies that would like to schedule their clinics for the fall. Maxim started onsite clinics this month. The process is the same as the 2018 program. We are again offering the Quadrivalent flu vaccine for ages 4 and above.

There is a 25-shot minimum per clinic. Worksites will be charged \$25 per shot for shots below the required 25 minimum. For more information, [HBRs may click here](#). To schedule an onsite clinic, [HBRs may use this request form](#).

Note: Members on the UnitedHealthcare (UHC) Medicare Advantage plans should contact UHC directly for flu shot information at 866-747-1014. These members are not able to attend worksite flu shot clinics.