

# March HBR Webinar

March 14, 2024



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# Agenda

- 2024 Annual Certification Recap
- HBR University Update
- SSN Number Use
- Enrollment Exception Update
- Group Premium Billing and Third-Party Administration (TPA) Services Transition Update



**WELCOME**

# 2024 Annual Certification Recap

- The State Health Plan recently completed its 2024 HBR Annual Certification, which included a brief online training that was required of all HBRs.
- Our records indicate that more than 700 HBRs completed this training by Feb. 16, 2024. Thank you to all who participated!
- As a reminder, this HBR Annual Certification training requirement has been implemented in the interests of the employees you serve.



# HBR University Update

- For several years, the State Health Plan has used a learning management system, Sky Prep to power our HBR University. Each HBR has had to register and create an account to access training.
- The Plan will be transitioning away from this platform in a couple of months and all training will be housed on the Plan's website/HBR/Training & Development page.
- This will allow HBRs easier access to training materials with out any barriers.

## Training and Development

The State Health Plan recognizes the value in providing HBRs with ongoing training opportunities to assist in carrying out duties as they relate to the Plan. Below is a list of resources available to you as an HBR.

### HBR Webinars

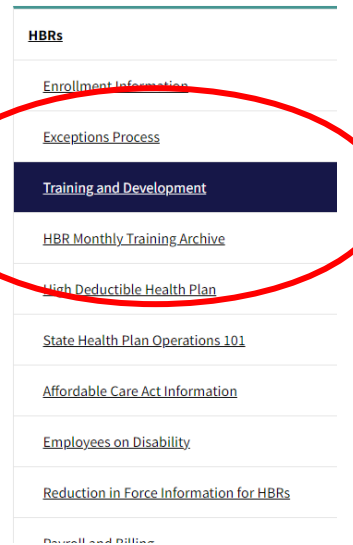
HBR Webinar Set for March 14, 2024

Join us as we discuss additional information regarding the Aetna transition and other updates regarding group premium billing. Click below to register!

[Register](#)

### HBR University

[HBR University](#) is an online learning management tool just for HBRs. It houses required training, learning modules and guides to assist HBRs learning Plan-related policies and procedures.



<a href="#">HBRs</a>
<a href="#">Enrollment Information</a>
<a href="#">Exceptions Process</a>
<a href="#">Training and Development</a>
<a href="#">HBR Monthly Training Archive</a>
<a href="#">High Deductible Health Plan</a>
<a href="#">State Health Plan Operations 101</a>
<a href="#">Affordable Care Act Information</a>
<a href="#">Employees on Disability</a>
<a href="#">Reduction in Force Information for HBRs</a>
<a href="#">Payroll and Billing</a>

# Only Use Employee SSN Where Specifically Required

- It has come to the State Health Plan's attention that several groups are loading employees' Social Security number (SSN) in the employer ID field.
- **All groups need to cease this practice immediately.** Benefitfocus is working to strip this data from the employee ID field.
- Please make sure the onboarding procedures are updated to indicate the SSN should only be loaded in the SSN field.



# Enrollment Exception Update

- In the January HBR Update we gave you a [look back](#) for all of 2023 and showed you who submitted the most exceptions. This month, we're providing more information about the types of exceptions we receive for all groups.
- We feel it's important to get a better understanding of the root causes of these exceptions as well as any insight we can as to why some groups have such a high percentage of exceptions.
- While we can't eliminate the need for all exceptions, we do want to address any issues with the process or workflow items.
- The report can be found on the exception submittal [site](#).

**Exceptions Group Reporting and Request Submissions**

**Alert - This page has been updated with Group Exceptions Request Reporting.**

Please use the blue button below titled "Submit New Exception Request" to be taken to the submission form.

Monthly to View  
January

[Submit New Exception Request](#)

Group Name	Change Effective Date	Change Termination Date	Medicare Enrollment	Non-Payment Reinstatement	Open Enrollment	Other	Premium Credit	Rehired Retiree	Reinstatement	Retroactive Addition	Retroactive Termination	Total
Department of Adult Correction				9	9				25	4	2	49
Charlotte Mecklenburg Schools					2				30	7	2	41
Health Human Services	1			7	11		2		10	9		40
Wake County Public Schools				2	20	1			1	11	3	38
Winston-Salem Forsyth Schools	1				4	1	1		10	5	2	24
Durham Public Schools					4				6	11	1	22
Department of Transportation	1			5	2				8	1	1	18
UNC Chapel Hill			1	2	3				4	6	2	18
UNC Health Care		1		4	4				3	6		18
East Carolina University					5				2	8	2	17
NC State University	1				4	1			2	1	6	15
UNC Greensboro					3		2		9	1		15
Appalachian State University	1			1	3		1		3	3	1	13
Judicial Branch					5		1		2	2	2	12
Guilford County Schools					4			1		5	1	11
Lee County Schools		1							6	4		11
<b>Total</b>				<b>24</b>	<b>20</b>	<b>4</b>	<b>36</b>	<b>155</b>	<b>12</b>	<b>22</b>	<b>8</b>	<b>222</b>



# Group Premium Billing & TPA Services Transition Update

- The State Health Plan staff has received a lot of questions about the impacts of the transition to Aetna on Jan. 1, 2025.
- The Plan has also announced the migration of group premium billing from the current TPA, Blue Cross NC, to the Plan's billing vendor, iTEDIUM.
- There will be plenty of training opportunities regarding these changes, but the next slides include transition highlights.



# Group Premium Billing

## Group Premium Billing

- **August 2024** will be the last time Blue Cross NC issues group premium bills for the Plan.
- **September 2024** will be the first month the premium bills are issued by iTEDIUM. Other key dates include:
  - **June 2024** – Training for the new group billing process will begin
  - **August 2024** – Login information for the new eBilling tool will be provided.
  - **September 2024** – First group premium bills issued by iTEDIUM via the new ebilling tool.
  - **Oct. 1, 2024** – October group premium bills due. For those that still mail checks: **Remember to update the remittance address.** More information will be provided during training.





# Group Premium Billing & TPA Services Transition Update

## Open Enrollment & Dual Processing

- Once Open Enrollment starts, the Plan will be in “dual processing mode.”
- That means any enrollment changes made during this time could impact both the current TPA, Blue Cross NC, and the new TPA, Aetna.
- Fortunately, Benefitfocus, the Plan’s eligibility and enrollment services vendor, will continue to be the “enrollment engine.”
- As long as employees and HBRs follow the enrollment instructions, everything will send appropriately to the correct TPA.



# Group Premium Billing & TPA Services Transition Update

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## Open Enrollment (OE) – September 30, 2024, to October 25, 2024

- **Demographic changes** will go to Blue Cross NC and Aetna.
- **PCP elections** – Employees making Primary Care Provider (PCP) changes during OE will be reminded that they have the option to make a 2024 PCP change with Blue Cross NC or a 1/1/2025 PCP change that will send to Aetna. **As reminder, ALL members will need to re-select a PCP, as they will not carry forward.**
- **Medical benefit and/or claims questions** – The Aetna call center will be open to assist members with any 2025 benefits or claims questions.
- **OE Elections** will go directly to Aetna.



# Group Premium Billing & TPA Services Transition Update

## Qualifying life events (QLEs) and initial enrollments with effective dates of October through December 2024

- **Enrollment Workflow** will work just as it does today during the fourth quarter. The only new item is the PCP elections. The employee can opt to carry their benefit election forward to the new year but must make a new Aetna PCP election for 2025.
- **ID cards** – Members enrolling in benefits during the fourth quarter should get two new ID cards. One from Blue Cross NC and one from Aetna.
- **Medical benefit and/or claims questions** – Both the Blue Cross NC and Aetna call centers will be open to assist members.

**North Carolina State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
A Division of the Department of State Treasurer  
Treasurer Dale R. Folwell, CPA

Subscriber: **JOHN A SAMPLE** 01  
Member:  
Subscriber ID: **SMPLO001**

Provider Type	CPP	Non CPP
Selected PCP*	\$0	\$30
Phy/Occu/Spch Therapy/Chiro	\$36	\$72
Specialist	\$47	\$94
Behavioral Health	\$0	\$45
Urgent Care	\$100	
ER	\$337 + Ded & 30%	

**Other Info**

	INN	OON
Ind Deductible	\$1,500	\$3,000
Ind OOP Max	\$5,900	\$11,800
Family Deductible	\$4,500	\$9,000
Family OOP Max	\$16,300	\$32,600

\* If PCP not selected, in-network copay \$45

CPP: Clear Pricing Project  
INN: In-network/OON: Out-of-network  
OOP: Out-of-pocket

RXBIN: **000000**    RXPCN: **000**    RXGRP: **000000**

Primary Care Provider (PCP)  
Dr. PCP  
123 Anywhere Street  
123-456-7890

**NC SHP Network 80/20 Plan**

Paid for by **YOU** and other **NC Taxpayers**

# What is NOT changing effective Jan. 1, 2025?

## Benefits

- **Enhanced PPO Plan (80/20), Base PPO Plan (70/30) and High Deductible Health Plan (HDHP)** will remain the same. This includes copays, deductible and out-of-pocket amounts.
- Same Clear Pricing Project (CPP) incentive copay opportunities.

## Enrollment

- **Enrollment Rules** will remain the same.
- **eBenefits platform and enrollment workflow** will remain the same.
- **COBRA enrollment** will remain the same.



# What is NOT changing effective Jan. 1, 2025?

## Billing

- **Group premium** will remain the same (transitions to iTEDIUM 10/1/2024)
- **Direct & COBRA billing** will remain the same.

## ACA Reporting

- **The Plan will continue to offer** ACA reporting options, as we do today.

## Recovery & Subrogation

- **The Plan will continue to seek recoveries and/or subrogation**, as we do today.



# Come Join the State Health Plan Staff!

- The Customer Experience and Communications Team is looking for a Customer Experience Specialist!
- HBRs would be a great fit for a role like this!
- If you're in the Raleigh area and are interested the job has been posted and closes 3/18.

## Look for a Job with NC State Government

Working for North Carolina is very rewarding with job opportunities abound from the mountains to the coast. See where you can contribute to making this state the best it can be.

[Search Job Opportunities](#)

### Description of Work



DST is looking for a **Customer Experience Specialist** for the **State Health Plan Division**. This is a full-time position (40 hours per week) with **State Benefits**, including health insurance, paid vacation, paid sick time, paid holidays, as well as retirement.

\*\*\* This position has a recruitment range of **\$50,000 - \$70,000** \*\*\*

\*\*\*This position will have the ability to telework one day per week once fully oriented\*\*\*

This position has been designated as Exempt in accordance with North Carolina General Statute § 126-5 (c1) (24); In furtherance of the Department of State Treasurer's existing ethics and transparency programs, this position is subject to the ethics and conflict of interest requirements of the Department of State Treasurer Supplemental Ethics Policy (Tier 2 Ethics Policy). (<https://www.nctreasurer.com/documents/files/sigfdworksheets/dstpolicies/supplemental-ethics-policy-tier-2/download?attachment>).

#### This position will:

- Assist State Health Plan members and Health Benefit Representatives with inquiries regarding their benefits, eligibility, enrollment claims, and any other requests.
- Represent the State Health Plan at member outreach events, make presentations to members, HBRs and constituent groups and other events as needed.
- Evaluate, develop, implement and manage training programs for members and/or HBRs. This includes technical training on the eligibility and enrollment platform, HBR responsibilities and duties, the eBilling portal and Open Enrollment.

#### About the State Health Plan and the Customer Experience and Communications Team:

The State Health Plan for Teachers and State Employees, a division of the Department of State Treasurer, provides health care coverage to more than 1 million personnel, state employees, retirees, current and former lawmakers, state university and community college faculty and staff, and

The Customer Experience and Communications Team is responsible for responding to member, employing unit, and Health Benefit Representative (HBR) legislative and implementation of communication and marketing efforts for Plan benefits, programs and policies, to ensure the best overall

#### Competencies

Education, experience, and application must clearly reflect work experience that demonstrates the following:

• Ability to work well with others, and the ability to work in a fast-paced environment.

• Strong verbal communication skills.

• Knowledge of health care plans, benefits, eligibility, enrollment, and HIPAA.