



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



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HBR Monthly Webinar

October 18, 2017

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Agenda

- Open Enrollment Update
- Legislation Modifies Newborn and Adoption Child Rules
- New Third Party Administrative (TPA) Services Contract
- Dependent Eligibility Audit Update
- Reminders October HBR Update



Open Enrollment Update

- As a reminder, all active members were moved to the 70/30 Plan, which has a \$25 employee-only premium after completing the tobacco attestation.
- Members must take action by October 31 if they want to enroll in the 80/20 Plan and/or pay the lower premium by completing the tobacco attestation.
- Confirmation statements will be mailed to members who completed their enrollment telephonically.
- Remind new employees that they still need to complete Open Enrollment for 2018.



Open Enrollment Update

- More than **173,000** subscribers have taken action, so we're making progress and hoping for a strong finish.
- Please continue to communicate to your employees!
- The Eligibility and Enrollment Support Center has taken more than **72,000** calls.
- Please advise members not to wait until the last minute! Longer hold times occur the last week of Open Enrollment.



Legislation Modifies Newborn and Adoption Child Rules

- Senate Bill 218 was effective October 1, 2017. Members must add their newborns or newly adopted children to the Plan within 30 days, even if the member already has child(ren) or family coverage.
- It is critical that these updates are made within the 30-day enrollment window.



New Third Party Administrative (TPA) Services Contract

- The State Health Plan awarded the new (TPA) contract to Blue Cross and Blue Shield of North Carolina (BCBSNC), effective January 1, 2019.
- There will be changes associated with the new contract that impact you. Here are a couple of highlights:
 - High Deductible Health Plan (HDHP) – HDHP administration will be moving to BCBSNC effective January 1, 2019, which means HDHP eligible employees will enroll via eEnroll and you will receive a consolidated premium invoice for all your employees from BCBSNC. iTEDIUM will continue to invoice HDHP members directly.
 - Other premium billing enhancements – We are also exploring some other enrollment and premium billing enhancements with this implementation.
- Look for updates on these initiatives in future HBR Updates.

Dependent Eligibility Audit Update

- As of September, 92 percent of the Plan's audit population of more than 187,000 dependents were verified as eligible for benefits. More than 192,000 verification documents were submitted to the Plan. We also fielded more than 36,800 calls from members seeking information to comply with the audit.
- Once we feel we have done all we can to reach these members, we will terminate the dependents that have not complied with the documentation requirements. They will be notified of the pending termination. To ensure we do not negatively impact Open Enrollment, the new target termination date is February 1, 2018.
- We will continue to refine the verification process to ensure that every dependent added to the Plan has the appropriate documentation uploaded to the enrollment system and that the documentation is appropriately verified. We hope to have this fully operationalized by mid-2018.
- Keep encouraging your employees to utilize the document center to upload required documents.

Reminders October HBR Update

- Reduction in Force Enrollment and Termination Process revised
- Approval tasks should be timely
- Tell your employees to quit it! Great American Smokeout is November 16
- It's not too late to plan flu shot clinics
- To view the October HBR Update, click [here](#).



Thank you for your continued support!

Questions?



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