

# October 2021 HBR Update



## Open Enrollment is Under Way!

Open Enrollment is here! Open Enrollment for the 2022 benefit year ends October 29, 2021.

Remind your employees who are tobacco users that they have until November 30, 2021, to visit their Primary Care Provider or a CVS MinuteClinic to complete a tobacco cessation counseling session in order to earn their premium credit for 2022. To ensure the credit is applied, please have them upload their office visit summary into the Document Center of eBenefits. This action is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2022. If an employee is NOT a tobacco user, they will simply need to attest to that during the online Open Enrollment process in eBenefits.

Please note that any new hires that were hired or enrolled after August 31, 2021, will not receive a 2022 Decision Guide in the mail. HBRs should refer those employees to the State Health Plan [website](#) to view their Decision Guide.

In addition, remember that employees must upload dependent verification documentation and provide a valid Social Security number (SSN) for dependents 6 months or older when adding a dependent to the Plan.

## Employee Open Enrollment Webinars

The State Health Plan is offering numerous webinars for your employees to learn more about their benefits during Open Enrollment. Encourage your employees to register for a webinar. Dates and times are available on the Plan's [website](#).

## Employee Open Enrollment Resources

[2022 Active Member Plan Comparison →](#)

[2022 Active Member Rate Sheet →](#)

[2022 Active Member Decision Guide →](#)

## 2022 Open Enrollment Videos (Overview & Instructions)



[Open Enrollment Online Instructions →](#)

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## Reminder: NC FACETS Transition Training Next Month!

In preparation for the upcoming Blue Cross NC FACETS migration and eBilling changes, Blue Cross NC will host a detailed eBilling training with employing units in early November.

Please click the links below to register for one of the two-hour sessions! A link to a recorded session, the presentation, a sample invoice, and a class plan cheat sheet will be available in the Blue Cross NC FACETS Billing Transition folder in the Resource Center of [HBR University](#) after all sessions have concluded.

- [Monday, 11/8/21, from 10 a.m. to noon](#)
- [Monday, 11/8/21, from 2 to 4 p.m.](#)
- [Tuesday, 11/9/21, from 10 a.m. to noon](#)
- [Tuesday, 11/9/21, from 2 to 4 p.m.](#)

Beginning in mid-November, new logins will be required to access eBilling on the new platform. Your existing login ID will continue to be used to access bills on the old platform.

As a reminder, 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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## Processing Rehired Retirees

In adherence to §135-48.40, a retiree employed full-time under an employing unit is no longer eligible for health coverage under the Retirement Systems and the employing unit is responsible for paying the employer premiums. Prior to the hire date, the HBR should notify the Plan of the need to terminate retiree health benefits by completing an [Exception Form](#).

Upon approval of the exception to terminate the retiree health benefit, the HBR should establish the active benefit enrollment shell in eBenefits that will enable the retiree to enroll in coverage. As a reminder, the retiree will not be able to enroll until the retiree health benefit has been canceled.

Reminders:

- Permanent rehired retirees are eligible for the traditional plans (70/30 PPO Plan, 80/20 PPO Plan.)
- Employing units have the option to offer non-permanent full-time rehired retirees either the High Deductible Health Plan (HDHP) or the traditional plans.

- Please review the [Rehired Retirees](#) page under the HBRs tab of the State Health Plan website for additional details.

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## 1 More HBR Training Webinar Scheduled!

Just one more HBR training webinar is scheduled for this year. Have you signed up? This two-hour training will cover a variety of topics for an overall review of HBR duties, including Eligibility and Enrollment, Benefits Overview, HDHP Overview, Policies and Processes, eBenefits Overview and Reporting. The webinar will provide you with the tools and resources to assist your employees.

This training is ideal for new HBRs, but also a great resource for HBRs that need a refresher. The webinar is scheduled for:

- [Wednesday, 11/10/2021, from 10 a.m. to 12 noon.](#)

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## Reminder: Coordinate with CVS on Flu Shot Clinic Plans!

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. 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.

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## Encourage Your Employees to Get Updates by Text!

## TEXT "JOIN" TO 76971

- Sign up to receive State Health Plan updates by text! Just text "Join" to 76971.
- Text messages will be general information regarding your State Health Plan benefits.



Next HBR Monthly Webinar  
November 17, 2021 - 10am

[Click to Register! >](#)





**This Month's  
Healthy  
Recipe**



**This Month's  
Wellness  
Tip**



**Pumpkin &  
Black Bean Soup**

**Get the Recipe! >**



**Breast Cancer  
Awareness**

**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)



*North Carolina*  
**State Health Plan**

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