

HBR Monthly Webinar

January 19, 2022

Agenda

- 2022 Annual HBR Certification & Contact Information Survey
- Transfers Functionality Update
- Tobacco Credit Removals
- Reminders:
 - 2022 Group Billing Schedule
 - February 2022 Invoices
 - QLE Training Videos at HBR University
 - 2022 Monthly Webinars Scheduled

A stack of colorful sticky notes (orange, pink, light green) is shown. The top note is yellow and has the word "WELCOME" written in large, bold, black, hand-drawn capital letters. The notes are slightly overlapping and are set against a light blue background.

WELCOME

2022 HBR Annual Certification & Contact Information Survey

- **The State Health Plan is conducting its HBR Annual Certification, which includes a brief online training that is required of all HBRs.** This training can be accessed via [HBR University](#) and must be completed by February 11, 2022.
- **In addition, the Plan is updating our HBR contact information so we can better assist you and your team.**
- This certification is a two-step process. First, log into [HBR University](#) and take the brief online training. Next, take the contact survey at the end of the training presentation or click [here](#) to provide your contact information.
- If this training is not completed by February 11, 2022, access to eBenefits will be terminated. The Plan has the responsibility to ensure that HBRs are fully educated on all policies and practices applicable to the Plan. This requirement has been implemented in the interests of the employees you serve.
- Your cooperation in the training and providing your contact information will help us maintain and improve the support and communications we provide. **Thank you in advance!**

eBenefits Transfers Functionality Automation

- As a reminder, eBenefits Transfers Functionality automation is coming in early 2022. eBenefits will have new functionality enabled to handle employee transfers of benefits when an employee moves from one employing unit to another.
- An employee will be identified as a “**transfer**” at the new group using key demographic information. If a match occurs and is within 30 days of the benefit end date and new effective date, the employee’s enrollments automatically transfer to the new group.
- When an employee transfers the following will be transferred automatically:
 - The employee and family’s demographic and benefit information including Primary Care Provider (PCP) information
 - Employee and dependent Medicare benefit information
 - Beneficiary and additional information
 - Student and custodian information
 - Previous uploaded documentation
- The employee will have the opportunity to make changes and HBRs will see “**Transfer**” as the employee indicator.

eBenefits Transfers Functionality Automation, cont'd.

Please note these limitations:

- The transfer functionality will not work if the employee is returning to a group where he/she was previously employed. For example: Employee leaves group A and is hired in group B (enrollment data will transfer). Then employee leaves group B and is rehired at group A (enrollment data will not transfer). Employee and HBR will have to manually update employee information.
- At this time, the functionality will not consider the addition of an adjusted service date as criteria to evaluate a transfer of benefits.
- An employee transfers into any of the non-active groups (Retirement, COBRA).

BEACON groups: This functionality will not apply to an employee being transferred from one BEACON group to another BEACON group. There is already employee transfer logic enabled for these groups.

Tobacco Attestation Results & Reminder

- The State Health Plan evaluated approximately 8,500 members who attested to being a tobacco user during Open Enrollment and agreed to participate in a tobacco cessation visit between July 1, 2021, and November 30, 2021, to receive a premium credit for 2022.
- The Plan verified that 5,829 members had participated in a tobacco cessation visit or uploaded valid documents to eBenefits. For those who did not, Benefitfocus was provided a list of 2,463 members to have their tobacco attestation credit removed effective January 1, 2022, in time for the February invoice.
- Groups were emailed a final list of tobacco attestation credit removals the week of December 30, 2021. If there's a member on the final list who believes they have satisfied the tobacco cessation service, then an exception can be submitted.
- As a reminder, since members can visit a Primary Care Provider (PCP) for their session, waivers will not be given to members who live more than 25 miles away from a CVS MinuteClinic. If an enrollment exception is submitted with a mile radius reason included, it will be denied.

Reminder: 2022 Group Billing Schedule

- Premium invoices for health coverage are billed a month in advance. As you are aware, effective January 1, 2022, Blue Cross NC migrated to a new core operating system and bill dates for your January 2022 invoices have already been agreed to.
- If you are interested in changing your bill generation date for your February 2022 invoice (which will run in January 2022) you may submit those requests now.
- The process for changing your bill generation date is:
 - Request must be sent to StatePPOInvoice@bcbsnc.com
 - Request should be received 10 business days prior to the current bill generation date
 - Account must be in good standing and paid current
- Within 24 to 48 business hours of receiving the request, Blue Cross NC will respond with one of the following:
 - Confirming approval and update applied
 - Denied with reason why

Reminder: February 2022 Invoices

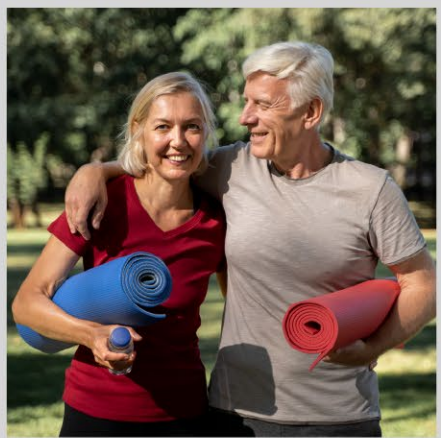
- Please remember to log into the new Facets eBilling platform in January to access your February 2022 premium invoice.
- HBRs will now be responsible for managing dual billing systems – Power MHS (Current) eBilling and Facets (New) eBilling.
- Paid-through dates will not be advanced, resulting in claims being held, if premiums are not paid by the invoice due date.
- The Facets bill will run and be available first, then the Retro bill in Power MHS will be available the next day in eBilling.

Reminder: QLE Training Videos Available at HBR University

- The Plan continues to see HBRs struggle with QLE rules and processes. As a reminder, the State Health Plan has created two training videos on Qualifying Life Events, or QLEs.
- As an HBR, YOU are responsible for reviewing your employees' QLE tasks in eBenefits. To approve or deny tasks, there are a few things you should know about QLEs.
- The first video offers a QLE overview, while the second video focuses on the various types of documentation required in the QLE process.
- HBRs can find the videos in the Course Catalog of [HBR University](#).

Reminder: 2022 HBR Monthly Webinars Scheduled

- 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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- [February 16, 2022, 10-11 a.m.](#)
 - [March 16, 2022, 10-11 a.m.](#)
 - [April 20, 2022, 10-11 a.m.](#)
 - [May 18, 2022, 10-11 a.m.](#)
 - [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.](#)



Questions? Thank you!

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