

HBR Monthly Webinar

October 19, 2022



Agenda

- Open Enrollment is Under Way
- OE Dependent Document Checklist
- 2023 OE FAQs
- HBR Contact/Request Access Form Updated
- Upcoming HBR Monthly Webinars

Open Enrollment is Under Way!

- Open Enrollment ends October 28, 2022.
- To assist you and your employees, Open Enrollment resources are available on the State Health Plan's website!
- The Plan is here to help and is offering webinars for your employees to learn more about their 2023 benefits during Open Enrollment.
- Please keep communicating with your employees the importance of taking action.
- Please encourage your employees to register for one of the remaining webinars listed below.

WEBINAR DATES	WEBINAR TIMES
Oct. 20	<u>12:30 p.m.</u> & <u>4 p.m.</u>
Oct. 25	<u>11 a.m.</u>



Open Enrollment is Under Way!

- Please remind your employees who are tobacco users that they have until November 30, 2022, to visit a provider to complete a tobacco cessation counseling session in order to earn their premium credit for 2023.
- To ensure the credit is applied, they **must** upload their office visit summary into the Document Center located in eBenefits.
- This action is ONLY for tobacco users who want to reduce their monthly premium by \$60 per month in 2023. If an employee is NOT a tobacco user, they will simply need to attest to that during the online Open Enrollment process.
- If you haven't already, [click here](#) to download the 2023 Open Enrollment poster to print it out and post at worksites or share via email with employees working remotely.
- If you missed one of the 2023 HBR Open Enrollment trainings or need to review, [click here for the presentation](#).



2023 OPEN ENROLLMENT

OCTOBER 10-28

70/30 PLAN

ALL members will AUTOMATICALLY be moved to this plan.

\$25/month employee-only premium
(after you complete tobacco attestation)

80/20 PLAN

You **MUST** take action to enroll in this plan.

\$50/month employee-only premium
(after you complete tobacco attestation)

Highlights for 2023!

No Premium increases for the 5th year in a row!

Members who select a Clear Pricing Provider as their Primary Care Provider will continue to enjoy \$0 copay!

Members will continue to enjoy a reduced copay when visiting a Clear Pricing Project Provider!

Preferred and non-preferred insulin continues to have a \$0 copay for a 30-day supply!

Preventative Services remain covered at 100% - no copay or deductible - on either plan!

Enroll & Learn More at SHPNC.ORG



There are no benefit changes for 2023. The formulary (drug list), which determines what medications are covered & what tier they fall under, changes on a quarterly basis, so there is a possibility that you will have changes in your prescription coverage in 2023.

QUESTIONS?

Call the Eligibility & Enrollment Support Center at 855-859-0966.
Extended Hours during Open Enrollment: MON-FRI, 8AM-10PM • SAT, 8AM-5PM

OE Dependent Documentation Reminder & Checklist

- As a reminder, HBRs are 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.



OE Dependent Documentation Checklist

- Encourage employees not to wait until the last minute for Open Enrollment, as they may need to gather appropriate documentation.
- Run Dependent Census Report (Data & Reporting, Standard Reports, Census tab) for the most efficient way to see what dependents are still outstanding.
 - Make sure to select “Open Enrollment” when running the report.
- When running report, filter out those dependents who do not have coverage, then filter out those that have been verified.
- Address remaining dependents with employees who still need to provide documentation.
- **Verification must be completed by Friday, November 18, 2022.**
- **On Monday, November 21, 2022, the Plan will begin terminating coverage for unvalidated dependents.**



HBR Contact/Request Form Updated

- It is imperative that the Plan have updated contact information for all HBRs. Please be mindful of this as personnel changes occur on your team.
- If you need to update contact information, you will be able to do so by completing a new form located on the Plan's website.
- This form will also be used if an HBR is requesting access to eBenefits or eBilling.
- The forms are located on the SHP website and HBR University.
 - <https://www.shpnc.org/hbrs/training-and-development>
 - <https://www.shpnc.org/health-benefit-representatives>



HBR Contact/Access Request Form

Complete this form to update HBR contact information and to request access to eBenefits and other Plan systems.

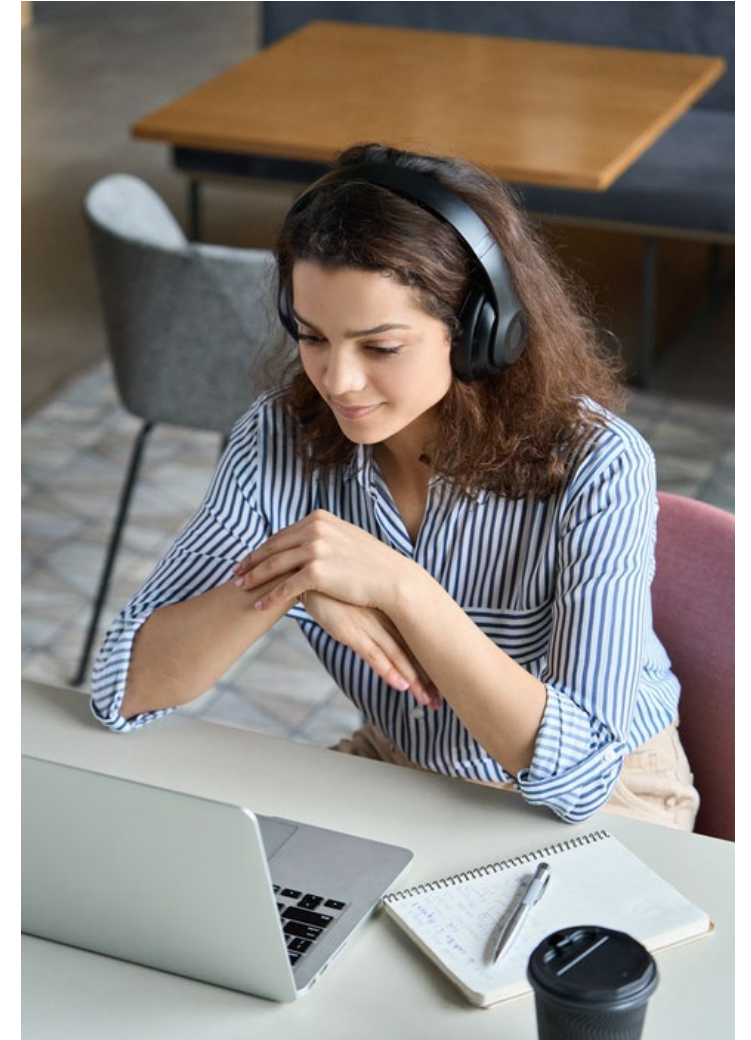
2023 HBR OE Frequently Asked Questions

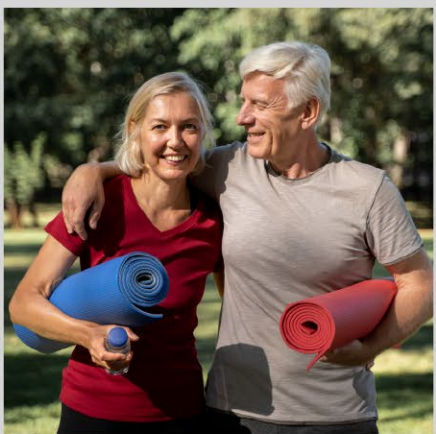
- 2023 HBR OE FAQs now posted in [HBR University](#).
- Go to Training - 2023 Open Enrollment Resources Center.
- FAQ topics include:
 - Tobacco Cessation Premium Credit
 - eBenefits
 - Dependent Eligibility Verification / QLEs
 - PCP Selection / CPP Providers
 - Retirees / Medicare



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](#).
 - [November 16, 2022, 10-11 a.m.](#)
 - [December 14, 2022, 10-11 a.m.](#)





Questions? Thank you!

This presentation is for general information purposes only. If it conflicts with federal or state law, State Health Plan policy or your benefits booklet, those sources will control. Please be advised that while we make every effort to ensure that the information we provide is up to date, it may not be updated in time to reflect a recent change in law or policy. To ensure the accuracy of, and to prevent the undue reliance on, this information, we advise that the content of this material, in its entirety, or any portion thereof, should not be reproduced or broadcast without the express written permission of the State Health Plan.