



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



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STATE TREASURER OF NORTH CAROLINA  
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## HBR Monthly Webinar

August 16, 2017

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*A Division of the Department of State Treasurer*

# Agenda

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- Dependent Eligibility Verification Audit Update
- The Document Center
- Open Enrollment Mapping Alert Reminder
- Member Open Enrollment Sessions
- Approval Tasks
- Rehire Retroactive Rule
- Ineligibility Rules – When Does Coverage End?



# Dependent Eligibility Verification Audit Update Reminder

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The deadline for State Health Plan members to submit documentation to comply with the Dependent Eligibility Verification Audit was July 31, 2017.

For those members that did not submit documentation or had their documents denied, please encourage them to upload their documents immediately as they have missed the deadline. **HBRs may help employees upload documents, but HBRs should not actually mark the documents as verified in the system.**

The State Health Plan will not be terminating dependents August 1, 2017. The Plan will be reaching out to these members in an effort to collect their documents and will advise members prior to the termination of their dependents.

Going forward, Benefitfocus will not be managing the audit process. For this post-deadline period, the Plan will be managing the process with our own Dependent Eligibility Audit Team. Please take note of the new contact information and communicate this information appropriately to employees regarding their documentation.

**Dependent Audit Hotline: 866-416-4476**

**Fax: 919-855-5819**

**Email Address: [SHPAudit@nctreasurer.com](mailto:SHPAudit@nctreasurer.com)**

Members are now able to submit documents via mail to (send copies, not original documents!):

State Health Plan

Attention: Dependent Audit

3200 Atlantic Ave.

Raleigh, NC 27604

# The Document Center

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- The Document Center has been turned on for all groups. HBRs with access to eEnroll will be able to review documents that have been uploaded into the system for ongoing verifications of dependents.
- Members may upload their documents when adding new dependents by following the same steps as outlined in the Document Upload Instructions for Employees.
- eEnroll is a self-service system. HBRs should not upload documents for members, but only provide assistance by explaining how to use the upload feature.
- HBRs can track that they have received dependent information by viewing the *Verification* checkbox on the *Dependents* tab.
- Review the step-by-step instructions for the HBR.
- If the employee has provided the [appropriate required document](#), the HBR can mark the dependent as verified.
- If the documentation is not acceptable, the HBR will need to reach out to the member directly.

# 2018 Open Enrollment Mapping Reminder

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- Benefitfocus in conjunction with Blue Cross and Blue Shield of North Carolina (BCBSNC) began the process of mapping all enrolled active and non-Medicare members, along with their dependents, into the 70/30 Plan effective Jan. 1, 2018.
- HBRs must approve all 2017 tasks prior to the start of mapping, which began on Aug. 15, 2017, running through mid-September. 2017 approvals need to be cleared prior to mapping because if BCBSNC receives the 2018 enrollment before 2017 it will create errors. Please note: The Unverified Dependent Tasks associated with dependents included in the April 19 audit should still not be touched.
- The Account Management team has been contacting groups to ensure they are staying on top on task approvals.
- There is a small window of time during the mapping process where the member will have access to the Open Enrollment (OE) Benefit tab and may mistakenly make a change in that tab and not under Current Benefits. Benefitfocus will closely monitor to identify any changes made in the Open Enrollment Benefits tab. HBRs should report any changes made in the OE tab to the HBR Support team at Benefitfocus.
- If you have question about your tasks, reach out to HBR Support at Benefitfocus.

# 2018 Open Enrollment Member Sessions

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- The State Health Plan will conduct on-site informational sessions in September and October across the state regarding Open Enrollment, which will be held Sept. 30-Oct. 31, 2017.
- The sessions will review 2018 plan options and highlight any benefit changes.



# 2018 Open Enrollment Member Sessions

**Registration is not yet open, so be on the lookout for an announcement when it opens.**

Date	County	Location	Time
9/18/2017	Burke	Western Piedmont Community College	10-11 a.m.
9/18/17	Forsyth	Forsyth Tech Community College	3-4 p.m.
9/25/17	Wake	Wake Tech Community College	10-11 a.m. and 1-2 p.m.
9/27/17	New Hanover	UNC-Wilmington	2-3 p.m.
9/28/17	Wake	NC Museum of History Auditorium	12:30-1:30 p.m.
10/5/17	Cumberland	Fayetteville Tech Community College	2-3 p.m.
10/10/17	Wayne	Wayne Community College	2-3 p.m.

***5 Webinars will also be conducted.***

# Approval Tasks

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- It is important for HBRs to approve tasks timely. Changes are not sent to BCBSNC until the task has been approved.
- HBRs have 45 days from the benefit effective date to complete an approval.
  - Birth - HBR Support can assist as long as contacted within 45 days from event date
  - Now eligible for Medicaid - HBR Support can assist as long as contacted within 60 days from the event date
- Once the approval window has passed, an exception would be needed for the approval to be completed.
- For questions on managing tasks, please reach out to HBR Support.



# Rehire Retroactive Rule

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- Members who are inadvertently terminated must be rehired within 30 days of the termination/separation effective date.
- If a member termination is keyed and it is later found to be an invalid termination, this must be corrected within 30 days of the termination being keyed. If it is within 30 days of the invalid termination, the HBR can reinstate benefits as though never terminated.
- If the member is terminated inadvertently and not identified until after 30 days of the termination being processed, the system will not allow the member to be rehired as though never terminated. If an HBR attempts to rehire and reinstate benefits as though never terminated outside of the 30-day window, the HBR will now receive the following error similar to what is seen in screenshot below:

## Rehire Date and Login Information

- The rehire date entered is too far in the past. The earliest date this employee may be rehired is 03/08/2017.

- An Exception Form must be submitted to the State Health Plan to request to close any gap in coverage.

# Ineligibility Rules – When Does Coverage End?

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As a reminder, coverage ends the last day of the month in which an ineligibility event occurs, such as:

- Active Military Service
- Death
- Dependent reaches age 26
- Divorce



**Thank you for your continued support!**

**Questions?**



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