



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Eligibility and Enrollment Services (EES) Contract

Board of Trustees Meeting

May 30, 2014

A Division of the Department of State Treasurer

Eligibility and Enrollment Services Contract Update

Over the last several months, the Plan has been exploring alternative arrangements for Eligibility and Enrollment Services (EES)

Exploratory Steps

- Developed/Updated RFP
- Identified and Met with Potential Vendors
- Detailed Requirement Review Sessions with Potential Vendors and SHP Partners

Legal Analysis

- Authority to Sole Source EES Contract
- Advisory Letter from Department of Justice/Attorney General

Contract with Aon Hewitt

- Drafting Letter of Intent
- Drafting Contract

Project Management & Implementation

- Additional Project Management Resources
- Benefitfocus Transition Support

Eligibility and Enrollment Services Contract

- The groundwork for next week's implementation "kick-off" meeting was laid during vendor discovery sessions conducted in late March.
- It was during these sessions that the Plan determined that Aon Hewitt is the only vendor that currently provides all of the services the contract requires.
- The Plan is developing an implementation path to facilitate a full transition to the Aon Hewitt platform by July 1, 2015.

Eligibility and Enrollment Services Contract Timeline

Next Steps

- **Today - Communicate EES Change to Employing Units**
 - HBR Alert
 - Letter to each Employing Unit
- **Next Week – Planning Session**
 - State Health Plan, Aon Hewitt and SHP Partners, including TPAs, BEACON, Retirement System
 - Develop an implementation management approach
- **June & July – Engage Employing Units**
 - Form workgroups
 - Establish ongoing communication/feedback process
- **June, July, August –Finalize Contract**
 - Early implementation work will be handled through a letter of intent (LOI) with Aon-Hewitt
 - Final contract expected for BOT approval by the end of August 2014

Eligibility and Enrollment Services Contract Implementation

- It is important to note that the 2015 Open Enrollment will be conducted on the Benefitfocus platform.
- At this time we do not anticipate moving any employing units to the Aon Hewitt platform prior to 2015.
- The goal is to have everyone transitioned to the Aon Hewitt platform by July 2015 to allow several months of normal enrollment activity/maintenance prior to the 2016 Open Enrollment.