



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES



## **Benefitfocus Phase III & Open Enrollment Readiness Update**

*Board of Trustees Meeting*

**August 5, 2016**

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*A Division of the Department of State Treasurer*

# Benefitfocus Phase III Readiness Update

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As a reminder, when we transitioned back to Benefitfocus last September, we split the transition into three phases:

- **Phase I** was the active and retiree “go-live” which was completed just before Annual Enrollment last year.
- **Phase II** was Annual Enrollment which was held from October 15 – November 18, 2015.
- **Phase III** was intended to address these items:
  - Deficiencies and defects from the original contract
    - **COBRAGuard** – All electronic data interfaces (EDI)
    - **NCFlex** – Outstanding functionality
    - **Retirement Systems** – Payroll files
    - **Defects** – Related to various processes and EDI
  - Vendor and Partner integration that could not be completed prior to go-live
    - **Vendor Single-Sign-On (SSO) and Web Services** – This is the technology that allows members to log in into one system and seamlessly and securely transition to another system. The most important SSO is the one that supports Health Assessment completion within eEnroll.
    - **Custom BEACON Payroll Files**
  - Vendor Integration required to support 2016 benefits
    - **NCAg Foundation**, which is required to support the Diabetes Prevention Program (DPP)
    - **RivalHealth**, which is required to support the Health Engagement Program

# Benefitfocus Phase III Status



- Benefitfocus has experienced multiple delays that have impacted the delivery of all Phase III items. While the specific reason for each deliverable's delay varies, the primary reasons include:
  - **Resources** – Benefitfocus was impacted by a lack of resources familiar with the Plan's unique requirements. This has impacted requirements gathering, development and testing. While that gap is closing, it is difficult to recover from the early delays.
  - **Test Environments** – Benefitfocus has had ongoing issues with their test environments that have impacted their ability to meet testing schedules and produce accurate test files. They are working on closing this gap, but until that plan is fully executed, the lack of sufficient test environments will continue to impact the Plan's projects.
  - **Cascading Effect** – Once the first project is delayed, it impacts the delivery of the next one. Resources need to be freed up from one project so they can focus on the next one. This issue has not only impacted Benefitfocus but the Plan and other vendor resources too.

# Benefitfocus Phase III Delay Impacts



Deliverable	Original Go-Live Date	Actual Go-Live Date	Impact
NC AG File	6/1/16	7/21/16	Plan developed a workaround with NC AG using Benefitfocus reports.
Rival File	6/1/16	7/20/16	Plan developed a workaround with RivalHealth using Benefitfocus reports.
BEACON Files	7/5/16	TBD	BEACON has continued with the standard file and the temporary resources required to input the enrollment not handled by the file. The custom file will be deployed without all required functionality. Additional deployments will be needed to deliver all the business requirements.
Active Health SSO	7/27/16	Targeting 9/2/16	We have developed ongoing workarounds to apply Health Assessments to new enrollees, but we must have this functionality deployed for OE.
NCFlex Functionality	Various	TBD	Continuing with existing workarounds for imputed income, EOI, Cancer Benefit, and NCFlex EDI functionality.
COBRAGuard EDI	TBD	TBD	Requirements sign-off has been delayed, which means the final solution will not be completed in 2016. Continuing with existing workarounds.
Retirement EDI	TBD	TBD	Requirements sign-off has been delayed, which means the required changes may not be completed in 2016. Continuing with current file.
Remaining Defects	TBD	TBD	While some of the smaller items have been scheduled, the larger more complex items have yet to be scheduled. Workarounds continue.

# Benefitfocus Phase OE Readiness Update

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In addition to the Phase III requirements, Benefitfocus needed to make additional system changes to support 2017 Open Enrollment (OE).

- **Member Experience** – As we have previously discussed, Benefitfocus had already developed some features to enhance the member experience during the online enrollment process. After conducting member and employer focus groups and listening to Plan constituents, they also agreed to develop some Plan specific enhancements.
- **2017 OE Requirements** – Every new benefit year brings new vendors, benefit and enrollment features that must be updated. While some are simply setup or configuration items, others require development work; for example:
  - New NCFlex Vendors
  - Enhancements to the Health Engagement Program
  - Change to one Medicare Advantage carrier
  - New Pharmacy Benefit Manager contract

# Benefitfocus OE Readiness Status



- **Overall OE status is yellow, but is trending green.** There are a couple of enhancements that are behind schedule and the integrated vendor testing is behind, but there are no “blocker” defects. At this point, we feel confident that there is room in the schedule to make up for lost testing time and the delayed enhancements.
- **Member Experience Enhancement Delays** – Work continues on the member experience enhancements. While most of the functionality is in place, there have been delays delivering all the required changes.
  - **Overall OE workflow delay**
    - Earlier this year, the Board approved moving all active members to the Traditional 70/30 for the start of OE. From there the subscriber would either confirm election into the Traditional 70/30 plan or select another plan. The next step in the workflow would be the three wellness activities. The introduction of the tobacco attestation on the Traditional 70/30 Plan has caused additional development work that was not originally anticipated to meet this workflow requirement. Current target date for this change is September 10, 2016.
  - **Confirmation Statement delay**
    - Enrollment confirmation statements for members who enroll telephonically have been delayed. While they are currently scheduled for the September release, testing has not progressed enough for us to have a high level of confidence they will be deployed in time for Open Enrollment.



# Benefitfocus OE Readiness Status



- **2017 OE Requirements** – There are currently no concerns with the delivery schedules for these items. The biggest risk is that any slippage on the projects that precede these deliverables could negatively impact these items.
  - **Electronic Data Interfaces (EDI)** – The new EDI requirements do not have to be in place by the start of OE. They are required to transmit 2017 enrollment files, which begins at varying intervals after OE.
    - ✓ **New NCFlex Vendor EDI** – Delivery schedule being developed. Files are not required until the end of the year.
    - ✓ **Enhancements to the HEP** – Work is under way to enhance the Rival EDI files. Files are not required until the end of the year.
    - ✓ **New PBM Contract** – Requirements are completed and the delivery schedule has been developed to support EDI transmissions throughout the fall, as required.
  - **The Change to one Medicare Advantage vendor**
    - ✓ **Auto-Enrollment** – Changes are required to the auto-enrollment process to remove the two carrier split logic and change the letters that are sent to members upon auto-enrollment

# Benefitfocus Overall Status



- **Overall Customer Experience is stable**
  - **Service** – Benefitfocus is exceeding their service statistics
  - **Exceptions** – Enrollment exception requests are low and generally caused by member or HBR errors, not Benefitfocus errors
  - **EDI** – Very few delays sending EDI to vendors, which means enrollment elections are making it to the appropriate vendors on a timely basis
- **Implementation Delays** – While Phase III is behind, these delays are primarily impacting our vendors and our two largest payroll groups, BEACON and Retirement Systems, not our members. The Plan will continue to work with both BEACON and Retirement to provide additional supports to compensate for the delayed deliverables.
- **Open Enrollment** – Delivering an improved member experience is the number one priority and we will divert whatever resources we need to ensure that project moves to green. We have to keep our focus on the Customer Experience.



# Non-BEACON (Non-State Agency) Online Enrollment Experience

# State Health Plan Website “Enroll Now”



Home > Enroll Now

- 2016 Plan Information
- Enroll Now**
- Member Login
- My Personal Health Portal
- Rate Calculator
- Find a Doctor
- Contact Us

## State Health Plan for Teachers and State Employees

### Enroll Now

To enroll or make changes to your State Health Plan benefits, members use the eEnroll system. If you are employed by any of the following organizations, or your organization corresponding yellow button below.

#### Enroll Using e-Enroll

Login to eEnroll

#### Retirees Using the ORBIT System

Login to eEnroll through ORBIT

#### Employees Using the BEACON System

Login to eEnroll through BEACON

#### N.C. State University Employees

Login to eEnroll through NCSU

#### UNC-Asheville Employees

Login to eEnroll through UNC-Asheville

#### UNC-Chapel Hill Employees

Login to eEnroll through UNC-Chapel Hill

**Need help?** [View Instructions for How to Enroll](#)

Members in these groups will be directed to their employer's portal to login into eEnroll.

Attention CDHP Members:  
Check out the Health Engagement Program,  
where you can earn up to \$100 this year!

[Find Out More](#)

- [Enroll Now](#)
- [Find a Doctor](#)
- [My Personal Health Portal](#)
- [Health Benefits Estimator](#)

#### News and Updates



**Plan Benefit Changes for 2017**  
The State Health Plan's Board of Trustees approved the following changes for the 2017 benefit year at their May 13, 2016, meeting...

#### Upcoming Events

**Navigating Your State Health Plan Benefits and Retirement**  
Monday, July 11, 2016 at 3:00 p.m. - 5:00 p.m.

**State Health Plan 101 - Understanding Your Health and Wellness Benefits**  
Tuesday, July 12, 2016 at 12:30 p.m. - 1:30 p.m.



# Login




Welcome to the North Carolina State Health Plan's eEnroll system!

If you are part of one of the groups below, please click the appropriate link. If not, please login using your eEnroll username and password to the right.

State Retirement System (ORBIT)  
UNC Chapel Hill and UNC General Administration  
UNC Asheville  
NC State University  
[BEACON \(Click here if your agency uses BEACON\)](#)

eEnroll is used to enroll in your State Health Plan and NCFlex benefits.

 **Log in to your account**

Username\*

Password\*

[Log in](#)

[Reset your Account](#) ▶

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**Technical Questions?**

Please call 1.855.859.0966  
Monday - Friday, 8:00 AM to 5:00 PM ET

**Supported Browsers**

[Learn about Officially Supported Browsers](#)

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# Login-HR In Touch Example

Communication Portal | H x

https://appbuildercqb1.benefitfocus.com/AppBuilder/Default.aspx?ApplicationID=HRInTouch&TenantID=WCPSS&PageID=Main

Apps Chrome bf test bf One Place 365

Test Test

**WAKE COUNTY PUBLIC SCHOOL SYSTEM**

Home

**QuickLinks**  
Pierce Group Benefits

**BCBS Access**  
Go to BCBS Member Services

**Enroll Now!**  
eEnroll- Click Here to View Your

Welcome to HR InTouch

**Featured Documents**

- Dependent Eligibility Requirements**  
Dependent Eligibility Requirements
- Qualifying Events Requirements**  
Qualifying Events Requirements
- SHP rates effective 9/1/2011**

**Medical Benefits**  
The State Health Plan offers a wide range of health benefits and a customer friendly Web site at [www.shpnc.org](http://www.shpnc.org).

**Dental Benefits**  
Dental Benefits are provided by Ameritas.

**Vision Benefits**  
Wake County offers one plan through Superior Vision.

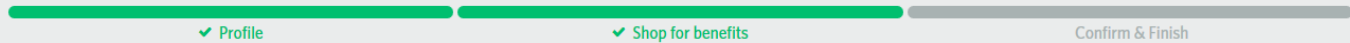
[Home](#)

# Get Started

The screenshot shows the North Carolina State Health Plan website interface. At the top left is the logo for the State Health Plan for Teachers and State Employees, a Division of the Department of State Treasurer. Below the logo is a blue navigation bar with a hamburger menu icon. On the left side, there is a vertical menu with the following items: Home, Dependents, Language Preferences, MANAGE ACCOUNT (with sub-items: Login Information, Medicare, Life Change, Premium Wellness Credits), and QUICK LINKS (with sub-item: Learning Center). A red arrow points from the 'Premium Wellness Credits' link to the 'Important Messages for You' section. This section contains a warning icon and the text: 'You have new benefits being offered to you: You have 242 days to elect your Open Enrollment benefits. A change has been made to your benefits. Please review the change'. Below this is the 'Completing Open Enrollment' section, which includes a '\$\$\$\$\$ custom page' notice and instructions to click 'Get Started' and print a benefit detail report. A blue 'Get started >' button is visible in the 'Important Actions for Completing Open Enrollment' section. At the bottom left of the page, there is a copyright notice: '© 2016 Benefitfocus.com Inc., All Rights Reserved' and links for 'Ask a Question', 'Terms of Use', and 'Privacy Statement'.

Ability to get straight to credit activities from this screen.

# Open Enrollment Selection



## Medical

Please select a reason for changing your benefit coverage.

You are making a change to benefit elections. Why are you making this change?

- Open Enrollment
- Life or family change (ex. Marriage, birth, death, loss of other coverage, etc.)

You must have a qualifying life or family change to change coverage.

**Note:** All changes to your benefits must be approved by your Health Benefits Representative before they become effective.

[Next](#)   [Previous](#)   [Cancel](#)



# Pop Up Reminder

A note from your Health Benefits Representative

Open Enrollment will be held October 1-31, 2016. Click on the plan in which you would like to enroll. Remember to click SAVE when you complete your enrollment and your Wellness Premium Credits. Print your Benefit Detail Report and save a copy for your records.

Close

Choose your Medical

Please review your options and choose the plan that best fits your needs.

A note from your Health Benefits Representative

Covered persons:

- [Redacted]
- test test
- two kid
- one kid

+ Add Dependent

2017 State Health Plan Comparison

- 2017 State Health Plan Comparison
- Traditional 70/30 PPO Plan
- Consumer-Directed Health Plan (CDHP)
- Enhanced 80/20 PPO Plan

Plan	Monthly Cost
Traditional 70/30 PPO Plan 2017	\$578.86
Benefit Year Deductible	\$1,054 Individual/\$3,162 Family
Emergency Room Copay	\$329 Copay, then 30% after deductible
Inpatient Hospital Copay	\$329 Copay, then 30% after deductible
Office Visit Copay	\$39 Copay
Preventive Care	\$39 Copay
Specialist Visit Copay	\$92 Copay
PSA	
Enhanced 80/20 PPO Plan 2017	\$789.42
Rate does not reflect wellness premium credits	
Benefit Year Deductible	\$700 Individual/\$2,100 Family
Emergency Room Copay	\$233 Copay after deductible, then 20% after deductible

# Plan Selection


Profile

Shop for benefits

Confirm & Finish

## Choose your Medical plan.

Please review your options and choose the plan that best meets your needs.

 Open Enrollment takes place October 1-31, 2016

### Covered persons

[Redacted]

[Redacted]

[+ Add Dependent](#)

### 2017 State Health Plan Comparison

- [2017 State Health Plan Comparison](#)
- [Traditional 70/30 PPO Plan](#)
- [Consumer-Directed Health Plan \(CDHP\)](#)
- [Enhanced 80/20 PPO Plan](#)

FSA

### Traditional 70/30 PPO Plan 2017

\$543.46

Monthly Cost

Benefit Year Deductible	\$1,054 Individual/\$3,162 Family
Emergency Room Copay	\$329 Copay, then 30% after deductible
Inpatient Hospital Copay	\$329 Copay, then 30% after deductible
Office Visit Copay	\$39 Copay
Preventive Care	\$39 Copay
Specialist Visit Copay	\$92 Copay

Currently Selected

[Plan details](#)

FSA

### Enhanced 80/20 PPO Plan 2017

\$750.52

Monthly Cost

Benefit Year Deductible	\$700 Individual/\$2,100 Family
Emergency Room Copay	\$233 Copay after deductible, then 20% after deductible
Inpatient Hospital Copay	\$233 Copay after deductible, then 20% after deductible
Office Visit Copay	\$30; \$15 if you use PCP on ID card
Preventive Care	\$0 Copay
Specialist Visit Copay	\$70 Copay

# Premium Wellness Credits

✓ Profile

✓ Shop for benefits

Confirm & Finish

## Premium credits

### ▼ Tobacco User Attestation

\$0.00 per month

You are NOT a tobacco user or you ARE a tobacco user and attest that you will enroll in QuitLineNC multiple call program before the end of open enrollment or within 30 days of your date of hire. To enroll you must call 800-QUIT-NOW (800-784-8669).

I understand that making a false statement, representation or attestation to the Plan could result in my termination from the Plan and that by attesting to my tobacco status I am also agreeing to cooperate with the Plan in efforts to verify that status.

- I am not a tobacco user
- I am a tobacco user but agree to enroll in QuitLineNC multiple call program before the end of open enrollment or within 30 days of my date of hire
- I am a tobacco user

Next

### > Primary Care Provider

✓ \$25.00 per month

### > Health Assessment

\$0.00 per month

Next

Previous

Cancel

# Medical Summary



✓ Profile

✓ Shop for benefits

Confirm & Finish

## 2017 SHP Medical Summary

Your 2017 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.



### Medical

\$685.52

per month

Enhanced 80/20 PPO Plan 2017

Offered By: Blue Cross and Blue Shield of North Carolina

Effective Date: 01/01/2017

Persons Covered: [REDACTED]

#### Medicare [Edit](#)

1 policy on record

[Show details >](#)

#### Additional Insurance [Edit](#)

No policy on record

No additional Insurance policy information on record

[Edit plan](#)

[Plan details](#)

[Save](#)

[Cancel](#)

## Cart Summary

This is a summary of your OE benefit elections.

### Benefit Elections [?](#)

#### Monthly Cost

##### Eligible for Employer Contribution

Medical \$750.52

Subtotal \$750.52

Premium Wellness Credits **(\$65.00)**

**Monthly Total \$685.52**


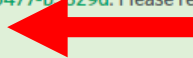
### You Pay [?](#)

**Monthly Total: [?](#) \$685.52**



# Enrollment Confirmation

- Home
  - Profile
  - Benefits
  - Dependents
  - Language Preferences
- 
- MANAGE ACCOUNT
- Login Information
  - Medicare
  - View Tax Documents
  - Life Change
- 
- QUICK LINKS

 Congratulations [REDACTED] You have successfully completed your enrollment process.  
Your confirmation number is: 172786477-b5829d. Please review and print your Benefit Detail Report for your records.  
[Print your enrollment details](#) 

## A note from your Health Benefits Representative

As a reminder Open Enrollment ends October 31, 2016. All enrollment activity include your Wellness Premium Credits need to be completed and SAVED by that date. above for your confirmation.

Next

# BEACON (State Agencies) Online Enrollment Experience



# State Health Plan Website “Enroll Now”



Home > Enroll Now

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### N.C. State University Employees

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### UNC-Asheville Employees

Login to eEnroll through UNC-Asheville

### UNC-Chapel Hill Employees

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**Need help?** [View Instructions for How to Enroll](#)



Attention CDHP Members:  
Check out the Health  
Engagement Program,  
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to \$100 this year!

 Find Out More

Enroll Now

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# BEACON Enrollment Experience



## INTEGRATED HR-PAYROLL SYSTEM

HR | PAYROLL | BENEFITS | TRAINING | TIME

Formerly BEACON

Click Next to sign in

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[Next](#)

[Customer Service](#) | [System Status](#) | [Privacy & Security](#) | [Legal](#)



## North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID:  [forget your User ID?](#)

Password:  [forget your Password/Unlock Account?](#)

[Need Help?](#)

REMINDER: Bookmarking this page can lead to error messages or denied access to your application or service

To register for a new NCID account click here: [Register!](#)

This is a government computer system and is the property of the State of North Carolina. This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system may subject the individual to administrative disciplinary actions, criminal and civil penalties. Users have no expectation of privacy. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.




[Privacy and Other Policies](#)

[Contact Us](#)

# BEACON Enrollment Experience

### My Benefits



#### My Benefits

[eEnroll](#)  
Enroll or make changes to your State Health Plan or NCFlex Plan benefit enrollments.

If you have trouble logging in to eEnroll, need an ID card, or are being told by a provider or pharmacy that your coverage is not active, please call the Eligibility and Enrollment Support Center at 1-855-859-0966.

#### Benefits Participation

[Participation Overview](#)  
View a list of plans in which you are currently enrolled.


#### My Supplemental Savings Plans

[401\(k\) and Roth Savings Plans](#)  
Enroll or make changes to your 401(k) and Roth 401(k) savings plans.


[457 Savings Plans](#)  
Enroll or make changes to your 457 savings plan.

**SRA Form - Submit to Best Shared Services**  
[403\(b\) Salary Reduction Agreement Form](#)  
Enroll or make changes to your 403(b) plan.

## Welcome to the **My Benefits** workset!



My Data (ESS) > My Benefits > My Benefits



### INTEGRATED HR-PAYROLL SYSTEM

HR | PAYROLL | BENEFITS | TRAINING | TIME

Formerly BEACON

Information regarding your State Health Plan coverage can be accessed through eEnroll.

Note: The application will open in a new window/tab. You will be automatically logged into eEnroll, but it is your responsibility to log out of each application.

By clicking the submit button you:

- Understand that you are leaving the OSC Integrated HR-Payroll System
- Understand that you are responsible for logging out of each application when finished

# BEACON Enrollment Experience

The screenshot displays the user interface for the BEACON enrollment experience. At the top left is the logo for the North Carolina State Health Plan, a Division of the Department of State Treasurer. The top right corner features an 'eEnroll' logo and a user profile icon. A blue navigation bar contains a hamburger menu icon. On the left side, there is a vertical sidebar with navigation links: Home, Dependents, Language Preferences, MANAGE ACCOUNT (with sub-links for Login Information, Medicare, View Tax Documents, Life Change, and Premium Wellness Credits), and QUICK LINKS (with sub-links for BlueConnect and Learning Center). The main content area is divided into three sections. The first section, titled 'Important Actions for Completing Open Enrollment', includes text about the Open Enrollment period (October 1-31, 2016) and a 'Get started >' button. The second section, 'Important Messages for You', features a warning icon and a message: 'You have new benefits being offered to you.' followed by 'You have 156 days to elect your Open Enrollment benefits.' The third section, 'Completing Open Enrollment', provides instructions on how to begin the process and where to seek assistance.


**Important Actions for Completing Open Enrollment**

Open Enrollment October 1-31, 2016  
All active and Non-Medicare retirees were moved to the Traditional 70/30 Plan. You have until October 31, 2016, to complete your enrollment selection and complete any Wellness Premium Credits. To complete the enrollment process you will need to click the "Get Started" button. Please remember to click SAVE!

Open Enrollment takes place October 1-31, 2016. All active and Non-Medicare retirees were moved to the Traditional 70/30 Plan. You must take action! All three Wellness Premium Credit activities must be completed by October 31, 2016. Remember to click SAVE when you have completed your enrollment and print your Benefit Detail Report for your records. If you need assistance with navigating eEnroll you can view the Enrollment video or call the Support Center at 855-855-0966 M-F 8a.m.-10p.m and on Saturdays from 8a.m.-3p.m.

[Get started >](#)

**Important Messages for You**

 You have new benefits being offered to you:

You have 156 days to elect your Open Enrollment benefits.

**Completing Open Enrollment**

To begin Open Enrollment, please click "Get Started". Open Enrollment is October 1-31, 2016 and you must take action. Once you have completed your plan selection and your Wellness Premium Credits remember to click SAVE and print your Benefit Detail Report for confirmation. If you need assistance with navigating eEnroll you can call the Eligibility and Enrollment Support Center at 855-859-0966 M-F 8a.m.-10p.m. and on Saturdays during October from 8a.m.-3p.m.