

August 2020 HBR Update



Open Enrollment is Coming! Are You Ready?

Open Enrollment for the 2021 benefit year will be held October 15-31, 2020. Open Enrollment information is now available on the Plan's website!

To help you get the word out to employees about Open Enrollment, [click here](#) to view the 2021 Open Enrollment poster. HBRs are encouraged to print it out and post at worksites or share via email with employees who may be working remotely.

This year, the Plan recognizes that many employees may be working remotely and your ability to communicate with them may be limited to email. The Plan is here to help and will be offering numerous virtual opportunities for your employees to learn more about their 2021 benefits and Open Enrollment. The Plan will be offering several webinars, which is a great way your employees can get all the information they need to make an informed decision. Please encourage your employees to register for a webinar. Webinar dates and times are now available on the Plan's website under [Outreach Events](#).

As a reminder, the State Health Plan has expanded the Open Enrollment tobacco attestation activity requirement for tobacco users who want to reduce their premium for 2021, and they can take action now and don't need to wait.

Before a member visits a MinuteClinic or Primary Care Provider for a session, they should go to the State Health Plan [website](#) and print off instructions for their provider to ensure their FREE visit is billed correctly. (If a member combines the tobacco cessation visit with another service, there may be a copay.) This document is not required to take to the visit, it's simply a suggestion to ensure the visit is billed correctly.

This action is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2021. If a member is NOT a tobacco user, employees will simply need to attest to that online during Open Enrollment.

2021 Open Enrollment Task Management Update

During the State Health Plan's 2021 Open Enrollment on October 15-31, 2020, HBRs will notice a change to approval tasks that are generated with elections for the new plan year. During Open Enrollment, approval tasks will not generate for HBRs to review/approve for 2021 elections, as these elections are considered valid. Once the 2021 Open Enrollment closes, HBRs should expect to see tasks appear for 2021 changes as they will require a qualifying life event.

During Open Enrollment, HBRs should expect to continue to see and manage the following task types:

1. Changes to 2020 benefit elections
2. Dependent verification required for newly added dependents
3. Changes to personal/work information

If your group does not have Payroll Integration with Benefitfocus to receive 2021 elections via a file feed, the Benefit Detail Report from eBenefits will provide the summary of all 2021 elections in order to ensure January deductions are set up correctly. Please contact the HBR Support Line, 800-422-5249, or submit a case via [OnePlace 365](#) if you have questions.

New eBenefits 'Hold Future Transactions' Functionality Now Available

Historically, once a termination or cancellation was entered in eBenefits, the member's record could no longer be modified.

The new "Hold Future Transactions" functionality became available August 11 and will allow members to continue to update their information while the future transaction is held. This should be most beneficial for those employees who are retiring.

Please log into [HBR University](#) and review the document "Hold Future Transactions" for an overview and more details regarding this new functionality.

Upcoming HBR Monthly Webinars Will Focus on Open Enrollment

Beginning with the August HBR monthly webinar August 19, the regular HBR monthly webinars will focus on Open Enrollment in addition to other important announcements. HBR attendance at each monthly webinar is critical in assisting HBRs with their role and continues to be included in the HBR scorecard. To register for the monthly webinars and view the monthly topics, visit the Plan's [website](#).

The Plan recently held 2021 Open Enrollment training webinars to make HBRs aware of any changes to benefits for the upcoming benefit year. If you missed the webinar, the [presentation](#) is available on the Plan's HBR training page as a reference.

New eBenefits Profile Information

In the member role during an Initial Enrollment and Open Enrollment, members will be prompted to review their personal information once they select "Get Started." This step will help ensure we have the most current and accurate data for both the Plan and HBRs. Please note:

- Non-Payroll groups – Members will be able to edit their information.
- Payroll groups – Members will not be able make edits to their information. They will be advised that their information is managed in another system and directed to contact their HBR to update their information if necessary.

Processing Retirement Terminations Reminder

The State Health Plan would like to remind all Employing Units that it is important to process retirement terminations as soon as possible. For step-by-step instructions on how to process retirement terminations, please see the updated document in [HBR University](#).

As you know, employees can submit their retirement paperwork up to 120 days prior to the retirement effective date. Once the retirement is approved, the new retiree will be automatically enrolled into retiree health coverage. They cannot be automatically enrolled if the retirement termination from the active group has not been processed.

Every month the Plan sees delayed retiree health benefit enrollment because the retiree's active coverage has not been terminated. Please remember to process the retirement termination as early as possible to ensure the new retirees and any enrolled dependents have plenty of time to make any desired changes prior to the benefit effective date. As a reminder, your Medicare primary retirees will be limited in their choices if they are not enrolled at least 30 days prior to the benefit effective date.

2020 Flu Shot Program Gearing Up

Are your employees ready for flu season?

This year, LabCorp, in cooperation with Blue Cross and Blue Shield of North Carolina (Blue Cross NC), will work with agencies this fall to host onsite flu immunization clinics. LabCorp (services previously provided by Maxim) is accepting requests now for agencies that would like to schedule their clinics.



LabCorp will start onsite clinics September 14, 2020. The process will be the same as the 2019 program, with the exception that no one under the age of 18 will be permitted in a clinic. The quadrivalent flu vaccine will continue to be offered.

There is a 25-shot minimum per clinic. Worksites will be charged \$25 per shot for shots below the required 25-shot minimum. HBRs will now be required to have signatures from an agency authority that is responsible for any payments required if the agency's clinic does not meet the 25-shot minimum.

LabCorp will be operating under certain [health and safety precautions](#) to keep flu shot clinic attendees safe during the COVID-19 pandemic.

To schedule an onsite clinic, HBRs must complete this request [form](#).

Did You Know...

National Immunization Awareness Month

August is National Immunization Awareness Month. This observance highlights the importance of vaccination not only for children, but for people of all ages, including your employees. Immunizations are among the most effective ways to protect against serious diseases. They reduce the risk of infection by working with the body's natural defenses to help safely develop immunity. Many vaccine-preventable diseases are no longer common, thanks to vaccines!

The Plan covers the full series of preventive immunizations recommended by the Centers for Disease Control and Prevention (CDC) and the American Academy of Family Physicians. Coverage falls under the medical or pharmacy benefit, through an **in-network** provider.

Even during the COVID-19 pandemic it is important for infants, children and teens to receive required immunizations on schedule. Babies are at particular risk if not vaccinated because their immune systems are not fully developed, putting them at

greater risk for infections. Encourage your employees as needed to contact their health care provider's office to discuss the strategies they have in place for safe well child visits. Your employees can help keep their families healthy by staying up to date on required and recommended immunizations.

Please share the following resources with your employees:

- CDC: 2020 [recommended vaccinations](#) for children from birth through 6 years old.
 - N.C. Department of Health and Human Services: [immunization requirements](#) for young children through college age students.
 - CDC: Recommended [vaccines for adults](#).
-





**Walnut Pesto
Pasta Salad**

**Increasing
Physical Activity**

[Get the Recipe](#)

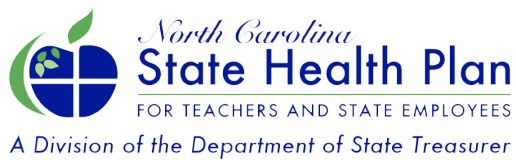
[Click for the Tip](#)

Connect with us on **facebook**

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: ppo.inquiries@nctreasurer.com



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA