

# HBR Monthly Webinar

March 16, 2022



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

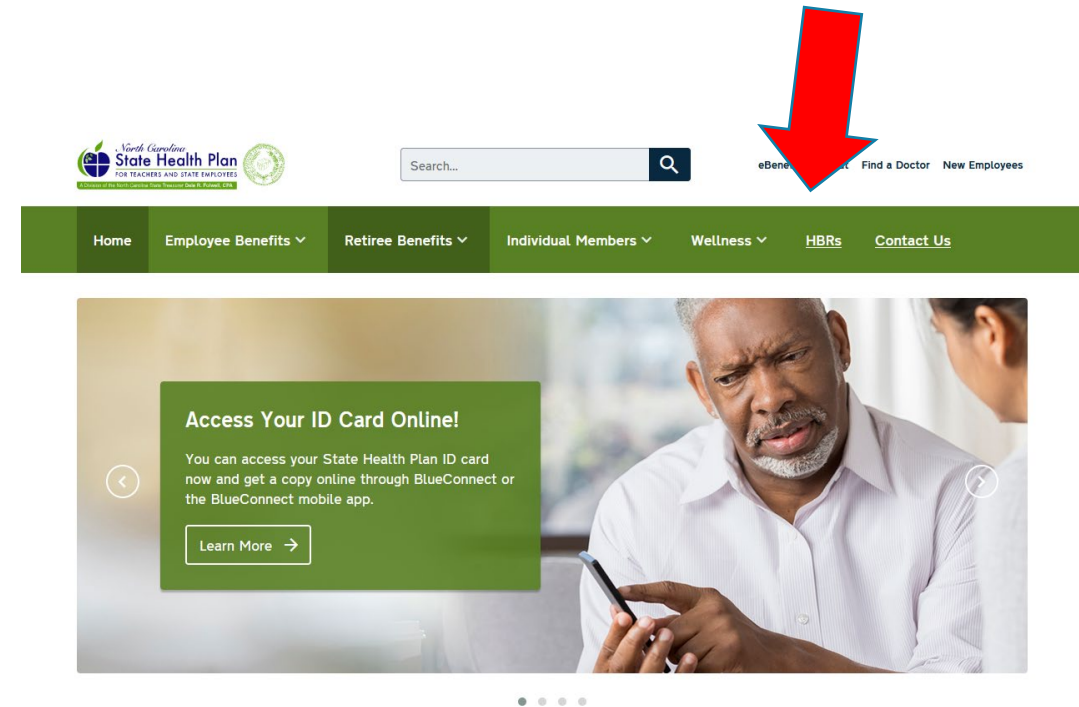


# Agenda

- State Health Plan Website Resources
- HBR Responsibilities for Enrollment & QLEs
- Help Your Employees Plan for Retirement
- Creditable Coverage Reminder
- FACETs Issue Regarding Newborns
- COVID-19 Coverage Reminder

# State Health Plan Website Resources for YOU!

- Have a question regarding the State Health Plan?
- The Plan's website has a dedicated section just for YOU and you may be able to find what you need at your fingertips!
- The [HBR section](#) of the Plan's website includes information on enrollment, exceptions, payroll and billing, employees on disability, RIFs and more.
- In addition, [HBR University](#), your online learning resource center, is dedicated entirely to your needs and is your one stop shop on what you need to assist with your State Health Plan duties.
- HBRs who need to access information should utilize the following steps:
  - Check the website and HBR University first!
  - If you need more help, call the HBR support line at 800-422-5249.
  - If you need additional help, email [hbrinquiries@nctreasurer.com](mailto:hbrinquiries@nctreasurer.com) for assistance.



# HBR Responsibilities for Enrollments & QLEs

- 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!
- Training regarding QLEs and how to manage them is located in [HBR University](#).

# 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!
  - [April 5, 2022 – 2 to 4 p.m.](#)
  - [April 28, 2022 – 10 a.m. to noon](#)
  - [May 11, 2022 – 7 to 9 p.m.](#)
  - [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.](#)



# Notice of Creditable Coverage

- As a reminder employees that are terminated will receive a Notice of Creditable Coverage from the State Health Plan.
- This is a required notice. This is NOT a COBRA notice.
- HBRs have been mistaking this notice as a COBRA notice and reaching out to the Plan for verification.



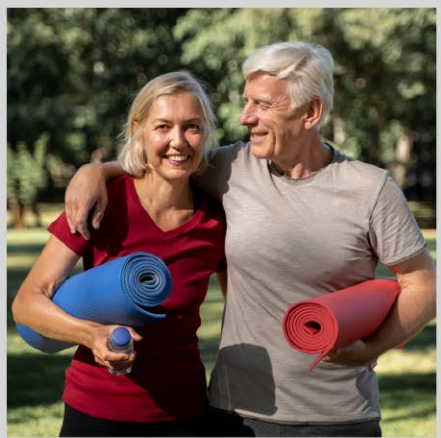
# FACETs Issue Regarding Newborns

- Blue Cross NC is experiencing billing issues when employees add newborns with a Date of Birth that is the 28<sup>th</sup> of the month or after.
- They are not billing for the newborn's month of birth coverage, but are billing for the months after the birth month.
  - Example: Newborn Date of Birth is 1/28/22.
  - Blue Cross NC is not billing for the child portion of the premium for January but is billing for the child portion for February coverage going forward.
- This does not affect employees that already have employee/child coverage or employee/family coverage. This only impacts coverage changing from employee-only to employee-child.
- Blue Cross NC is aware of the issue and is working towards a solution. Once corrected, there will be retro billing for any employees affected.

# COVID-19 Coverage Reminder

- Many providers offer tele-health or virtual visits. These types of visits are covered under the Plan and this will remain in effect until October 2022. The applicable copay for an office visit will apply.
  - The Plan has had HBRs, Providers and Members inquire about this extension.
- The COVID treatment cost share waiver expired June 30, 2021; therefore, treatment or services related to COVID-19 are subject to the applicable cost share amounts.
  - Even if “treatment” is free through a federal program, there still MAY be an administration fee associated with administering the treatment, so members may still have out-of-pocket costs.





# 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.

