

July 2019 HBR Update

Clear Pricing Project Update

The deadline for providers to join the new North Carolina State Health Plan Network was July 1, 2019. We understand that you and your employees are anxious to learn more about the new network.

As the Plan continues to process contracts, our members and their ability to access affordable health care services remain our top priority.

The Plan will update HBRs and members as information becomes available. Any changes to the network will not take place before January 1, 2020.

Open Enrollment will take place October 1-31, 2019, at which time members will be able to determine what providers will be in- and out-of-network as of January 1, 2020.

For up-to-date information, please visit the [Plan's website](#).

Attention! HBR Open Enrollment Training Schedule Change

The State Health Plan provides training for HBRs each year prior to Open Enrollment to make HBRs aware of any changes to benefits for the upcoming year. We want you to be fully informed prior to Open Enrollment this year, which will be held October 1-31, 2019. At this time, the Plan does not have all of the information necessary to host the trainings previously scheduled for July 29-August 9.

Therefore, the trainings will be rescheduled for times later in August. These trainings will be held as webinars and at various times to accommodate your busy schedule. If you have registered for a training, you will receive a cancellation notice.

We apologize for any inconvenience and appreciate your patience. The Plan will announce the new webinar dates as soon as possible.

HBR Scorecard Results Coming Soon!

Scorecards for June have been delivered. With the second quarter complete, be on the lookout in August for publication of the second quarter rock star groups! The Plan has seen great improvement in documentation being uploaded and provided, resulting in fewer reversals last month.

Thank you for your continued efforts in making sure appropriate documentation is provided before tasks are approved and ensuring all dependents are properly verified. We look forward to sharing your successes in next month's release!

Reminder: Wage Garnishment Cooperation is the Law

[House Bill 1056 became law](#) on June 25, 2018. This legislation mandates employing unit cooperation in collecting through wage garnishment money that members owe the State Health Plan (Plan). Specifically, any payment of benefits or other amounts to, or premiums or claims paid on behalf of, any Plan member that is later determined to be an overpayment, an erroneous payment, or a benefit or amount for which the Plan member was ineligible, shall be repaid by the Plan member.

If the Plan member is an employee of an employing unit, then any amounts to be recouped under this subsection shall be offset against the net wages of the Plan member.

What this means for you:

- When a Plan member owes an amount to the Plan, the Plan will notify the member of this debt in writing. If the member does not enter into a payment plan acceptable to the Plan within 30 days after the written notice, the Plan will notify the member's employer of the debt.
 - When the employing unit receives notice of the debt from the Plan, the employing unit is required to offset the amount owed against at least 10 percent of the net wages of the member until the Plan notifies the employing unit that the debt has been paid in full.
 - The Plan's notice to the employing unit shall be prima facie evidence that the debt is valid and the employing unit has no obligation to verify the amount owed.
 - The employing unit must provide written notice to the member before beginning the offset. The written notice must be no more than 30 days but not less than 14 days.
 - The employing unit is required to remit all offset amounts to the Plan in intervals corresponding with the employing unit's regular pay periods.
 - If an employing unit does not follow these requirements, the Plan will, after notice to the employing unit of its failure to cooperate, be entitled to seek recovery of any amounts due directly from the employing unit.
 - Debts owed to the Plan may not be forgiven by the Plan's Board of Trustees, the Plan, the Plan's Executive Director, the State Treasurer, or an employing unit.
-

- The Plan and the employing unit have a duty to pursue repayment in full of these debts by all lawful means available, including the filing of a civil action in the General Court of Justice.

For details, visit the [Recovery Section](#).

Did You Know:

Heat-related illnesses and deaths are preventable. According to the Centers for Disease Control and Prevention (CDC), over 600 people in the United States die each year due to complications of extreme heat.

Help your employees prevent heat-related illness. Encourage them to:

- **Stay Cool** – Stay in an air-conditioned place as much as possible, whether that is at home or in a public space like the mall.
- **Dress Appropriately** – Wear light-weight, light-colored and loose-fitting clothing.
- **Eat Light** – Heavy meals add heat to your body.
- **Stay Hydrated** – Don't wait until you get thirsty to drink. Increase your water intake and take a water bottle with you. Consider drinking a sports drink when heavily sweating.
- **Stay Informed** – Be aware of your local forecast and make plans accordingly.
- **Plan Outdoor Activities Carefully** – Schedule outdoor activities during the coolest parts of the day. Pace yourself when working or playing outside and rest in the shade as needed. Wear sunscreen for added protection.
- **Protect and Monitor Those Who Are Most Vulnerable** – At-risk groups include infants and young children, people 65 years of age or older, people who are overweight, people who overexert during work or exercise and people who are physically ill.
- **Never Leave People or Pets in Cars** – Cars can quickly heat up to dangerous temperatures, even with a window cracked open.

Click [here](#) to learn more about the signs, symptoms and actions you can take to prevent heat-related illness. Stay safe during the heat of the summer months.

Wellness Tip

Urge your employees to follow these [6 tips](#) to help prevent chronic disease and have a healthy summer!