

# HBR Monthly Webinar

May 18, 2022

# Agenda

- OE Enrollment Exception Period
- Dual Billing
- QLE Reminder
- Worksite Flu Clinics
- Help Your Employees Plan for Retirement
- HBR Webinar Archive



# Open Enrollment Exception Period is Over!

- Tobacco credit exception requests are still rolling in. As a reminder, the Open Enrollment exception period, including requests for the tobacco credit, has ended. **No further 2022 OE exceptions will be considered.**
- The Plan verified 5,829 members completed a tobacco cessation visit or uploaded valid documents to eBenefits.
- Benefitfocus was provided a list of 2,463 employees to have their tobacco attestation credit removed effective January 1, 2022, which was completed in time for the February invoice.
- Thank you for your cooperation!

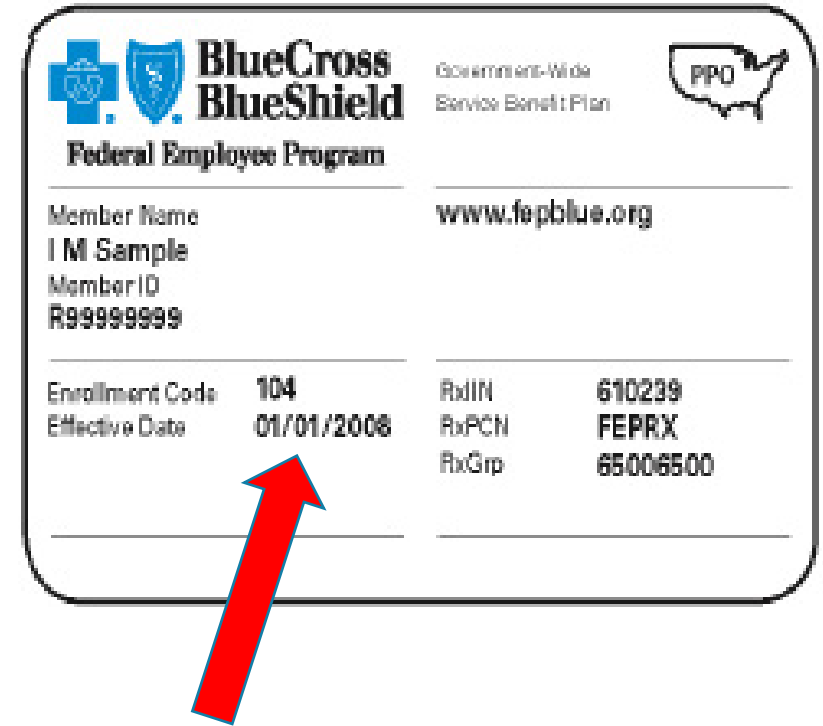


# Dual Premium Billing Ending

- Dual Premium Billing in two eBilling portals is ending. Retro activity balances in the Power MHS eBilling portal will be transferred to the FACETS eBilling portal.
- Debit balances will show on the “Fees and Other Services” tab of your current invoice and the description will be “MHS Adjustment.” Credits will show as an “Adjustment” in the “Payment History” tab.
- The details of the MHS retro activity will be available in the Power MHS eBilling portal. Payments will no longer be accepted in the MHS eBilling portal and will only be accepted in the FACETS eBilling portal.
- Groups will be able to see credit adjustments starting 5/6/2022. Debits will appear with your next available invoice. Subsequent credits/debits will be handled monthly for the remainder of the year.
- Please contact Blue Cross NC for any billing questions at 800-245-7319 or [stateppoinvoice@bcbsnc.com](mailto:stateppoinvoice@bcbsnc.com).

# Qualifying Life Event Reminder

- **Now Eligible for Other Coverage** QLE will always require either a copy of the ID card that clearly shows the start date of the coverage or a letter, screenshot or other document that provides the start date information.
- Documents or ID cards without an effective date of coverage will delay the process of ending coverage for members and dependents.



# Worksite Flu Clinics Not Offered This Year

- The State Health Plan will not be offering the worksite flu clinic program this year.
- Vendors continue to struggle with staffing issues, making it difficult to offer clinics at worksites throughout the state.
- If your group would like to arrange your own worksite flu shot clinic, please make sure to utilize an in-network provider to avoid your employees being charged.
- Receiving an annual flu vaccine continues to be one of the best ways to prevent the flu.
- The Plan encourages you to communicate to your employees that they should take advantage of other local opportunities such as pharmacies or provider offices to receive the flu vaccine.



# Reminder: Help Your Employees Plan for Retirement

- The State Health Plan is again offering online webinars with important information on “Understanding Your Medical Plan Options When You Become Medicare-Eligible.”
- These popular, free webinars are designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each webinar lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions.
- **These webinars are also a great resource for HBRs, so feel free to attend one as well so you can assist employees as needed.**
- Webinars are scheduled through July. Interested employees and HBRs are encouraged to register soon, as these webinars are expected to fill quickly!
  - [May 24, 2022 – 2 to 4 p.m.](#)
  - [June 9, 2022 – 10 a.m. to noon](#)
  - [June 21, 2022 – 2 to 4 p.m.](#)
  - [July 12, 2022 – 10 a.m. to noon](#)
  - [July 21, 2022 – 2 to 4 p.m.](#)



# New Resource! HBR Monthly Webinar Archive Now Online

- Miss a recent HBR monthly webinar presentation? No problem!
- You can find the PowerPoint presentation (or video if applicable) for the webinar you missed by visiting the **new** State Health Plan [HBR Monthly Training Archive](#) page.
- Check the HBR [Training and Development](#) page often to sign up for upcoming webinars.
- Remember to review all the resources available to you, like [HBR University](#)!





# Upcoming HBR Monthly Webinars

- The State Health Plan continues to utilize monthly HBR webinars as monthly training opportunities. The monthly webinars serve as the main source of updates and guided training. Given this emphasis, HBR attendance at each monthly webinar is required.
  - These monthly HBR webinars are meant to provide HBRs with updates or announcements related to the Plan and offer HBRs the opportunity to ask questions and raise any issues or concerns.
  - All webinars begin at 10 a.m. To register for the monthly webinars, see below or visit the Plan's [website](#).
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- [June 15, 2022, 10-11 a.m.](#)
  - [July 20, 2022, 10-11 a.m.](#)
  - [August 17, 2022, 10-11 a.m.](#)
  - [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.](#)



**HBR Open Enrollment Trainings  
Coming this Summer!**



# 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.

