

HBR UPDATE

HEALTH BENEFITS REPRESENTATIVE



Keeping you up-to-date on important State Health Plan information!

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Benefitfocus Requirement Reminder

The State Health Plan (Plan) has been made aware that there are some groups that still do not enter all their employees' demographic and employment status information into eBenefits, the Plan's enrollment system upon hire. As a reminder, **ALL employees must be loaded into eBenefits on a timely basis.** Federal ACA guidelines require employers report what coverage is offered to employees. To successfully do that, their data must be entered into eBenefits.

The Plan has noticed that two categories of employees in particular are not being loaded and should be:

- **Permanent part-time employees** should be loaded with that employment status. As a reminder, they are eligible to elect Plan coverage.
- **Employees that are not eligible for benefits** should be loaded with that employment status. These employees may not be eligible to elect Plan coverage, but should they move to an eligible position they'll be in Benefitfocus already.

Employees who are enrolled in outside coverage **must still be loaded into eBenefits.** Please review the [Employment Status Training presentation](#) on the Plan's HBR webpage for additional details.

Employee Transfer Functionality Update

eBenefits is introducing new functionality which will automatically transfer benefit and dependent information for applicable employees.

A new hire will be identified as a "transfer" in the new group if the SSN and DOB information match. When this match occurs and the benefit effective date is within 30 days of the benefit end date at the prior group; the employees' enrollment and dependent information automatically transfer to the new group.

What to Expect:

- Employees will be automatically identified as transfers to the new group
- Transfer evaluation is based on SSN, DOB and Dates

Transfer Indicator:

A Transfer Indicator will identify applicable employees:



When criteria are met, transfers are processed automatically. This is anticipated to be in production in April.

Transfer occurs when:

A new employee record is created that matches a terminated employee record based on SSN and DOB.

Member Experience:

- Employees can still make enrollment changes in the new group.
- Standard Initial Enrollment rules apply.

When Transfers Will Not Occur:

- Gap in coverage exceeds 30 days
- SSN/DOB do not match

Tasks & Notifications (Awareness Only)

Groups may see system-generated tasks for:

- **Ineligible transfers** - when the gap in coverage is greater than 30 days a review task will display in the new group. The members will need to take action to enroll.
- **Pending transfers** – when the employee was not terminated at the prior group when created at the new group. This indicates a separation action is needed by the prior group for any eligible transfer to occur.
- **Transfers in progress**- indicates a benefit transfer is in progress and will resolve once all benefits have been transferred. No action needed by the HBR with this type of task. (this normally takes a few moments).

Managing Qualifying Life Events and Employment Status Changes

Qualifying Life Events (QLE), which include Employment Status Changes (ESC), continue to be a challenge for some groups to manage. The issues the Plan is seeing falls into four buckets:

- Employees not processing QLEs within the enrollment window.
- Employees not using the correct QLE reason code.
- HBRs not updating Employment Status Changes in a timely manner.
- Employees and HBRs not understanding the QLE effective date rules. Members are not able to select an effective date, instead the effective date is calculated based on the QLE date.

As a reminder, it is up to the HBR to ensure the rules are followed. These rules, along with other helpful resources for HBRs, can be found on the [State Health Plan Operations 101](#) webpage.

Locked Salary Update

Salaries will be locked at the end of first quarter. Please refer to the [February HBR Update](#) for additional information.

Example: Even though current salary qualifies as Band 2, the group will be invoiced at the salary locked for Band 1.

Salary	Salary Effective Date	Salary Band
\$39,000	1/1/2022	Band 1
\$51,000	7/1/2026	Band 1 - No premium change mid-year, this Salary would be used going forward at Open Enrollment.

Due to the salary information being locked, Benefitfocus **will no longer** be conducting outreach for salary band changes as described in *2026 OE Toolkit - Salary Based Premium Information* in eBenefits.

Reporting Options for Salary-Based Premiums (Salary & Rate Salary, Rate Effective Date)

To support accurate premium calculations, the Plan has outlined the process for managing salary-related data, including Base Salary, Rate Salary, and Rate Effective Dates. Rate Salary reflects a member's salary at a specific point in time for enrollment purposes, while Base Salary remains the standard reporting value stored in the employee profile.

It is important to note that Rate Effective Dates may differ from benefit effective dates, particularly when employment status changes impact premium rates.

Definitions:

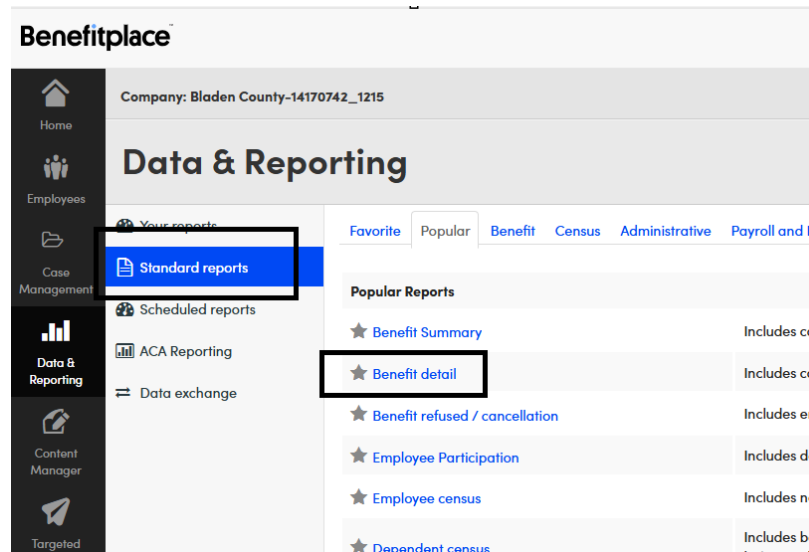
- **Rate Salary:** A member's salary as of a specific date relative to an enrollment period, which provides the functionality to lock a member's salary for premium calculation. For example, the latest salary prior to the Open Enrollment start date.
- **Salary:** The annual rate that an employer pays an employee for their work in their primary position excluding bonuses, overtime and/or longevity pay. In eBenefits, the salary is stored on the member's demographic record and can be viewed in the Work section of the Employee Profile. This is the salary field in all reporting.
- **Plan Rate Effective Date:** This date is separate from the benefit effective date and designates when the rate is effective. Also referred to as Rate Effective Date. Benefit effective date and Rate Effective Date can be the same day but also can be different.

Example: Member has an employment status change and moves from Part Time to Full Time. This will not change the Benefit Effective Date but there will be an updated Rate Effective Date due to the rate change.

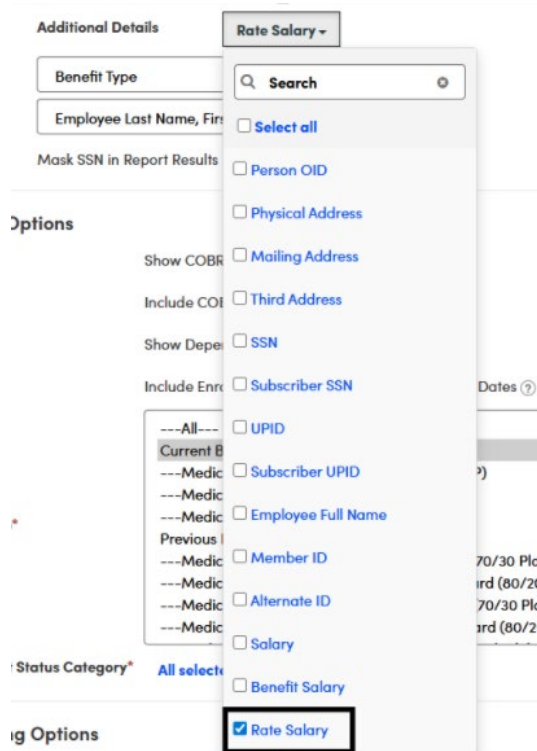
Reporting:

Benefit Detail Report:

- Navigate to Data & Reporting-->Benefit Detail Report



- Pull up Additional Details-->Select Rate Salary



- Create Report
- Open Report and you will see the 3 columns

Y	Z	AA
Rate Salary	Rate Salary Effective Date	Rate Salary Band
84875 YEAR	7/14/2025	65000.01 - 90000.00
65000 YEAR	10/20/2025	50000.01 - 65000.00
50000.01 YEAR	1/1/2026	50000.01 - 65000.00
101931 YEAR	7/1/2025	90000.01 - 1000000000
98000 YEAR	7/1/2025	90000.01 - 1000000000
50000 YEAR	3/5/2026	0 - 50000.00
50000.01 YEAR	1/1/2026	50000.01 - 65000.00

Payroll Census:

- Navigate to Data & Reporting-->Payroll & Billing-->Payroll Census

The screenshot shows the 'Data & Reporting' dashboard. The 'Payroll and Billing' section is active, and the 'Payroll census report' is selected. Other reports listed include 'Payroll attribute changes', 'Payroll changes report', and 'ACA Reporting'.

- Click on Medical and fill out transaction date

Payroll Census Report

Formatting Options

Report Format:

To include additional report options, change the Report Format to CSV.

Report Delimiter:

Remove Double Quotes

Include filter criteria in results

Sort by:

Show Categories

Mask SSN in Report Results

Filtering Options

Benefit Type*:

Transaction Date*:

- Create Report
- Open Report and you will see the 4 columns

N	O	P	Q
Rate Salary	Rate Salary Frequency	Rate Salary Effective Date	Effective Date Start
45588 YEAR		20250714	20260101
65000 YEAR		20251020	20260101
48827 YEAR		20250714	20260101
84875 YEAR		20250714	20260101
101931 YEAR		20250701	20260101

Confirmation Statement Report:

- This will appear in the members' profile under Employee Reports

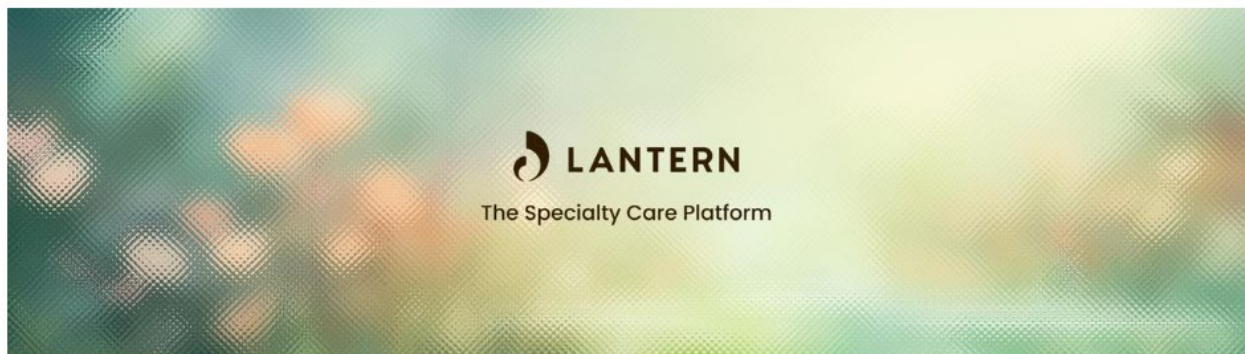
EMPLOYEE REPORTS
[Subscriber Detail Report](#)
[Confirmation Statement](#)

- You will see the below for cost and salary band

✔ Standard PPO Plan Employee Only	Effective: 02/01/2026 Monthly Cost \$50.00
	Cost is based on \$50,000.01 per year salary Salary Band: \$50,000.01 - \$65,000.00

New Lantern Surgical Benefit HBR Resource Center

A new resource center with promotional materials HBRs can use to educate employees about the **Lantern Surgical Benefit** is now available; and can be found on the Plan's [Training and Development webpage](#) for HBRs.



Introduction	HBR Toolkit	North Carolina State Health Plan and Lantern Website
Hello From Lantern	Lantern: The Specialty Care Platform	

HBR Monthly Webinars

The next HBR Monthly webinar will be held **Thursday, April 23 at 10 a.m.** [Click here to register.](#) This month's webinar will provide several updates and focus on understanding the retirement process to help HBRs better understand how to assist employees nearing retirement.

For future dates/times and to register be sure to check the [HBR Training and Development](#) webpage. All webinars will be recorded and [posted here](#) as a resource.

Let's Talk Menopause and Healthy Aging Webinar

Encourage your employees to join the Plan for **Let's Talk Menopause and Healthy Aging**, a free, empowering webinar designed to help members understand this natural life stage. The webinar will provide general information regarding menopause, its symptoms, its impact on overall health, and some suggestions for support. Employees will need to register online at the link below.

[Thursday, April 23 from Noon - 1 p.m. →](#)

Eat Smart, Move More, Prevent Diabetes classes begin the week of May 10th

Employees who have prediabetes or are at risk of developing type 2 diabetes can now participate in the CDC-recognized **Eat Smart, Move More, Prevent Diabetes** program for only \$30! Who can enroll? All active employees, non-Medicare retirees or dependents over the age of 18 who are *currently enrolled* in the Plan. The Plan recognizes the importance of prevention and will cover the rest of the \$430 fee to help members participate in this program.



Direct your employees [here](#) to see if they qualify for the program.



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Eligibility and Enrollment Questions: 855-859-0966
For questions on this newsletter, e-mail: shpmemberinquiries@nctreasurer.com