HBR Monthly Webinar
August 17, 2022
Agenda

• Processing Qualifying Life Events
• Managing Dependent Eligibility Documents during OE
• Open Enrollment
• Tobacco Attestation Activity
• Contact Information
• Selecting End of Coverage Dates
• HBR University
• Upcoming Monthly Webinars
Processing Qualifying Life Events

- Qualifying Life Events (QLE) effective dates and documentation continue to be one of the State Health Plan’s (Plan) top drivers of enrollment exceptions.

- While it can be confusing, there are some simple guidelines that should help. It is also important to note that the dates do not always align to prevent gaps or overlaps in coverage.

- Everything is date driven and because different employers use different termination and effective date rules, it’s not perfect.

- For full details and more tips, see this month’s August HBR Update, which was sent out on Monday.
Managing Dependent Eligibility Documentation During OE

• Because of the volume of new dependent adds during OE, the State Health Plan (Plan) allows unverified dependents to be approved for enrollment for the following year without documentation verification with the intent that the appropriate documentation will be collected and validated in the weeks following OE.

• This year, the Plan will once again give HBRs additional time after OE to review and approve dependent verification documentation, but the window will be shorter. Verification must be completed by Friday, November 18, 2022.

• The Plan will no longer send multiple reminders and lists of outstanding dependent documentation directly to HBRs. Instead, general reminders will be included in the HBR Alerts issued throughout OE.

• On Monday, November 21, 2022, the Plan will begin terminating coverage for unvalidated dependents. The goal is to complete the termination process prior to the January premium invoice production.

All reinstatement and exception rules continue to apply:

• Rule on Enrollment Exceptions and Appeals
• Rule on Member Termination and Reinstatements
Open Enrollment

- 2023 Open Enrollment will be October 10-28, 2022
- OE information will be posted to the Plan’s this week!
- Resources available on the Plan’s website will include:
  - Videos
  - Decision guides
  - Rate sheets
  - Comparison charts
  - Benefit booklets
  - Summary of coverage documents
  - Multiple webinars available for employees
  - OE flier for worksites (available in HBR University/website for HBRs to print and post)
    - Copy of the OE Poster on the right!
2023 Open Enrollment Tobacco Attestation Activity

• Subscribers can attend a tobacco cessation counseling session at a provider’s office that offers this service for free to lower their 2023 employee-only premium by $60.
  • If they combine their tobacco cessation visit with another service, there may be a copay.

• To earn the $60 premium credit, subscribers may complete the tobacco cessation counseling session between July 1 and November 30, 2022. They do not have to wait until Open Enrollment!

• Please note this action is only for tobacco users who want to reduce their 2023 premium. If the subscriber is a non-tobacco user, they will simply attest to that fact during the Open Enrollment.

• To ensure subscriber receives credit for visit, please encourage them to upload their provider office visit summary to the “Document Center” located in eBenefits, the Plan’s enrollment system. They should make sure they request a copy of their summary during their visit.
Importance of Updating Contact Information

• As we get closer to Open Enrollment, the Plan is reminding members to update their contact information with the Plan.

• It is important that the Plan has updated contact information so we can communicate with employees on a regular basis about their health plan benefits. It is critical that they have a valid address, phone number and email address in the Plan’s enrollment system, eBenefits.

• Please encourage your employees to take time to make sure their address is updated, particularly if they have recently moved. They can easily access eBenefits from the State Health Plan’s website at www.shpnc.org and click eBenefits at the top of the page.

• Employees of state agencies need to log into BEACON to update their address AND eBenefits to update their email and phone number. It is necessary to update that information in BOTH places.

• Employees of payroll groups: your employees can update in eBenefits, however, payroll files override their update, so it’s important that employees update their information with you to ensure its correct.
Selecting End of Coverage Dates for Retiring Employees

• It is important to process terminations timely and to also enter the correct date of retirement for an employee.

• Otherwise, there is the potential of a gap in health coverage before retiree health coverage would begin.

• Please refer to the information detailed on the State Health Plan website, www.shpnc.org, under Enrollment Information, concerning terminations.
The 2023 OE HBR Presentation has been uploaded to HBR University, the Plan’s online learning management tool just for HBRs.

Below is the path to find the presentation:

- Materials/All Materials/Resource Center/2023 Open Enrollment Resources Center
Upcoming HBR Monthly Webinars

- All monthly HBR webinars begin at 10 a.m. To register for the monthly webinars, see below or visit the Plan’s website. As HBRs know, the State Health Plan utilizes monthly HBR webinars as monthly training opportunities.

- As a reminder, you can find presentations for a webinar you missed by visiting the new State Health Plan HBR Monthly Training Archive page. Be sure to check the HBR Training and Development page often to sign up for upcoming webinars and review the resources available to you, like HBR University!

- Monthly HBR webinars continue through 2022. Don’t miss any!

- To register for the monthly webinars, see below or visit the Plan’s website.

  - September 21, 2022, 10-11 a.m.
  - October 19, 2022, 10-11 a.m.
  - November 16, 2022, 10-11 a.m.
  - December 14, 2022, 10-11 a.m.
Questions?
Thank you!

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