

May, 2021, HBR Update



Premium Billing and Enrollment Reconciliation

As a reminder, all premium payments are due by the first of the effective month. Equally important, employing units are required to pay-as-billed. The State Health Plan holds all claims as of the effective date of the billing month and only advances the “paid through” date once the premium invoice is paid in full.



It is critical that the employing unit is cognizant of their billing cutoff window so that any terminations or additions impacting the invoice are finalized prior to the cutoff. Employing units should not remit payment based on changes they anticipate will take place after the billing cutoff. Underpaying the invoice because of a termination that was processed after the cutoff, for example, impacts the claims processing timeline for the entire employing unit.

Examples:

1. Invoice paid on time, and in full

- Employing Unit’s July invoice for \$675,000 is due July 1
- Employing Unit remits payment in full on June 29
- Paid through date moves to July 31 and all claims incurred through July continue to process

2. Invoice paid on time, but not in full

- Employing Unit's July invoice for \$675,000 is due on July 1
- Employing Unit remits payment of \$665,000 on June 30
- Paid through date does not move forward
- Claims incurred July 1 and after are held and will not be processed until the outstanding premium balance is paid
- Members may be unable to obtain necessary prior authorizations for certain services

3. Invoice paid in full, but after the due date

- Employing Unit's July invoice for \$675,000 is due on July 1
- Employing Unit remits payment of \$675,000 on July 24
- Paid through date does not move forward until July 25
- Claims incurred July 1 through July 24 are held until July 25
- Members may be unable to obtain necessary prior authorization for certain services

4. Invoice repeatedly underpaid and received late

- Employing Unit's July invoice for \$675,000 is due on July 1
- Employing Unit remits payment of \$600,000 on July 15
- Paid through date does not move forward
- Claims incurred July 1 and after are held and will not be processed until the outstanding premium balance is paid
- Members may be unable to obtain necessary prior authorizations for certain services
- Employing Unit receives August invoice for \$625,000 that includes a carry-forward balance of \$75,000 for a total balance due of \$700,000
- Employing Unit remits payment of \$675,000 on August 10
- Paid through date moves forward to July 31 on August 11
- Because the July premium was not made until 46 days after the due date, any July claims held 27 days or more generated letters to the providers and members advising them the claims could not be paid
- Claims incurred August 1 and after are held and will not be processed until the outstanding premium balance is paid

Remember, charter schools and local governments may incur late interest charges!

An Important Note on Reconciliation

Each employing unit should reconcile their invoice every month to ensure that enrollment changes are captured appropriately in each employing unit's payroll system as well as to ensure there are no issues with the enrollment and/or

invoice. If an enrollment correction is needed, it must be processed prior to the cutoff date of the next month's premium invoice; otherwise, it will not be reflected in the next month's invoices.

Updates made and approved in eBenefits 48 hours before your bill date should show on your next invoice. Your monthly billing schedule can be viewed [here](#).

If the enrollment appears to be accurate in eBenefits but inaccurate on the invoice, you must open a case to Benefitfocus account management via One Place 365 so they can research the discrepancy.

The Plan will not approve enrollment correction exceptions more than two billing cycles in arrears.

New COBRA Subsidies Under the American Rescue Plan Act Reminder

Congress passed the [American Rescue Plan Act of 2021](#). A portion of that federal legislation included COBRA subsidies for employees and family members who lost coverage because of an involuntary termination or a reduction in hours after November 1, 2019. This impacts eligible members who elected COBRA at the time of their qualifying event as well as any members who were offered COBRA due to these termination reasons but opted not to enroll at the time of their qualifying event.

The State Health Plan has issued several HBR Alerts regarding additional guidance for employing units. Please make sure you are up to speed on all of the information. The Plan will continue to update employing units as new information becomes available.

- [March 23 HBR Alert](#)
- [April 20 HBR Alert](#)
- [May 3 HBR Alert](#)

Lower Your Risk for Stroke!

May is National Stroke Awareness Month, the perfect time to help your employees learn how to lower their risk for stroke. A stroke occurs when blood supply to part of the brain becomes blocked or when a blood vessel in the brain bursts. In either case, parts of the brain become damaged or dies.

To lower the risk for stroke, learn the ABCS of stroke prevention:

- **Aspirin:** Aspirin may help lower your risk for stroke.
- **Blood Pressure:** Control your blood pressure.
- **Cholesterol:** Control your cholesterol.
- **Smoking:** Quit smoking or don't start.



If you or your employees think someone may be having a stroke, act F.A.S.T. and do the following simple test:

- **F—Face:** Ask the person to smile. Does one side of the face droop?
- **A—Arms:** Ask the person to raise both arms. Does one arm drift downward?
- **S—Speech:** Ask the person to repeat a simple phrase. Is the speech slurred or strange?
- **T—Time:** If you see any of these signs, call 9-1-1 right away.

To learn more about strokes and their treatment, visit the Centers for Disease Control and Prevention [website](#).



Next HBR Monthly Webinar
May 19, 2021 - 10am

[Click to Register! >](#)



**This Month's
Healthy
Recipe**



**This Month's
Wellness
Tip**



**Sweet Potato
Black Bean Burgers**

Get the Recipe! >



**Signs and Symptoms
of a Stroke**

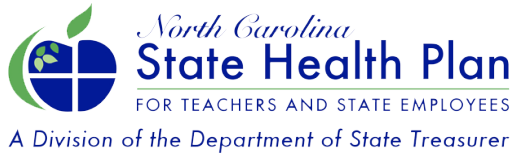
Learn More! >

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Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: ppo.inquiries@nctreasurer.com



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