

March 28, 2023, HBR Alert



eBenefits is Back Up

Please be aware that the eBenefits platform is now back up and running. **However, certain tasks cannot be completed.**

HBRs are asked to **refrain** from completing tasks relating to the following:

- For *member name*, please verify their Date of Birth and SSN are correct. If they are accurate, please contact Benefitfocus for assistance in resolving conflicting UPID by filing a case.

Again, HBRs are asked to hold off on the above action until further notice. The State Health Plan will send another alert out when we have additional updates.

Thank you for your patience.



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