October 20, 2020 HBR Alert

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.

The Eligibility and Enrollment Support Center (855-859-0966) will be open weekdays from 8 a.m. to 10 p.m., and Saturdays from 8 a.m. to 5 p.m. Last Saturday yielded no wait times, so that is a great day to have your employees call if they need assistance!

A record-breaking 49,997 people logged in on the first day of Open Enrollment.

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.

During Open Enrollment, HBRs will notice a change to approval tasks that are generated with elections for the new plan year. Approval

tasks will not generate for HBRs to review/approve for 2021 elections as these elections are considered valid. Once Open Enrollment closes, HBRs should expect to see tasks appear for 2021 changes as they will require a qualifying life event.

During Open Enrollment, HBRs should expect to continue to see and manage the following task types:

- Changes to 2020 benefit elections
- Dependent verification required for newly added dependents
- Changes to personal/work information

If your group does not have Payroll Integration with Benefitfocus to receive 2021 elections via a file feed, the Benefit Detail Report from eBenefits will provide the summary of all 2021 elections in order to ensure January deductions are set up correctly.

Please contact the HBR Support Line or submit a case via OnePlace 365 if you have questions.

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 start terminating dependents mid-December 2020, for a January 1, 2021, effective date if the documents are not loaded and verified by October 31, 2020. Please help avoid these situations by confirming that your employees provide required documents for all dependents added during Open Enrollment.

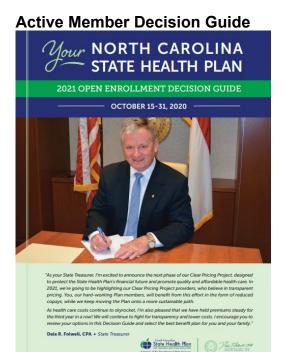**OE Toolkit Available in HBR University!**

To assist you during Open Enrollment (OE), we have an OE Toolkit in HBR University! The OE Toolkit includes useful information related to Dependent Verification, Task List Management, Useful Reporting, Member Login, and more to help you throughout Open Enrollment.

To access the OE Toolkit, log in to <u>HBR University</u>, click Course Catalog in the left-hand menu, and then hover over the course with the Benefitfocus logo to enroll. Once enrolled, click My Learning in the menu to begin the course. If you have any questions regarding the OE Toolkit content, please create a case via <u>One Place 365</u> or call the HBR Support line at 800-422-5249.

OE Resources for Your Employees!

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!

Active Member Decision Guide

Active Member Guide (Spanish)

Open Enrollment Summary Video

Step-by-Step Navigational Video

[Open Enrollment Webinars](#)

[2021 Plan Comparison](#)

North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

STATE TREASURER OF NORTH CAROLINA
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