North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES

HBR Monthly Webinar

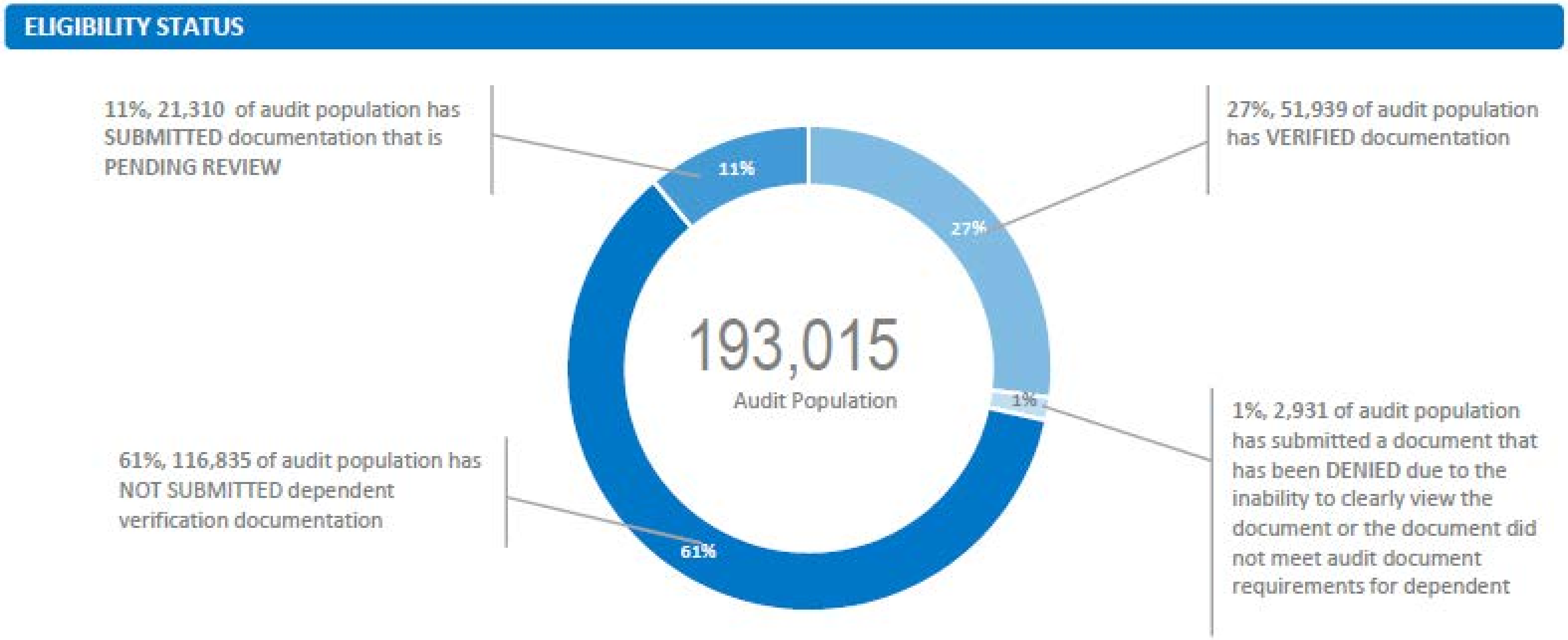
June 21, 2017

Agenda

- Dependent Eligibility Verification Audit Update
- Qualifying Life Events and Dependent Verification
- 2018 Open Enrollment Training
- Training Requirement
- Onsite Training Session
- Exceptions Forms

Dependent Eligibility Verification Audit Update

- As of June 19, 2017:



- Please keep reminding your employees about the audit and the deadline. Another letter will be sent soon as a notice to those who have not taken action. We will share the letter with you in an upcoming HBR Alert.

Dependent Eligibility Verification Audit Update Con't

- Email Notifications (approvals) are now being sent to members who have had all of their audit eligible dependents verified.
- Email Notifications (denials) will be sent by June 23.
- No email on file: Outbound calls are done for members who do not have a valid email address on file starting June 22.
- State Health Plan office is reaching out to groups with less than 25% completion.

Qualifying Life Events and Dependent Verification

As a reminder, HBRs are responsible for validating that a status change meets the requirements of a qualifying life event and verifying the eligibility of any new dependent that is added to coverage. New dependents added after April 19 are not included on the Dependent Eligibility Verification Audit, so you will need to follow your regular process for validating dependents.

- **Qualifying Life Event Supporting Documentation**
  - Section 125 of the Internal Revenue Code (IRS) provides guidelines for a Qualifying Life Event (QLE) status change.
  - To assist HBRs in validating that a status change event meets the requirements of a qualifying life event, the State Health Plan has created a document to assist you with this validation. The Qualifying Life Event Supporting Documentation provides a list of supporting documents that employees must provide to their HBR within 30 days of the QLE or 60 days of becoming entitled or losing eligibility for Medicaid or the Children's Health Insurance Program (CHIP).

- **Verifying Dependent Eligibility**
  - Employees are required to provide the appropriate dependent verification documentation within 30 days of adding a dependent or 60 days when losing eligibility for Medicaid or the Children's Health Insurance Program (CHIP). This will ensure that only eligible dependents are being added to the Plan. For a list of acceptable documents, refer to the Dependent Verification Requirements document.

2018 Open Enrollment HBR Training

- The State Health Plan will conduct on-site training sessions in July across the state regarding Open Enrollment for 2018 benefits.

- The sessions will review 2018 plan options and highlight all benefit changes. This information will equip HBRs with the knowledge to assist their employees during Open Enrollment, which will be held Sept. 30-Oct. 31, 2017.

2018 Open Enrollment HBR Training

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

Date	County	Location	Time
7/7/17	Moore	Sandhills Community College	10 a.m.-Noon
7/10/17	Buncombe	Asheville-Buncombe Tech Community College	10 a.m.-Noon
7/10/17	Jackson	Southwestern Community College	2-4 p.m.
7/11/17	Caldwell	Caldwell Community College and Technical Institute	2-4 p.m.
7/13/17	Pitt	Pitt Community College	2-4 p.m.
7/14/17	Guilford	Guilford Tech Community College	10 a.m.-Noon
7/17/17	New Hanover	Cape Fear Community College	10 a.m.-Noon
7/19/17	Wake	DOT Auditorium	10 a.m.-Noon and 2-4 p.m.
7/20/17	Pasquotank	College of the Albemarle	10 a.m.-Noon
7/24/17	Cabarrus	Rowan-Cabarrus Community College	2-4 p.m.

6 Webinars will be conducted 8/2 - 8/9

HBR Required Training

- The Plan continues to see HBRs who are processing enrollments and life event changes in eEnroll. We are committed to providing you with the training you need to best serve your employees and to ensure that the rules, policies and processes are being followed.
- New HBRs and other individuals who require eEnroll access will have to complete online training or attend one of the onsite training sessions 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. This online training covers the same topics that are reviewed at the onsite sessions. If you complete the online training, please follow this process:
    - Complete the eEnroll Access Request Form
    - The form must be emailed to the HBRTraining@nctreasurer.com
    - Once the training is complete, a certificate of completion will be presented and will need to be emailed to HBRTraining@nctreasurer.com
    - The Plan will review the document for approval and notify Benefitfocus to grant access.
    - 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.

HBR Required Training

- For existing HBRs, the Plan has created a shorter version of the training provided to new HBRs. It is a narrated HBR Refresher Training that consists of a review of your HBR role, eligibility requirements, enrollment procedures, policies and processes.
- The Plan will begin an outreach to HBRs to request that you complete the training if you have not attended one of the onsite sessions or completed the online training that is for new HBRs.

Exception Forms

- The Plan is receiving a high number of incomplete and inaccurate exception forms. For example: a different date is listed under the effective date than what is the notes section; marking other when it should be retro termination, etc.

- Forms will be sent back to the HBR for correction.

Onsite HBR Training Sessions

- The Plan has hosted onsite sessions earlier this month. The last one is June 23, 2017, 10a.m. - 4 p.m. at 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 Health*Smart*
  - 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. To register, visit the HBR tab, Training and Development section, on the Plan's website www.shpnc.org. If you aren't able to attend, you may take the online training presentation.

Thank you for your continued support!

Questions?

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