



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



HBR Monthly Webinar

April 19, 2017

A Division of the Department of State Treasurer

Agenda

- Required Training
- Onsite Regional Sessions



HBR Required Training

- The State Health Plan is committed to providing HBRs with the training you need to best serve your employees. Our latest online training, which you can access online anywhere at your own convenience, focuses on the roles and responsibilities of HBRs and important State Health Plan policies and procedures. This narrated, self-paced presentation will give you the tools you need to carry out your duties as they relate to the Plan.
- New HBRs and other individuals who require eEnroll access will have to complete this online training before receiving access to the system.
- The training presentation and the process are located under the HBR tab, Training and Development section, on the Plan's website at www.shpnc.org:
 - Complete the eEnroll Access Request Form
 - The form must be emailed to the HBRTraining@nctreasurer.com
 - Once the form is received, the Plan will provide the link to the required online training
 - Once the training is complete, a certificate of completion will be presented and the HBR will need to email the certificate of completion to HBRTraining@nctreasurer.com
 - A member of the HBR Support team at Benefitfocus will grant access within 24 hours and notify the HBR via email with their login information. eBilling login, if applicable, will be provided as well.

If you need access to eBilling, please indicate it on the request form. There isn't a required training for eBilling. However, the Plan does provide the HBR eBilling Training Guide and the eBilling Guide to assist you with your billing responsibilities.

HBR Required Training, con't.

- The Plan will reach out to anyone who has been given access to eEnroll since January 2017 to request that they complete the training in order to maintain access to the system. Or they may choose to attend one of the three regional onsite HBR training sessions that will be held in June.
- The Plan is also working to create an online refresher training course for existing HBRs. HBRs who have attended one of the HBR Onsite training sessions held in 2016 are not required to complete another training, but they are welcome to attend either one of the onsite trainings or take the online training as refresher training.
- If you have any questions, please email HBRTraining@nctreasurer.com

Regional Onsite HBR Training Sessions

The State Health Plan will host three regional onsite HBR training sessions in June.

- June 12, 2017, 10:00 a.m. - 4:00 p.m. Cape Fear Community College
- June 13, 2017, 10:00 a.m. - 4:00 p.m. Durham Technical Community College
- June 23, 2017, 10:00 a.m. - 4:00 p.m. Asheville - Buncombe Technical Community College

At these sessions, the Plan will review the following topics:

- State Health Plan Agenda
- State Health Plan Overview
- Health Benefits Representative Role
- Eligibility & Enrollment
- Benefit Overview
- High Deductible Health Plan Overview
- Policies and Processes
- NC HealthSmart
- Resources and Contacts

- Benefitfocus will provide training on How to Navigate the eEnroll System

- Blue Cross and Blue Shield of North Carolina will provide the eBilling Training

The content will be the same for each session. Registration is limited, so sign up early. To register, visit the HBR tab, Training and Development section, on the Plan's website www.shpnc.org.

Dependent Eligibility Verification Audit

- ??? Need to get this information from Caroline if she wants to include it.



Thank you for your continued support!

Questions?



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