

December 2019 HBR Update

Post-Open Enrollment Update

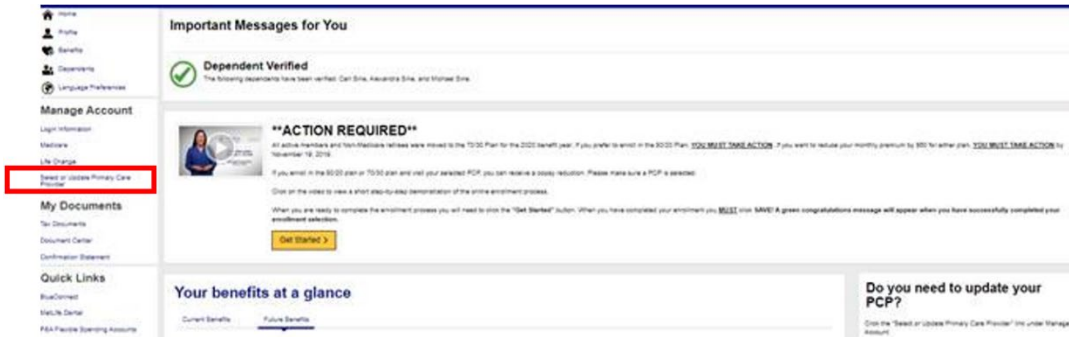
Thanks to all of you, Open Enrollment was a huge success this year! More than 325,000 subscribers took action.

We appreciate your efforts to ensure your employees were educated and understood the necessary steps to complete Open Enrollment.



Important reminders:

- ID cards will be mailed out to members the first two weeks of December, so cards will be in members' hands by January 1, 2020.
- Please remind employees with newly added dependents that the supporting dependent documentation must be uploaded by December 31, 2019. For additional information please visit the Plan's [website](#).
- Please don't forget to remind employees who, during Open Enrollment, selected that they were tobacco users but willing to visit a CVS MinuteClinic for tobacco cessation counseling that they should complete at least one tobacco cessation counseling session before December 31, 2019, or risk losing their premium credit. The subscriber must present their State Health Plan ID card in order for the visit to be covered at 100 percent by the Plan.
- If employees live or work more than 25 miles from a CVS MinuteClinic, HBRs may file for an exception on their behalf through the [regular exception process](#). **The exception must be received by December 31, 2019.** An approved exception will ensure that their credit is not removed.
- When completing reconciliation for December invoices, please be mindful that they will contain the new premium amounts for January 2020 coverage. You may find it helpful to remind employees that January premiums are deducted from their December paychecks.
- Now that both the 70/30 and 80/20 plans have the copay reduction for Primary Care Provider (PCP) visits, it is important for all members enrolled in either plan to keep their PCP updated. Members can elect a PCP at any time through eBenefits as shown below:



LOA Processing

Beginning with the 2020 plan year all groups will have access to use the LOA – Partially Paid and LOA – Fully Paid employment statuses. Using these employment statuses will eliminate the need for groups to individually invoice members and manage delinquency in accordance with the State Health Plan’s arrears policy. All members with this employment status will be invoiced directly from iTEDIUM.

Please keep in mind that iTEDIUM sends invoices the 10th of each month for the next month – for example, January 2020 invoices are sent on 12/10/19. When you begin to use these new statuses, you will need to notify your LOA employees to discontinue sending payments directly to you. Payroll connect groups must reach out to Benefitfocus to ensure the appropriate attributes are assigned to these members. There is a training in [HBR University](#) to ensure understanding on how the statuses should be used.

HBR Survey Reminder

Earlier this month, the State Health Plan distributed an HBR Alert that included a brief survey. Have you taken it yet? If not, please take a couple of minutes to complete it! Let us know how we can better help you! As we’re preparing for 2020, your responses and feedback are imperative.

[Give Us Your Feedback →](#)

2020 HBR Monthly Webinars

The State Health Plan hosts monthly webinars for HBRs, which include important announcements, benefit information and reminders for your employees. In 2020, we are going to be utilizing these webinars for additional training opportunities as well.

Please take the time to go ahead and register for these sessions so you can receive the registration reminders.

Date	Time	Registration
1/15/20	10:00am-11:00am	Click here to register
2/12/20	10:00am-11:00am	Click here to register
3/18/20	10:00am-11:00am	Click here to register
4/15/20	10:00am-11:00am	Click here to register
5/13/20	10:00am-11:00am	Click here to register
6/17/20	10:00am-11:00am	Click here to register
7/15/20	10:00am-11:00am	Click here to register
8/19/20	10:00am-11:00am	Click here to register
9/16/20	10:00am-11:00am	Click here to register
10/14/20	10:00am-11:00am	Click here to register
11/18/20	10:00am-11:00am	Click here to register
12/9/20	10:00am-11:00am	Click here to register

Help Your Employees Stay Healthy This Holiday Season!

The holidays are a great opportunity to enjoy time with family and friends and reflect on what's important. Please share these holiday tips with employees to support their efforts for a healthy and safe holiday season.

- **Prevent injuries.** Injuries can happen anywhere, and often occur around the holidays. When hanging decorations use step stools, avoid creating **fire hazards** in your home and keep things tidy to avoid slips and trips.
- **Manage stress.** Balance work, home and play and keep spending in check. Make sure to get proper sleep and maintain a positive outlook.
- **Eat healthy and be active.** With balance and moderation, you can enjoy the holidays the healthy way. Limit fats, salt, and sugary foods and find fun ways to stay active.
- **Vaccinations:** Keep vaccinations up to date. Have you had your flu shot yet?
- **Wash your hands often to stay healthy.** Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others.
- **Handle and prepare food safely.** As you prepare holiday meals, keep yourself and your family safe from food-related illness. Wash hands and surfaces often. Avoid cross-contamination, cook foods to the proper temperature and refrigerate promptly.
- **Travel safely.** Whether you're traveling across town or around the world, help ensure your trip is safe. Don't drink and drive, and don't let someone else drink and drive. Always wear your seatbelt!

Tips provided by the Centers for Disease Control and Prevention.
