



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer



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



HBR Document Center Training

December 1, 2017

A Division of the Department of State Treasurer

Agenda

- Dependent Eligibility Verification Ongoing Process
- Required Documentation for Qualifying Life Events
- Document Center Review



Dependent Eligibility Verification Ongoing Process

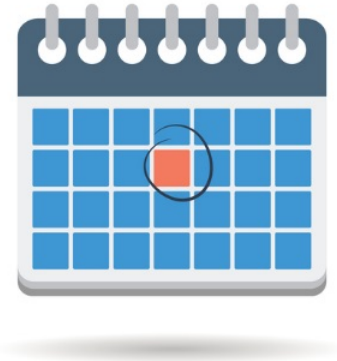
- HBRs are responsible for verifying the eligibility of dependents added to the Plan after April 19, 2017. If you are a BEACON HBR, a separate training will be held by Benefitfocus for HBRs with access to eEnroll. Please reach out to BEST Shared Services with questions on the process.
- The Document Center assists HBRs with the ability to review the documents instantly and serves as permanent storage, which eliminates the need to keep hard copies. It also provides easy access for the Plan to view the documentation when validations are conducted to verify if the proper documents have been submitted.
- Employees are prompted to provide documentation when they add a dependent. They should utilize the Document Center to upload their required documents within 30 days from the event.

Dependent Eligibility Verification Ongoing Process, con't.

- The HBR may follow the exception process if the member fails to provide the required documentation within 30 days due to special circumstances. The Plan's goal is to ensure that members are adhering to federal and state rules to validate that the change is due to a qualifying life event and verify the eligibility of the dependent.
- There are no state or federal rules that require us to adhere to a specific timeframe for the documentation to be submitted, so there is some flexibility in approving outside of 30 days.
- Remember: eEnroll is a self-service system. HBRs may provide assistance by uploading the documents for the member ONLY when the member is unable to upload the documentation. It is imperative that HBRs upload the documents to the correct employee's profile to ensure there is no violation of the employee's Protected Health Information (PHI).
- Review the required documentation for [Dependent Eligibility](#).

Required Documentation for Qualifying Life Events

- Employees may also upload [supporting documentation](#) to verify that a status change meets the definition of a qualifying life event in accordance with Section 125 within 30 days of the event.
- However, employees are not prompted to upload documentation unless they are adding a dependent.
- HBRs will be able to manually manage the status change when they receive the enrollment task.





Thank you for your continued support!

Questions?



North Carolina
State Health Plan

FOR TEACHERS AND STATE EMPLOYEES

A Division of the Department of State Treasurer

www.shpnc.org

www.nctreasurer.com