

## October 30, 2023, HBR Alert



### **That's a Wrap on 2024 Open Enrollment!**

The State Health Plan thanks you for all your efforts prior to and during Open Enrollment. We do know it's a busy time for you and your staff. We appreciate the support you provided to your employees – and we know they do, too!

Here are a few reminders:

- Open Enrollment task approvals need to be completed by **TODAY**. Any tasks not approved today will automatically be approved tomorrow, **October 31**.
- If active employees call the Plan's Eligibility and Enrollment Support Center with an issue regarding their enrollment, they will be directed back to the HBR under certain circumstances only. If this occurs, it will be up to you as the HBR to determine if the member had a special circumstance that would deem an exception necessary.
- As a reminder, there is an exceptions policy to help members through the process of filing exceptions and appeals related to enrollment, changes in benefit elections, and terminations.
- Open Enrollment exception requests must be submitted to the Plan by **January 31, 2024**. For your guidance on the exceptions process, please visit the Plan's website.
- Please do not submit an exception for an invalid reason – it will be denied. All members received a Decision Guide in the mail, you communicated the OE dates, and the Eligibility and

Enrollment Support Center offered extended hours for the entire OE period for anyone that needed help.

- For members who need to complete their tobacco attestation counseling session, they have until **November 30, 2023**, to visit their Primary Care Provider to receive their premium credit for 2024.

### **Post-OE Dependent Verification Reminder!**

Since OE has ended, please be mindful of reviewing all added dependents for the appropriate documentation. It is the HBR's responsibility to approve all dependent documents for new dependents. As in previous years, OE elections are automatically approved by Benefitfocus before all documentation is received. Please remember that enrollments approved before documentation is received still require documentation to be submitted and verified by the HBR.

As a part of the ongoing dependent audit, the State Health Plan will also review dependents added during Open Enrollment to ensure proper documentation has been provided. The Plan has seen great improvement in the accuracy and consistency of both task and dependent approvals over the past few years, and we look forward to seeing these results continue.

The Dependent Census Report (Data & Reporting, Standard Reports, Census tab) is the most efficient way to see what dependents are still outstanding. Make sure to select "Open Enrollment" when running the report. Filter out those dependents who do not have coverage, then filter out those that have been verified. The remaining dependents will need to be addressed. Remember:

- **Verification must be completed by Friday, November 17, 2023.**
- **On Monday, November 20, 2023, the Plan will begin terminating coverage for unvalidated dependents.**

Below are a few reminders about acceptable documentation:

- Only 2022 1040s can be accepted unless the subscriber provides a previous year 1040 with a 2022 extension.
- Verification of Facts are only acceptable as documentation for newborns within six months of birth. After six months, a birth

certificate or current 1040 showing the child as a dependent must be provided as verification for any dependent child.

- When birth certificates are provided as verification for a dependent child, we must receive the official birth certificate.
- Marriage certificates can be used to solely verify spouses within one year of the date on the marriage certificate.
- Employees must upload dependent verification documentation and provide a valid Social Security number for dependents 6 months or older when adding a dependent to the Plan.

The full list of appropriate documentation and examples can be found on the State Health Plan's [website](#).



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA