

# HBR Monthly Webinar

February 16, 2022

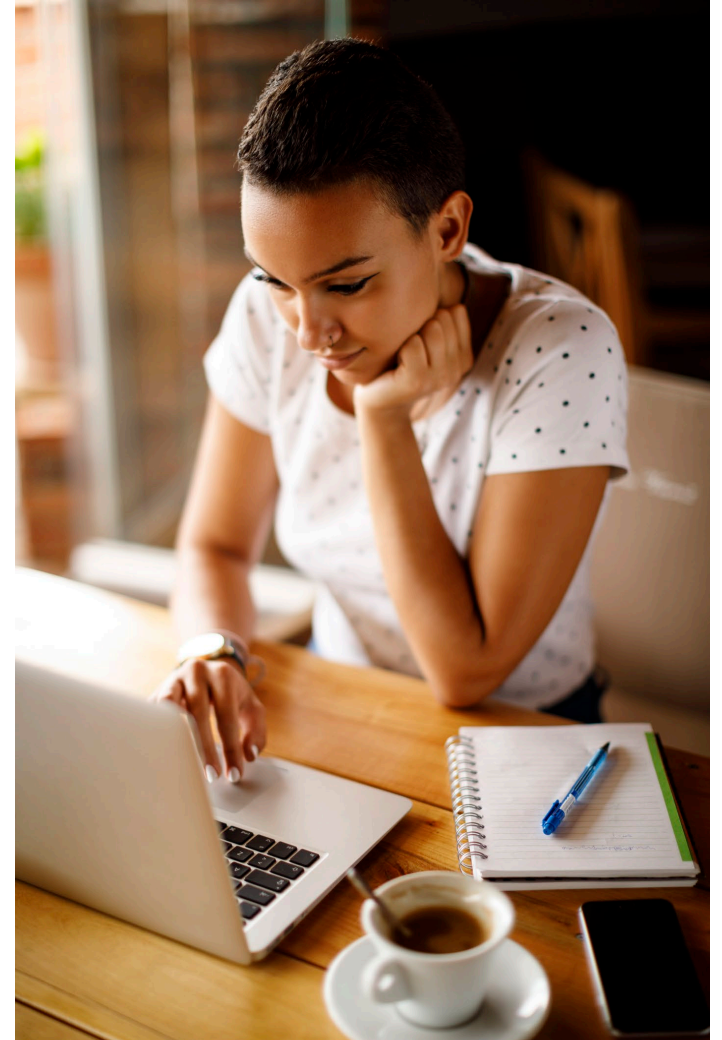
# Agenda

- Annual Certification
- Coverage for At-Home Rapid COVID-19 Tests
- eBenefits Transfer Functionality Update
- ID Card Access
- Reminders:
  - Employer Rate Change in December 2021
  - HBR Responsibilities for Enrollment & QLEs
  - 2022 Monthly Webinars Scheduled



# Annual Certification a Success!

- The State Health Plan recently completed its HBR Annual Certification, with 771 HBRs taking part!
- The certification included online training through HBR University as well as a request for HBRs to update their contact information. We appreciate all that participated.
- As a reminder, training videos on a range of topics – including Qualifying Life Events (QLE) rules and processes – are posted online at [HBR University](#). See what's available!



# Coverage for At-Home Rapid COVID-19 Tests

- State Health Plan members are encouraged to utilize the free COVID-19 test kits available through federal and state programs.
  - Residential households in the U.S. can order one set of 4 free at-home tests from [USPS.com](https://www.usps.com). There is a limit of one order per residential address. One order includes 4 individual rapid antigen COVID-19 tests.
  - NC DHHS and Labcorp are teaming up to make at-home kits for COVID-19 testing available to North Carolina residents. For more information and to place an order visit the [NCDHHS website](#).
- At-Home Rapid COVID-19 tests continue to be covered at 100% for State Health Plan members enrolled in the 80/20 and 70/30 PPO Plans as well as the High Deductible Health Plan (HDHP) via the pharmacy benefit.
  - Many pharmacies are experiencing a high volume at the pharmacy counter coupled with staffing issues, which has led them to restricting over-the counter (OTC) product processing to only those with a prescription. Therefore, many pharmacies are not accepting insurance and are requiring customers to pay in full for each test.
  - Members are able to submit the receipt for reimbursement by using the [Prescription Reimbursement Claim form](#) located on the Plan's website. Members can also submit a reimbursement request [online via CVS Caremark](#).
  - Members should submit a receipt that clearly indicates the test purchased, along with the claims form. Expect the claims reimbursement process to take between 30 and 90 days. As a reminder, there is a limit of 8 At-Home Rapid tests per 30 days.
  - *Reimbursement does not apply to tests purchased prior to January 15, 2022.*



# eBenefits Transfers Functionality Automation Update

- The eBenefits Transfers Functionality automation, to handle employee transfers of benefits when an employee moves from one employing unit to another, has been postponed.
- The Plan will keep you posted on further progress with this effort.



# Employees Can Access ID Cards on the Go!

- If your employees need to access their State Health Plan ID card, or they have made changes to their State Health Plan and are waiting for a new card to arrive in the mail, there's no need to wait! Employees can access their new ID card now and get a copy online through BlueConnect or the BlueConnect mobile app. Here's how!
- To access and print a copy through the Plan's website, follow these steps:
  - Log into eBenefits, the Plan's enrollment system. eBenefits is available on top of the homepage – and every page! – of the Plan's website, [www.shpnc.org](http://www.shpnc.org).
  - Select the appropriate colored box to log in to eBenefits.
  - Once in eBenefits, select BlueConnect located on the left menu.
  - The BlueConnect page provides a quick reference of your deductible balance and access to claims, among other features.
  - Select "Account/Profile." Once employees access their account, they can order a new ID card, change a password, confirm their email and perform other tasks.

# Employees Can Access ID Cards on the Go, con't.

- New ID cards are also available on the BlueConnect mobile app, offered through Blue Cross NC. To get the app and access their ID card, employees can just follow these steps:
- To access and print a copy through the Plan's website, follow these steps:
  - Go to the app store and search for and download the "Blue Connect Mobile NC."
  - Create an account. If employees already have an account, they can log in.
  - Once they're logged in, they can scroll to the bottom and tap the "ID Card" button.
  - They will be automatically directed to a new screen with a digital image of their ID card.

Provider Type	CPP	Non CPP
Selected PCP*	\$0	\$30
Phy/Occu/Spch Therapy/Chiro	\$36	\$72
Specialist	\$47	\$94
Behavioral Health	\$0	\$45
Urgent Care	\$100	
ER	\$337 + Ded & 30%	

Other Info	INN	OON
Ind Deductible	\$1,500	\$3,000
Ind OOP Max	\$5,900	\$11,800
Family Deductible	\$4,500	\$9,000
Family OOP Max	\$16,300	\$32,600

\* If PCP not selected, in-network copay \$45

CPP: Clear Pricing Project  
INN: In-network/OON: Out-of-network  
OOP: Out-of-pocket

Subscriber: **JOHN A SAMPLE** 01  
Member:  
Subscriber ID: **SMPLO001**  
Your Group  
Date Issued: **01/01/2022** Group No: **14170742**  
RXBIN: **000000** RXPCN: **000** RXGRP: **000000**  
Primary Care Provider (PCP)  
Dr. PCP  
123 Anywhere Street  
123-456-7890  
**NC SHP Network 80/20 Plan**  
Paid for by **YOU** and other **NC Taxpayers**

# Reminder: Only Employer Rates Changed in December 2021

- **Reminder: Only Employer Rates Changed in December 2021!**
- The State Health Plan is seeing numerous groups changing *employee* rates for the 2022 benefit year. The Plan is seeing groups adding the *employee* and *employer* rates and charging employees an incorrect amount.
- As a reminder, *employee* rates **DID NOT** change in December. Only *employer* rates were updated and changed. The Leave of Absence 100% and 50% rates are less than the employer plus subscriber rates.
- For details on the employer rate change, please see the December 2, 2021, [HBR Alert](#).

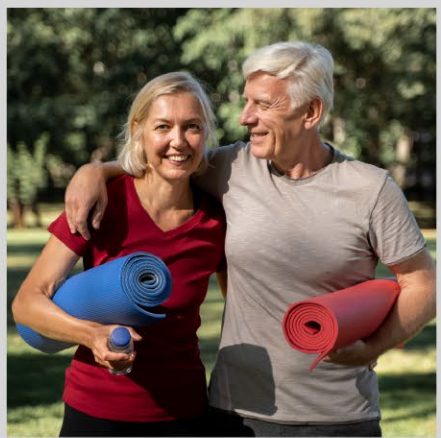


# Reminder: HBR Responsibilities for Initial Enrollments and Qualifying Life Events

- The State Health Plan would like to remind HBRs about their statutory responsibilities related to approving new hire and qualifying life event (QLE) enrollments. These transactions should not be approved without proper dependent verification and/or QLE documentation.
- The Plan will be doing a RANDOM audit, therefore, HBRs cannot rely on the Plan's audits to find transactions without the proper documentation.
- And while many HBRs do an excellent job managing eligibility, the Plan has recently seen a trend where enrollment exceptions have been submitted to drop a dependent who has been enrolled without proper documentation.
- The Plan will not approve an enrollment exception just because an Employing Unit has not collected proper documentation. Instead, it may be necessary for HBRs to complete additional training if the enrollment process is not managed properly.
- Please adhere to these guidelines and reach out to the Plan at [HBRInquiries@nctreasurer.com](mailto:HBRInquiries@nctreasurer.com) if you are in need of additional training or resources to help you manage eligibility for your employees.

# 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](#).
  - [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!

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.

