



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES



## HBR Monthly Webinar

March 15, 2017

---

*A Division of the Department of State Treasurer*

# Agenda

---

- Qualified Life Event Supporting Documentation
- Policy and Procedure on Arrears Reminder
- Tobacco Attestation Wellness Credit



# Qualified Life Event Supporting Documentation

---

As a reminder, Health Benefits Representatives 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 the State Health Plan.

- **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. [State Health Plan Qualifying Life Event Supporting Documentation](#) provides a list of supporting documents that employees must provide to their Health Benefits Representative 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](#).

The Plan conducts validations to verify if the proper documents are being requested. Therefore, it's important for HBRs to maintain the supporting documents for their records in case they are audited by the Plan.

# Policy and Procedure on Arrears Reminder

---

- The employing unit is responsible for collecting the member's premium for active employees, including while an employee is on a leave of absence (LOA), FMLA or Workers' Compensation.
- Employing Units are expected to pay the premiums for these members along with the premiums for other active members by the invoice due date.
- Premium payments are due by the first day of the effective month. The premium payment grace period ends thirty (30) days after the due date. Members who do not pay their premiums in full by the final day of the grace period will have their coverage canceled.
- If the employee does not pay the premium by the last day of the grace period, the employing unit should complete the cancellation by the end of the effective month by using the "loss of coverage due to non-payment" reason code in eEnroll.
- Such members and/or their dependents who are terminated for non-payment cannot be reinstated, even with a qualifying life event (QLE) that otherwise under Section 125 would allow for an eligible member who is not covered to enroll. Any member whose coverage is canceled for non-payment of premium will be eligible to enroll during the next Open Enrollment period.
- For detailed information, please review the [Policy and Procedure on Arrears](#) on the Plan's website

# Tobacco Attestation Wellness Credit

---

- As a reminder, the State Health Plan made retroactive adjustments to the Tobacco Attestation Wellness Credit for members who, during Open Enrollment, stated that they were tobacco users and agreed to enroll in QuitlineNC's multiple-call program, but then failed to successfully enroll by the deadline.
- Benefitfocus completed these updates in February and the Plan mailed letters at the end of the month.
- Any exceptions from actives must come from their HBR. The HBR makes the determination on whether or not an exception should be submitted based on the reason (member states they did call before deadline or some other reason that would justify submitting an exception).

# HBR Onsite Training Coming Soon

---

The Plan will host 3 onsite training sessions in June. New HBRs should attend one that is convenient. Tenure HBRs are also more than welcome to attend. This is a great opportunity to learn about or get a refresher on the Plan's benefits and policies.

- June 12 10:00 a.m. - 4:00 p.m. Cape Fear Community College
- June 13 10:00 a.m. - 4:00 p.m. Durham Technical Community
- June 23 10:00 a.m. - 4:00 p.m. Asheville-Buncombe Technical Community College
- If you are not able to attend one of the onsite classes, the Plan is creating a online training for HBRs like the Brainshark presentation we provide for for New Employees



**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](http://www.shpnc.org)

[www.nctreasurer.com](http://www.nctreasurer.com)