

# HBR Monthly Webinar

April 20, 2022



# Agenda

- Introducing Jameka Speight
- Newborn Billing Issue
- Reminders:
  - HBR Responsibilities for Enrollment & QLEs
  - Help Your Employees Plan for Retirement

# Introducing Jameka Speight!

- Please welcome **Jameka Speight** to the Plan's Customer Experience and Communications team!
- Jameka, who is joining us as our new Customer Experience Specialist, has worked in benefits for over 18 years.
- She will be working directly with HBRs to provide YOU with the tools, training and resources needed to assist you with administering Plan benefits.



# Newborn Billing Issue

- State Health Plan subscribers who added a newborn in 2022 to their Subscriber Only or Subscriber + Spouse plans were not billed for their newborn for the birth month.
- Blue Cross NC is working to implement a configuration update which will result in retro-adjustment billing in the next applicable invoice following the update.
- Please note: if a group has not had any newborns in 2022, your group will NOT be impacted.
- For any billing related questions, please contact Blue Cross NC at [StatePPOInvoice@bcbsnc.com](mailto:StatePPOInvoice@bcbsnc.com) or 800-245-7319.



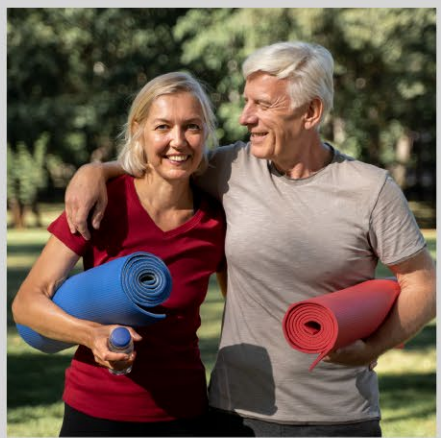
# Reminder: HBR Responsibilities for Enrollments & QLEs

- 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](#).

# 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!
  - [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.](#)





# Questions? Thank you!

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