

## October 6, 2021, HBR Alert



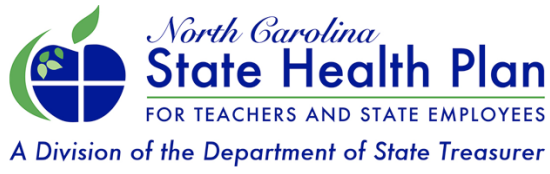
### **SSNs Needed for FACETS Migration by 10/14/21**

The State Health Plan (Plan) will be adjusting the schedule of the Social Security number (SSN) auditing in preparation for the FACETS migration. The normal process is for the Plan to make outreach to the HBRs on members with missing or invalid SSNs that are 6 months old or older as of the current month. In October, the Plan will looking at those members that are over 6 months old as of November 6. Unique, valid SSNs must be provided for these members prior to October 14, 2021.

Members over 6 months old that do not have a unique, valid SSN loaded in eBenefits timely **will not be enrolled in 2022 benefits at Blue Cross NC. More importantly, it will cause the entire family to reject, which will delay the families' enrollment.** A valid SSN is required to avoid rejection.

Please run/review the dependent census report (Data & Reporting, Standard Reports, Dependent Census) and address issues promptly. You will need to filter the "Dependent SSN" column to only invalid SSNs. Look for blanks/invalids and in the "Coverage" column look for yes.

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