

# July 2021 HBR Update



## December Schedule Needed for January 2022 Invoices

To ensure a smooth transition to Blue Cross NC's new core operating system on January 1, 2022, employing units, and the Office of State Controller for BEACON agencies, need to lock down their December premium bill generation date early this year. If no change to your December bill generation date is needed, there is nothing for you to do. If you do want to change the date, Blue Cross NC needs the new December bill date no later than August 31, 2021.



Send your bill generation date change requests to [StatePPOInvoice@bcbsnc.com](mailto:StatePPOInvoice@bcbsnc.com). If the request is not received by way of this email address, there is a risk that your January invoice will not generate on the preferred date.

Changing the bill generation date is a manual process. If you want to change the bill generation date back after the January bill has run, you must submit a new bill date to [StatePPOInvoice@bcbsnc.com](mailto:StatePPOInvoice@bcbsnc.com).

Effective September 1, 2021, the timeline and requirements to change a premium bill date are changing as follows:

- There should be no balance due on the account
- Request should be received 10 business days prior to the current bill generation date
- Request must be emailed to [StatePPOInvoice@bcbsnc.com](mailto:StatePPOInvoice@bcbsnc.com)

Within 48 business hours of receiving the request, Blue Cross NC will respond with one of the following:

- Confirmation that the new date has been applied
- Denied with explanation

The Plan appreciates your assistance as we transition to the new systems and processes.

---

## Reminder: ACA Full-Service Reporting Solution Sign-Up Deadline July 31

As noted in our [April 28 HBR Alert](#), the Affordable Care Act (ACA) created the requirement for yearly 1095 reporting. As a self-insured employer, your agency is required to file either form 1095-B or 1095-C with the Internal Revenue Service (IRS) each year. The forms must be delivered to the IRS and to your employees as evidence of compliance with the ACA.

All employers utilizing the State Health Plan are self-insured employers and therefore required to comply with these requirements. The filing of 1095-B forms is required by the IRS for self-insured employers with less than 50 Full-Time Equivalents (FTEs) on average during the prior year (2020). All coverage provided for employees and their dependents must be reported via the 1095-B forms for these employers.

The filing of 1095-C forms is required for employers with 50 or more FTEs on average during the prior year (2020). A 1095-C is filed for each full-time employee who worked for the employer during the year, indicating all offers of coverage in Part II of the form. Also, for self-insured employers, all coverage provided for employees and their dependents must be reported on the 1095-C forms in Part III.

The State Health Plan has identified solution options for those employers looking for a complete or “Full Service” solution and for those who only need the data to support their own reporting solution. A description of the solution options was included in the [April 28 HBR Alert](#).

The Plan is accepting sign-ups for the “Full Service” solutions. Please respond to [ACA@nctreasurer.com](mailto:ACA@nctreasurer.com) before July 31, 2021, if you wish to participate. Please indicate which solution you need, 1095-C or 1095-B. If you need the 1095-C solution, please also indicate if you would like to purchase the optional, add-on Data Support service, as described in the HBR Alert. **If we do not hear from you, we will assume you are “Data Only” and that you have identified your own reporting solution.**

---

## OnePlace365 Case Prioritization

OnePlace365 is the preferred method of communication with Benefitfocus for HBRs to report issues that may be impacting member enrollments, address basic eligibility questions, eBenefits/eBilling questions, etc.

It is important that cases are submitted with the appropriate priority level, to ensure cases are properly and timely addressed by the Account Management team. Below is a chart explaining each priority with specific examples.

Severity	Definition	Example
<b>Urgent</b>	Immediate attention required	<ul style="list-style-type: none"> <li>All Group members and/or HBR unable to log into eBenefits</li> <li>Members with pending doctor visits who are unable to receive services due to enrollment issues</li> <li>Member denied pharmacy service due to enrollment issues</li> <li>Payroll File submission failures that need immediate attention</li> <li>eBenefits critical system failures</li> </ul>
<b>Critical</b>	Immediate attention not required but attention is needed as soon as possible	<ul style="list-style-type: none"> <li>Retroactive member coverage corrections due to rescinded retirement</li> <li>Members/HBR's logging into eBenefits, getting logged off continually but can log back in</li> <li>Payroll File issues that have workarounds to address issue</li> <li>Incorrect termination of benefits</li> </ul>
<b>Major</b>	Immediate attention is not required but issues could arise if not addressed soon	<ul style="list-style-type: none"> <li>Effective Date correction</li> <li>NC Flex member group to group transfer Cases</li> <li>Social Security number update</li> <li>Reduction in Force (RIF) enrollment</li> <li>Error when attempting to run reports</li> <li>Billing Discrepancy</li> </ul>
<b>Minor</b>	Immediate attention is not required	<ul style="list-style-type: none"> <li>General benefit coverage question</li> <li>Qualifying Life Event (QLE) questions</li> <li>Check on status of State Retirement System shells</li> <li>Requesting status on Exception</li> <li>Routine member updates requests</li> </ul>

---

**Employees Can Get a Head Start on Open Enrollment**

Employees who are tobacco users and want to earn their monthly premium credit for 2022 don't have to wait until Open Enrollment this fall. They can take action now to save money throughout 2022.

Starting July 1, 2021, tobacco users can attend a tobacco cessation counseling session at a CVS MinuteClinic or their Primary Care Provider's (PCP) office for FREE to earn a lower premium for 2022. They have until November 30, 2021, to take action. (Note: If employees combine their tobacco cessation visit with another service, there may be a copay.)

This convenient employee option means:

- No need to wait for Open Enrollment in October to secure monthly premium credit for 2022.
- If a CVS MinuteClinic is not convenient, employees can see any provider that offers tobacco cessation counseling as a service.

How it works:

- After employees visit a CVS MinuteClinic or a PCP for their tobacco cessation session, the provider will submit a claim on their behalf. To ensure they receive credit for their visit, employees can upload their office visit summary to the "Document Center" located in [eBenefits](#), the Plan's enrollment system. They should make sure to request a copy of their summary during their visit.
- This action is ONLY for tobacco users who want to reduce their monthly premium by \$60 per month in 2022. If employees are NOT tobacco users, they will simply attest to that online during Open Enrollment, October 11-29, 2021.
- During Open Enrollment, they will need to attest during the online enrollment process. This step is critical to ensure employees receive the lower premium for 2022.

---

## Open Enrollment Online HBR Trainings This Week!


We can help you get ready for Open Enrollment with online trainings designed especially for HBRs! This week, the State Health Plan is holding Open Enrollment HBR trainings that cover important information regarding 2022 benefit changes.

Open Enrollment will be held October 11-29, 2021. Reserve your spot to ensure you have the information you need to best serve your employees! Open Enrollment HBR Trainings:

- [July 20, 2021, from 2 p.m. to 4 p.m.](#)

- [July 22, 2021, from 2 p.m. to 4 p.m.](#)
- [July 23, 2021, from 10 a.m. to noon](#)

The Plan will also begin to focus on Open Enrollment in the HBR monthly webinars in addition to other important announcements. To register for the monthly webinars, visit the Plan's [website](#).



**Next HBR Monthly Webinar**  
July 21, 2021 - 10am

[Click to Register! >](#)



**This Month's  
Healthy  
Recipe**



**This Month's  
Wellness  
Tip**



**Shrimp Risotto  
with Asparagus**

[Get the Recipe! >](#)



**Stay Safe  
in the Sun!**

[Learn More! >](#)

# Connect with us on facebook

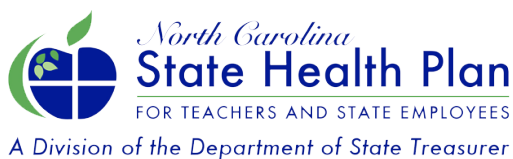
---

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: [ppo.inquiries@nctreasurer.com](mailto:ppo.inquiries@nctreasurer.com)

---



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