

November 2021 HBR Update



Post-OE Dependent Verification Reminder!

Congratulations on surviving 2022 Open Enrollment! 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.

Below are a few reminders about acceptable documentation:

- Only 2020 1040s can be accepted unless the subscriber provides a previous year 1040 with a 2020 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](#).

Tobacco Cessation and Credit Removals

Please don't forget to remind employees who, during Open Enrollment, selected that they were tobacco users but willing to visit a CVS MinuteClinic or a Primary Care Provider (PCP) for tobacco cessation counseling that they have until November 30, 2021, to complete at least one tobacco cessation counseling, or risk losing their premium credit.

The subscriber must present their State Health Plan ID card in order for the visit to be covered at 100 percent by the Plan.

As a reminder, since members can visit a PCP for their session, waivers will not be given to members who live more than 25 miles away from a CVS MinuteClinic. If an enrollment exception is submitted with a mile radius reason included, it will be denied.

New employees enrolling in November or December for January 1, 2022, coverage will not be able to complete their tobacco cessation visit until January 1, 2022.

Update on Task Management

In the [August HBR Update](#), the State Health Plan announced that the current 45-day window HBRs have to review and approve or decline tasks would be shortened to 30 days. **The reason for this change is to protect employees who are negatively impacted by the delayed enrollment or termination approval.**

After receiving feedback from HBRs, the Plan is adjusting the window to **33** days, instead of **30** to allow HBRs time to review employee changes that are not made until the end of the 30-day window.

The Plan is also not shortening the task window for newborns or adoption Qualifying Life Events (QLEs). The task removal window for Medicaid/CHIP

and military leave will also remain at 60 days to mirror their enrollment timeline. These changes will be effective January 1, 2022.

Reminder on Employing Unit Invoicing: American Rescue Plan Act

The State Health Plan anticipates invoicing employing units for their participating assistance eligible individuals in the fourth quarter of 2021, exact date is to be determined. Not all employing units will get an invoice because not all employing units have members that were subsidy eligible and elected COBRA, referred to as Assistance Eligible Individuals (AEIs).

Due to possible changes, the Plan is not able to provide a list of the groups that have AEIs at this time. Please see the previous [HBR alert and updates](#) for more information on the American Rescue Plan Act (ARPA) subsidy.

The Plan does not have a sample invoice to share at this time. We will provide more information and direction as it becomes available. We can clarify that the ARPA premiums will not be included on the monthly premium invoice you access via the eBilling tool, nor will the invoice be generated or housed by iTEDIUM, the Plan's billing administrator. This will be a separate invoice that will be emailed or mailed, as yet to be determined, to each employing unit. These separate invoices will include summary information about the amount due to the Plan. We appreciate your cooperation.

Approving 2021 and 2022 Tasks for Remainder of 2021

For the remainder of 2021, HBRs will need to ensure that tasks are approved/declined in the correct order by approving a 2021 task first and then the 2022 task. Please make sure **not** to use the "Approve All" functionality in this case as it may not approve the 2021 task first.

If the employee has not uploaded the appropriate documentation for a 2021 task and they are past the 30-day time frame, decline the 2021 task and then approve/decline the 2022 task.

Example: An employee uses a Qualifying Life Event (QLE) to add their family 11/1/2021 and they also do Open Enrollment to add the family 1/1/2022. The employee does not upload the appropriate documentation within the 30-day window of the QLE. The HBR would decline the 2021 QLE, the coverage reverts to EE Only 10/1/2021, then the HBR approves the 2022 task, and the family is added to the State Health Plan in 2022

because no QLE documentation is required to add family coverage for Open Enrollment.

Reminder: Federal COVID Emergency Continued

On October 15, 2021, the U.S. Department of Health and Human Services announced that the existing COVID-19 public health emergency has been continued because of the ongoing pandemic. To view the declaration from Xavier Becerra, Secretary of Health and Human Services, [click here](#).

Coordinate with CVS, Provide Support on Flu Shot Clinics

HBRs planning worksite flu shot clinics are reminded to contact their assigned CVS pharmacist and talk through details well before the clinic occurs. CVS Pharmacy is a new vendor this year and the registration process and clinic requirements have changed.

Please be prepared to provide administrative support to help your clinics run smoothly. Your staff will likely need to help check participants in, assist with forms, and direct participants into vaccination rooms to see the pharmacist.

Details are available at the State Health Plan's [HBR Worksite Flu Shot Program page](#). Flu shot clinics are still being planned and the program will run through December 31, 2021.

Help Your Employees Get Ready for the Great American Smokeout®

Quitting smoking isn't easy. It takes a plan. But your employees who smoke don't have to stop smoking in one day. Start with day one! Encourage them – or even yourself – to let the Great American Smokeout on Thursday, November 18, be the day to start a journey toward a smoke-free life.

Your employees who smoke can join thousands of people who smoke across the country in taking an important step toward a healthier life and reducing cancer risk. Plus, the American Cancer Society can help them access the resources and support you need to quit. [Click here](#) to learn more!

The State Health Plan also offers resources to help employees quit. [Take a look](#) at what's available!



Next HBR Monthly Webinar
December 15, 2021 - 10am

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This Month's
Healthy
Recipe



This Month's
Wellness
Tip



**Turkey
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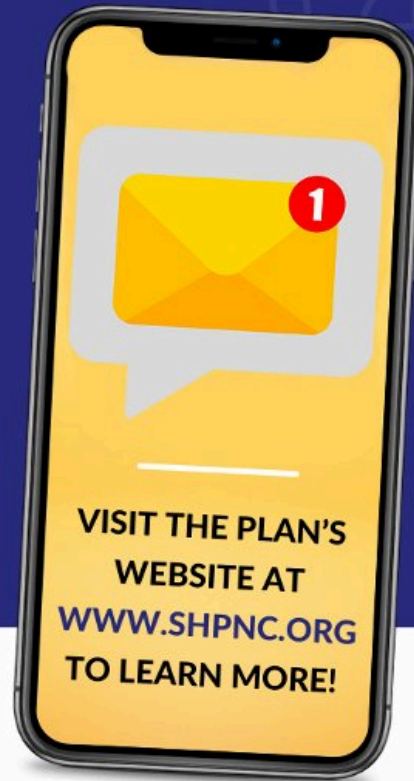
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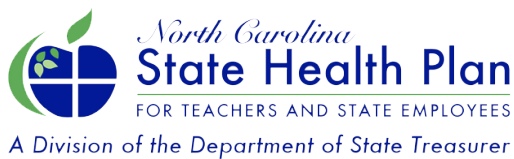


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

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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