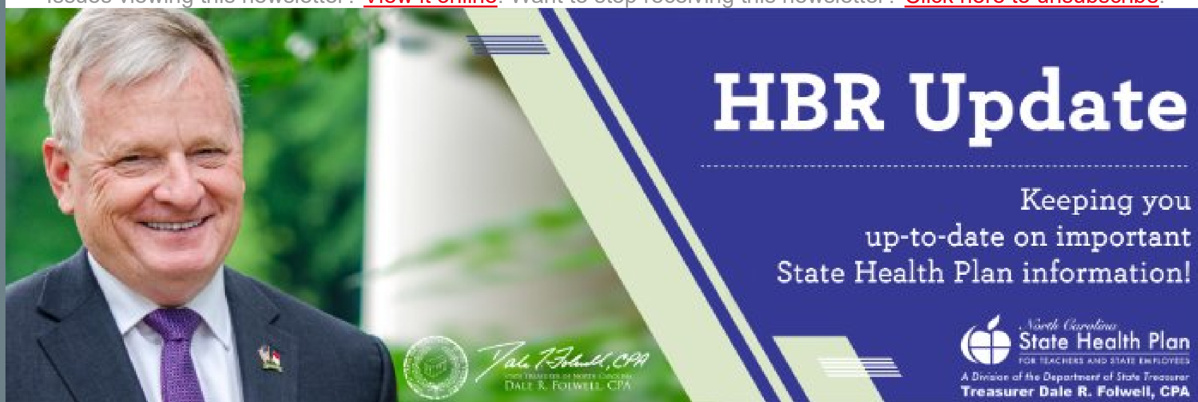
September 2021 HBR Update



Time to Prepare for Open Enrollment!

Open Enrollment is right around the corner. Open Enrollment for the 2022 benefit year will be held October 11-29, 2021. To assist you and your employees, Open Enrollment resources are now available on the Plan's website!

As a reminder, the Plan is here to help and will be offering numerous webinars for your employees to learn more about their benefits prior to and during Open Enrollment. Please encourage your employees to register for a webinar. Dates and times are available on the Plan's website.

Please 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.

Don't forget, you can click here to download the 2022 Open Enrollment poster to print it out and post at worksites or share via email with employees working remotely.

2022 HBR Open Enrollment trainings have concluded. However, if you missed it or need to view review, click here for the presentation.

Reminder About Social Security Numbers

As a reminder, a valid Social Security Number (SSN) is required for any dependent over 6 months of age enrolled in the State Health Plan (Plan) and/or NCFlex. The SSN is needed to meet several federal reporting requirements including, but not limited to, 1095 reporting to the IRS and Section 111 reporting to the Centers for Medicare and Medicaid Services (CMS).

If a member does not have a valid SSN, a Tax Identification Number (TIN) will be accepted with supporting documentation. If a member does not qualify for an SSN or TIN, the HBR must contact Benefitfocus to have a unique identifier assigned.

To ensure SSN compliance, the Plan monitors SSN updates and will reach out, via secure email, to the employing unit when a subscriber has not provided a valid SSN by the deadline. The Plan will include a new deadline for updating the SSN. If a valid SSN or TIN is not provided, the member's Plan and if applicable, NCFlex benefit(s), will be terminated.

Once the termination is processed, members will not be automatically reinstated when an SSN or TIN is added. The only way these members can be reenrolled or reinstated is to have a valid qualifying life event (QLE) or through the exceptions process. Exceptions should be submitted using the member's name as it appears in Benefitfocus. Additionally, if there is no valid member verification documentation loaded in eBenefits for these members, the exception will not be reviewed. If the member is reinstated, the subscriber is responsible for any retroactive premiums.

Just 2 More HBR Training Webinars Scheduled for 2021

Two more HBR training webinars are scheduled for this year. Have you signed up? These two-hour trainings will be held online again this year to better accommodate HBRs that are unable to travel.

These trainings 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.

These trainings are ideal for new HBRs, but also a great resource for HBRs that need a refresher. The webinar schedule is below. Space is limited, so register today!

- Tuesday, 9/21/2021, from 2 to 4 p.m. (tomorrow!)
- Wednesday, 11/10/2021, from 10 a.m. to 12 noon.

Blue Cross NC FACETS Transition Billing Training Set!

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.

HBRs will have 2 logins: one for invoices dated 12/31/2021 and prior, and another for invoices dated 1/1/2022 and after. As long as retroactive changes with benefit effective dates prior to 1/1/2022 are allowed, HBRs will need to log in to both systems and make a payment for any amount under each login.

Please note: Bill generation will occur on the day of the month that has been previously communicated by the group.

2021 Flu Shot Program Begins

This flu season, CVS Pharmacy will be administering the State Health Plan's flu shot program, which will run through December 31, 2021. CVS Pharmacy has begun accepting requests for agencies that would like to host a flu shot clinic.

Please review all the information on the HBR flu shot webpage as the registration process has changed. As a reminder, clinics will be for the seasonal flu shot only; COVID-19 vaccinations will not be offered.

Important Note on Registration

Once HBRs have registered with CVS Pharmacy for their onsite flu shot clinic, CVS Pharmacy will send an email confirming the onsite clinic date, time and other details. This email will include the name of the local CVS Pharmacy assigned to the clinic, the flu shot provider's name and contact information and a participant online appointment scheduler registration link.

HBRs will share this participation link with employees who wish to receive a flu shot. Using this link, employees will be able to register for a time slot to receive their shot. The participant will select a time for their appointment and complete their demographic information. Registration will end 24 hours prior to the clinic date/time.

When agencies add their link to send out to employees, they need to test the link. When it opens they should see their agency's address. They will have to copy directly from the CVS Pharmacy confirmation email that was sent. They will need to copy "Click here to register" for it to work correctly. Each link is unique to the agency that is hosting a flu shot clinic.

CVS Pharmacy Flu Shot Worksite Clinic Fees

Fees for under-participation at Flu Shot Worksite Clinics are not new. They have been applied as long as the Plan has offered worksite clinics. The amount of the fees has changed slightly over time. Now however, in addition to having a fee for not meeting the minimum participation threshold, **there is also a fee for having less participants that originally planned.** But the big change is the Plan's involvement in confirming the flu shot worksite clinic and the more formal process for collecting fees.

These changes have been made to ensure the worksite and/or employing unit administration is aware of the worksite's commitment and that the Plan is reimbursed for any under-participation fees. This change also aligns with the new Employing Unit Debt Recovery Policy that was rolled out earlier this year.

How the Fees Work

Minimum Participation Fees – There are two minimum participation fee thresholds:

- **Event Minimum** – To host a Flu Shot Worksite Clinic a worksite must guarantee at least 30 participants. If you guarantee 30 participants and only 25 show up, you will owe the Plan $75.00. ($15 X 5 = $75.00).
- **Sign-Up Minimum** – If you sign up for 75 participants, and only 73 show up, you will owe the Plan $30.00 ($15 X 2 = $30.00).

How to Estimate Participation

- **Include a Buffer** – If you think you will have 75 participants, sign up for 65. CVS will be providing a scheduling link that will allow your employees to sign up online prior to the event. If 80 people sign up, CVS will bring vaccines for that number. If only 70 show up, there will be no fees because you originally estimated 65.

- **Don't Underestimate** – Including a buffer is not an invitation to underestimate. If only 60 employees register for an event and 100 show up, there will not be enough vaccines for everyone.

Why the Plan is Reconfirming the Flu Shot Worksite Clinic

- **Signing Authority** – The primary purpose of the additional worksite flu shot clinic confirmation with the Plan is to ensure that the administration, not just the clinic coordinator or other staff member, is aware and in support of the event.
- **Payment of Fees** – Every year there are a handful of worksites that schedule a flu shot clinic and for whatever reasons the minimum number of participants do not show up. While most worksites have graciously paid the fees, some have refused, citing that the administration was unaware the clinic had been scheduled and that the person organizing the event did not have the authority to do so. By having someone with signing authority execute a Flu Shot Worksite Clinic Confirmation, it's the Plan's hope that everyone at the worksite will be on board with the event and prepared to pay any fees should flu shot participation fall below the minimum threshold.

How the Plan will Collect the Fees

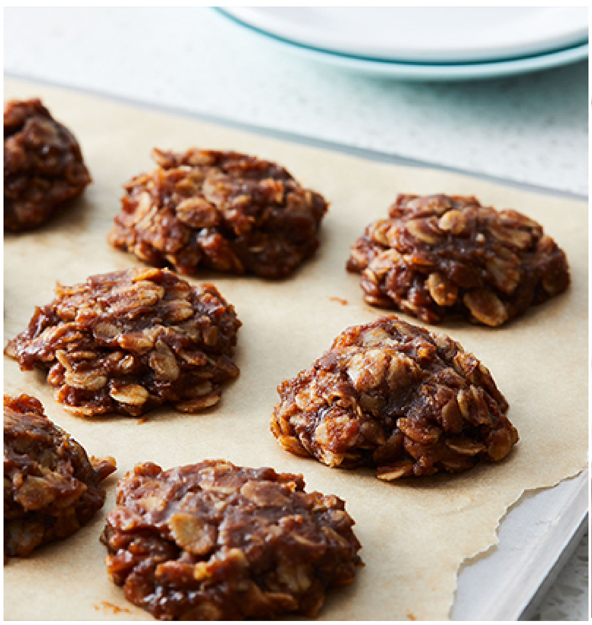
- **Invoice** – If the worksite does not meet one of the minimum participation thresholds for the flu shot clinic, the Plan will send an invoice to the individual that executed the Worksite Flu Shot Confirmation.
- **Further Collections** – If the worksite does not pay the invoice within 30 days, the amount due will be added to the employing unit's invoices as described in Employing Unit Debt Recovery Policy.

Coming in Early 2022: eBenefits Transfers Functionality

In early 2022, eBenefits will have new functionality enabled to handle employee transfers of benefits when an employee moves from one employing unit to another. This functionality will identify an employee as a transfer at the new group using key demographic information.

If a match occurs and is within 30 days of the benefit end date and new effective date the employee's enrollments automatically transfer to the new group. The employee will have the opportunity to make changes. Stay tuned to upcoming HBR Updates for additional information about employee Transfers within the eBenefits platform.

Please note: This functionality will not apply to an employee being transferred from one BEACON group to another BEACON group. There is already employee transfer logic enabled for these groups.



No-Bake Peanut Butter Chocolate Cookies

Get the Recipe!

Seasonal Flu Vaccines

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

North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES

A Division of the Department of State Treasurer

STATE TREASURER OF NORTH CAROLINA DALE R. FOLWELL, CPA