

October 26, 2020 HBR Alert



HBR Alert!
Critical Updates and Information for
Health Benefit Representatives

Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

Open Enrollment -- We're Over Halfway There!

We are over halfway through Open Enrollment! With your help, we have made great strides in getting employees to take action during Open Enrollment for their 2021 health benefits. While we are making progress, there is still work to do and we need your assistance.

More than 198,000 members have taken action thus far. HBRs are encouraged to tell their employees to **TAKE ACTION NOW** if they haven't already! Open Enrollment ends October 31.

As a reminder, the last few days of Open Enrollment tend to bring longer hold times at the Eligibility and Enrollment Support Center, which can mean more frustration for your employees trying to get through. **Please encourage your employees to complete their enrollment online. That is the best way to avoid the long wait times on the phone.**

For HBRs, it is important to utilize reports in eBenefits, such as the Enhanced Benefits Credits Program report found under the Benefits tab. You will need to select Plan Year 2021 under the date range to identify members that still need to take action.

eBenefits Password Resets for Employees

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 Member Login module of the OE Toolkit course located in [HBR University](#).

Tobacco Attestation Credit Reminder

Employees can attest to being tobacco users but commit to participate in a CVS MinuteClinic or Primary Care Provider (PCP) tobacco cessation counseling session to earn their 2021 premium credit. Because employees can attend a session at a MinuteClinic or PCP, where offered, no exceptions for distance will be allowed this year! A tobacco cessation counseling session must be completed by November 30.

We are targeting to deliver to the HBRs the report of the credit removals for those employees that committed to attending at least one tobacco cessation session and did not by mid- to late January.



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