

Friday, Aug. 16, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 08.16.24](#) (Word doc)
- STATE_HIGHER ED_STOLA – Annual Enrollment Benefits
Letter: https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_ST.pdf
- LOCAL ED – Annual Enrollment Benefits
Letter: https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_LE.pdf
- LOCAL GOV – Annual Enrollment Benefits
Letter: https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_LG.pdf

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

Annual Enrollment Benefits Letters

This Thursday, Aug. 15, Annual Enrollment benefits letters started to mail to active employees and COBRA members eligible for 2025 benefits. These letters highlight 2025 benefits changes and include 2025 premium charts. We've posted links to the different versions of the letter with today's Friday Update, and you can find them here:

State/higher ed/state offline agencies:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_ST.pdf

Local ed:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_LE.pdf

Local gov:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/FA_Benefit_Changes_Letter_S_LG.pdf

Cigna – University Physicians Association Network Update

Cigna continues to renegotiate contract terms to keep University Physicians Association as a part of the Cigna Open Access Plus and LocalPlus networks. Last week, we shared a letter that was going to mail to impacted Cigna members. That letter is on hold pending contract negotiations. We'll provide more information as the negotiations develop.

Reminder: ABC Conference Call Schedule

We've posted a revised ABC conference call schedule through December 2024. Changes include adding calls prior to and during Annual Enrollment. Please check the schedule and update your calendars accordingly. You can find the schedule on the [ABC webpage](#) under Conference Call Notes Archive and Resources here:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/abc_weekly_updates/2024_abc_july_dec_conference_call_schedule.pdf

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training in Edison.

End of all plans message

CENTRAL STATE

For ABCs (central state)

We don't have any messages specifically for central state ABCs.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for state higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specifically for state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specifically for local education agency ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specifically for local government ABCs.

End of local gov message

Friday, Aug. 9, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

[ALL PLANS](#)

[CENTRAL STATE](#)

[STATE HIGHER EDUCATION](#)

[STATE OFFLINE AGENCIES](#)

[LOCAL EDUCATION](#)

[LOCAL GOVERNMENT](#)

- [ABC Update 08.09.24](#) (Word doc)
- [ALL PLANS – Cigna Network Letter – University Physician's Association](#)

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ALL PLANS

ABC Summer Training Registration Deadline is Today!

The deadline to register for the ABC Summer Training is today, Aug. 9! **You can attend in person or virtually.** In-person training will be held at the Tennessee State Library and Archives. Here are the training dates:

- **Aug. 21 – State and Higher Ed**
- **Aug. 22 – Local Ed and Local Gov**

Go to the ABC webpage and [click on 2024 Summer Training](#). Here you'll find a **blue RSVP to the 2024 Summer ABC Training button**. The training overview, hotel recommendations and other information are found by clicking the **red 2024 ABC Summer Training Overview button**.

Cigna Network Update

University Physicians Association will potentially be leaving the Cigna networks effective Sept. 15, 2024. Cigna is working to renegotiate the contract terms and keep UPA as a part of the Cigna Open Access Plus and LocalPlus networks. We've posted a sample letter Cigna will mail on Thursday, Aug. 15 to approximately 4,300 members if an agreement is not reached. We'll provide more information as the negotiations develop.

Updated Vendor Contact List

The Vendor Contact List you use for benefits fairs and materials has been updated for the Cigna medical networks and Cigna Dental DHMO. Please use the email address provided when you have a benefits fair request for Cigna going forward. You can find the updated Vendor Contact List by going to the [ABC webpage](#), and then Conference Call Notes Archive and Resources. Here

is the link:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/vendor_list_080924.pdf

Service Center Metrics/Customer Service Rating

The service center metrics and customer service rating for July 2024 are below:

- Tickets via Email: 1,038
- Tickets via Self-Service: 3,107
- Tickets via Phone: 3,789
- Tickets via Chat: 162
- Total: 8,096
- Satisfaction Score: 98.1%

Reminder: ABC Conference Call Schedule – August Calls Canceled

We've posted a revised ABC conference call schedule through December 2024. Changes include **canceled the August calls due to the ABC Summer Training** and adding calls prior to and during Annual Enrollment. You can find the schedule on the [ABC webpage](#) under Conference Call Notes Archive and Resources here:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/abc_weekly_updates/2024_abc_july_dec_conference_call_schedule.pdf

Edison Maintenance

Edison will be down for regular monthly maintenance Sunday, Aug. 11 from 6 a.m. until 10 p.m. CT.

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training in Edison.

End of all plans message

CENTRAL STATE

For ABCs (central state)

We don't have any messages specifically for central state ABCs.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for state higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specifically for state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specifically for local education agency ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specifically for local government ABCs.

End of local gov message

<DATE>

THE <LAST_NM> FAMILY
<ADDR>
<CITY_NM>, <ST_CD> <ZIP_CD>



**University Physician's Association may leave your health plan network.
Here's what you need to know, and how we can help.**

Dear <LAST_NM> Family,

Cigna Healthcare has been working hard to renew our contract with University Physician's Association. Our goal is to reach an agreement that keeps your health care affordable. Sometimes these negotiations continue up until the end date. Unfortunately, as of now, despite our best efforts, we haven't reached an agreement. University Physician's Association (UPA) will potentially be leaving the Cigna Networks effective 9/15. Cigna is working to renegotiate the contract terms and keep UPA as a part of the OAP and Local Plus networks. We will provide more information as the negotiations develop.

We value our relationship with you. Our aim is to serve the health care needs of you and your family by continuing to provide a network of quality, affordable doctors and hospitals.

If we don't reach a new agreement, University Physician's Association will be out of Cigna Healthcare's Commercial network, starting September 15, 2024.

We'll keep negotiating, but here's information you need to know, in case they do leave.

If University Physician's Association leaves Cigna Healthcare's Commercial health plan network, you will no longer pay the lower in-network price. This means you'll likely pay more for the same services. For example, you would have to pay:

- Your plan's out-of-network benefit rate, which usually costs you much more OR
- 100% of the cost (if your plan doesn't have an out-of-network benefit)

You may want to find a new in-network provider before September 15, 2024 — and we're happy to help you do that. You can contact us anytime toll-free at the number on your Cigna Healthcare ID card. Our Customer Service Advocates are available 24/7/365, and can help you find an in-network provider in your area. We can also help with transitioning other parts of your care, including new referrals, prescriptions, and Continuity of Care eligibility.

Because of this change, you and any covered dependents **may** qualify for Continuity of Care. This program allows eligible customers receiving ongoing treatment to continue using an out-of-network provider or hospital at the in-network rate for a set period of time. Please read the attached documents for information about Continuity of Care and other important topics.

(over)

Contact us anytime

If you have any questions or concerns, you can contact us anytime toll-free at the number on your Cigna Healthcare ID card. We're here to help, 24/7/365. For TRS or TTY services, dial 711 when you call.

Para información en Español, por favor llame al numero telefónico que aparece en su tarjeta y pida hablar con un representante que hable Español.

Sincerely,

Cigna Healthcare

Enclosure

SAMPLE

Frequently Asked Questions

What if I am receiving ongoing treatment on September 15, 2024?

If you get services on or after September 15, 2024, in most cases you'll have to pay the out-of-network rate. But you may be eligible for Continuity of Care, which allows those who qualify to continue in-network coverage for certain medical and behavioral treatment for a defined period of time, even after your provider leaves the network.

To find out more about Continuity of Care, please contact us toll-free at the number on your Cigna Healthcare ID card, or use the myCigna® app or Cigna website. You'll find the Continuity of Care brochure and application there:

1. Go to Cigna.com.
2. Scroll to the bottom of the page and click on **Find a Form**.
3. Select **Medical**, and then choose **Transition of Care/Continuity of Care Form**.

If you contact us, please let the Customer Service Advocate know you're in the middle of treatment. They'll work with you to determine your eligibility for Continuity of Care. They can also help you complete the request form.

I've been approved for services that start after September 15, 2024. What should I do?

Please contact us toll-free at the number on your Cigna Healthcare ID card. A Customer Service Advocate will help you get approval for treatment at another hospital in your network. They can also work with you to determine if you're eligible for Continuity of Care.

Continuity of Care

What is the Continuity of Care program?

The Continuity of Care program lets you to continue to get in-network coverage for certain medical and behavioral treatment at an out-of-network facility or from an out-of-network provider for a specific period of time. There are two ways to find out more:

1. Call the number on your Cigna Healthcare ID card. Let the Customer Service Advocate know that you're in the middle of treatment. We'll work with you to see if you're eligible and help you complete the forms.
2. Use the myCigna® mobile app or Cigna website. "Forms". Scroll to the bottom of the page to "All Other Forms." Select "Medical" and then choose "Continuity of Care Form."

How long will Continuity of Care last?

If your care was authorized before September 15, 2024, you may be able to receive care from an out-of-network provider for up to ninety (90) days. The ninety-day period begins September 15, 2024. Continuity of Care may include services related to pregnancy, terminal illness, or other life-threatening or serious chronic conditions. The specific conditions and the period of time for which services will be covered under Continuity of Care is dependent upon the type of plan you are enrolled in and applicable state law.

Your provider has already been notified of Cigna Healthcare's process for requesting Continuity of Care in the event that they leave the network.

What do I have to do to see if I qualify for Continuity of Care?

You must submit a Continuity of Care Request Form. There are two ways to do that:

1. Call the number on your Cigna Healthcare ID card, or 1.800.244.6224. Let the Customer Service Advocate know that you're in the middle of treatment and want to see if you qualify for Continuity of Care. We'll work with you to find out if you're eligible and help you complete the request form.
2. Use the myCigna® mobile app or Cigna website. Scroll to the bottom of the page and click on **Find a Form**. Click the **Continuity of Care Request Form**, print it, and fill it out. The form will have the mailing address you must send it to.

Once you submit the request form, Cigna Healthcare will send you a letter with our decision. If you have any questions, we're happy to help. Please contact us at the number on the back of your Cigna Healthcare ID card. Customer Service Advocates are available 24/7.

Friday, Aug. 2, 2024 | Weekly ABC Update

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[ALL PLANS](#)

[CENTRAL STATE](#)

[STATE HIGHER EDUCATION](#)

[STATE OFFLINE AGENCIES](#)

[LOCAL EDUCATION](#)

[LOCAL GOVERNMENT](#)

- [ABC Update 08.02.24](#) (Word doc)
- [ALL PLANS – BCBST August Fitness Your Way Promotion Flyer](#)

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ALL PLANS

For Members (BlueCross BlueShield enrolled members)

Email/subject line: BlueCross BlueShield August Fitness Your Way Promotion

BlueCross BlueShield is offering a Fitness Your Way promotion for enrolled BCBST members during the month of August 2024. See the attached flyer for details.

For ABCs (all plans)

BlueCross BlueShield Fitness Your Way August Promotion

BlueCross BlueShield is offering a Fitness Your Way promotion for enrolled BCBST members during the month of August. You can share the flyer posted with today's update with your BCBST enrolled members.

Benefits Fair Reminder

A reminder that when you schedule an employee benefits fair to be sure to invite all applicable vendors. If you're inviting the medical network vendor providers, please invite both BlueCross BlueShield and Cigna. The same would apply to our dental vendors, Cigna and Delta Dental.

As previously relayed following a recent ABC call, benefits fair requests have increased for our vendors. Here are some suggestions from our medical network vendors: Both BCBST and Cigna recommend submitting requests as soon as possible. Please address your requests to both medical vendors and propose two or three dates and times in order of your preference, which might improve scheduling efficiency. If you have an approximate date in mind, you might include a question in your request asking the vendors to offer some available options within your preferred date range.

Reminder: ABC Conference Call Schedule

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https://www.tn.gov/content/dam/tn/partnersforhealth/documents/abc_weekly_updates/2024_abc_july_dec_conference_call_schedule.pdf

Reminder - ABC Summer Training

Don't forget to register for the upcoming ABC Summer Training. **You can attend in person or virtually.** In-person training will be held at the Tennessee State Library and Archives. Here are the training dates:

- **Aug. 21 – State and Higher Ed**
- **Aug. 22 – Local Ed and Local Gov**

Go to the ABC webpage and [click on 2024 Summer Training](#). Here you'll find a **blue RSVP to the 2024 Summer ABC Training button**. The training overview, hotel recommendations and other information are found by clicking the **red 2024 ABC Summer Training Overview button**.

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training in Edison.

End of all plans message

CENTRAL STATE

For ABCs (central state)

We don't have any messages specifically for central state ABCs.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for state higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

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End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specifically for local education agency ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specifically for local government ABCs.

End of local gov message

GET INTO THE SWING OF A NEW ROUTINE

WITH A LIMITED-TIME OFFER

School's back in session. That means it's time to tackle those fitness goals again.

Join now to get your \$0 enrollment offer!^{1,2}
Learn more at blue365deals.com/AugFYW and use code **FYWENROLLAUG24** when you sign up.



Summer's over, but now you're ready to get back on track to keep smashing your goals. Here are a few tips!



1. CREATE AN EXERCISE ROUTINE

Regular exercise helps prevent diseases, improves your mood, boosts your energy and promotes better sleep. To get the most of these benefits, consistency is key. Hit the weights, get your heart pumping, frequent a class with friends or mix it all up. Don't bother following fitness trends, instead focus on creating a consistent habit of exercise. And have fun with it!



2. PRACTICE MINDFULNESS

Being happy and managing your stress can help as life gets crazy, and you go in every direction. A way to do this is to practice mindfulness, which can help improve your focus and have better memory. Be in the moment with practices like meditation, yoga, Tai Chi, even coloring. Find something that brings you peace and helps you focus on the here and now.



3. GET REGULAR CHECKUPS

Listening to your body and keeping it in prime condition is an important part of your fitness routine. Visiting your doctor for regular checkups can help catch issues early or before they start, improving your chances of managing them. Talk to your doctor about how often you should go in for checkups and screening tests.



4. FIND NEW HOBBIES

Despite the hustle and bustle of back-to-school time, don't forget to take a little time for yourself! Take up hiking, biking, sewing, reading, drawing, swimming, grilling, journaling, coding, yoga, mentoring, photography, try a few. It doesn't matter what you do, or your skill level, just find something meaningful to you and keep trying something new.

GET STARTED TODAY

Start crushing your fitness goals now! Fitness Your Way® lets you join as many gyms as you want, wherever you live, work and play. Join at blue365deals.com/AugFYW

More gym, less money

Working out should be accessible to everyone.
Wherever you want to sweat.

- Four gym packages available starting at \$19/month,³ with a one-time enrollment fee of \$19
- Join as many gyms as you want and get access to 13,000+ fitness locations⁴
- Digital only package also available for just \$10 a month⁵ (all digital content included with gym packages)
- On-demand videos available 24/7 and live virtual classes like cardio, bootcamps, barre and yoga from Burnalong®

And even more⁶

- Access 20,000+ health and well-being specialists
- Up to 50% off services like acupuncture, chiropractic and nutrition
- Plus discounts on vitamins, exercise equipment and more

Learn more at blue365deals.com/AugFYW



Always talk with your doctor before starting an exercise program.

1. Offer valid from August 1, 2024 until August 31, 2024. Offer available to residents of the United States who are at least 18 years old and have benefits with a participating health plan. Member must provide the FYWENROLLAUG24 promo code at sign-up to receive the \$19 off waived enrollment fee. If member selects the digital only membership, they will not receive the promotional offer. Additional terms, conditions and limitations apply. See Program Agreement for details. 2. Without offer, Fitness Your Way enrollment fee is \$19 plus applicable sales tax. 3. Fitness Your Way gym packages range from \$19 - \$99 per month plus applicable sales tax. For pricing information visit <http://www.blue365deals.com/fyw>. Limitations apply. See Program Agreement for details. 4. Fitness locations are not owned or operated by Tivity Health, Inc. or its affiliates. Fitness Your Way membership entitles members to use the fitness location facilities and amenities available to the holder of a basic membership at the fitness locations. Facilities and amenities vary by location. 5. The digital only package is \$10 per month plus applicable sales tax. For pricing information visit <http://www.blue365deals.com/fyw>. Limitations apply. See Program Agreement for details. 6. Tivity Health, Inc. and its affiliates do not employ, own or operate third-party service providers. Services and, if applicable, discounts are subject to the terms and conditions of such third party providers. Check with the provider for details.

Important Disclosures: As part of the Fitness Your Way program (the “FYW Program”), members are provided with access to a network of participating third-party practitioners who offer discounted Integrative Health Services including, but not limited to, chiropractic, acupuncture, massage/body work services (“Integrative Health Services”). The Integrative Health Services component of the FYW Program is provided by WholeHealth Living, Inc., a wholly owned subsidiary of Tivity Health Support Services, LLC (“WHL”), with a mailing address of: ATTN: Whole Health Living, 1445 S. Spectrum Blvd, Chandler, Arizona 85286. The FYW Program is not insurance. Discounts vary per practitioner. The FYW Program member must pay for discounted Integrative Health Services, but will receive a discount from the participating practitioner. WHL does not make payments directly to the third-party practitioners. Health care and health care related practitioners in the WHL network are not currently available to residents of California, Connecticut, Indiana, Louisiana, Montana, Nebraska, New Hampshire, Nevada, Oklahoma, Oregon, South Dakota, Utah, or Washington. Please visit <http://www.whlchoices.com> for a complete list of practitioners available in member’s state of residence.

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Blue365 offers access to savings on health and wellness products and services and other interesting items that Members may purchase from independent vendors, which are not covered benefits under your policies with your local Blue Company, its contracts with Medicare, or any other applicable federal healthcare program. These products and services will be offered to you through the entire benefit year. During the year, the independent vendors may offer additional discounts on these products and services. To find out what is covered under your policies, contact your local Blue Company. The products and services described on the Site are neither offered nor guaranteed under your Blue Company’s contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding your health insurance products and services may be subject to your Blue Company’s grievance process. BCBSA may receive payments from vendors providing products and services on or accessible through the Site. Neither BCBSA nor any Blue Company recommends, endorses, warrants, or guarantees any specific vendor, product or service available under or through the Blue365 Program or Site.

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Friday, July 26, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

[ALL PLANS](#)

[CENTRAL STATE](#)

[STATE HIGHER EDUCATION](#)

[STATE OFFLINE AGENCIES](#)

[LOCAL EDUCATION](#)

[LOCAL GOVERNMENT](#)

- [ABC Update 07.19.24](#) (Word doc)
- [STATE HIGHER ED – COBRA Premiums](#)

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ALL PLANS

For ABCs (all plans)

Cigna DHMO Network Update

The Aspen Dental offices listed below will no longer be in the Cigna Dental Health Maintenance Organization – Prepaid Provider network as of Aug. 31, 2024. Aspen Dental has moved to single-signer authority which requires each individual office to agree on network participation. Network participation is determined by each individual owner. Aspen is terminating these 17 offices in Tennessee effective Aug. 31, 2024. However, individual dentists within each Aspen office could decide to enter into a personal contract with Cigna DHMO. Impacted members will receive a letter from Cigna about their selected dentist no longer being part of the network. The members will be reassigned to a new dentist or they may select a new dentist. Most Aspen Dental locations are staying in the Cigna network. Cigna is actively working to recruit new dental offices in the locations where the terminations are taking place, and Cigna is keeping conversations open with Aspen Dental to potentially add the termed locations back into the Cigna DHMO network in the future.

Office #	Address/Location
510666	416 W JACKSON ST, BLDG A COOKEVILLE TN 38501
447887	1647 E STONE DR, KINGSPORT TN 37660
509662	1513 N JACKSON ST, TULLAHOMA TN 37388
449351	7731 KINGSTON PIKE, STE 102 KNOXVILLE TN 37919
510755	5550 HIGHWAY 153, STE 100 HIXSON TN 37343
510589	7333 SHALLOWFORD RD, CHATTANOOGA TN 37421
589113	260 HAMILTON CROSSING DR, ALCOA TN 37701

595507	2964 MILLER PLACE WAY, KNOXVILLE TN 37924
628347	375 KELSEY LN, STE 1 LENOIR CITY TN 37772
668733	7560 CHAPMAN HWY, KNOXVILLE TN 37920
661422	1331 SMITHVILLE HWY, MCMINNVILLE TN 37110
691192	8985 OLD LEE HWY, STE 103 OOLTEWAH TN 37363
695267	2800 E ANDREW JOHNSON HWY, GREENEVILLE TN 37745
700239	2854 N MAIN ST, STE 102 CROSSVILLE TN 38555
741551	1509 CONGRESS PKWY S, ATHENS TN 37303
537752	520 W OAKLAND AVE, STE 6 JOHNSON CITY TN 37604
527683	468 CROCKETT TRACE DR, UNIT 1 MORRISTOWN TN 37813

Reminder - ABC Summer Training

Please don't forget to register for the upcoming ABC Summer Training. **You can attend in person or virtually.** In-person will be held at the Tennessee State Library and Archives. Here are the training dates:

- **Aug. 21 – State and Higher Ed**
- **Aug. 22 – Local Ed and Local Gov**

Go to the ABC webpage and [click on 2024 Summer Training](#). Here you'll find a **blue RSVP to the 2024 Summer ABC Training button**. The training overview, hotel recommendations and other information is found by clicking the **red 2024 ABC Summer Training Overview button**.

Edison Maintenance

Edison will be down for maintenance Sunday, July 28 from 6 a.m. to 2 p.m. CT.

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training in Edison.

End of all plans message

CENTRAL STATE

For ABCs (central state)

We don't have any messages specifically for central state ABCs.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for state higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specifically for state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

Agencies Adding or Dropping Dental and/or Vision Coverage

As a reminder, the deadline for agencies wishing to add dental and/or vision coverage, if not already enrolled in the plan, is Aug. 1.

- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Dropping Dental or Vision: If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, we will also need a written notice. That notice will need to be on your agency's letterhead and signed by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Agencies Adding or Dropping Dental and/or Vision Coverage

As a reminder, the deadline for agencies wishing to add dental and/or vision coverage, if not already enrolled in the plan, is Aug. 1.

- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Dropping Dental or Vision: If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, we will also need a written notice. That notice will need to be on your agency's letterhead and signed by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.

End of local gov message

Friday, July 19, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

[ALL PLANS](#)

[CENTRAL STATE](#)

[STATE HIGHER EDUCATION](#)

[STATE OFFLINE AGENCIES](#)

[LOCAL EDUCATION](#)

[LOCAL GOVERNMENT](#)

- [ABC Update 07.19.24](#) (Word doc)
- [STATE_HIGHER ED – COBRA Premiums](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Summer Training

Please don't forget to register for the upcoming ABC Summer Training. **You can attend in person or virtually.** In-person will be held at the Tennessee State Library and Archives. Here are the training dates:

- **Aug. 21 – State and Higher Ed**
- **Aug. 22 – Local Ed and Local Gov**

Go to the ABC webpage and [click on 2024 Summer Training](#). Here you'll find a **blue RSVP to the 2024 Summer ABC Training button**. The training overview, hotel recommendations and other information is found by clicking the **red 2024 ABC Summer Training Overview button**.

BlueCross BlueShield Diabetes Prevention Program Change

For members enrolled in the BlueCross BlueShield Livongo diabetes prevention program, Livongo and Teladoc Health are becoming one brand. Current members enrolled in the Livongo program will use the Teladoc Health platform to sign-in, and their Livongo profile, programs and data will automatically transfer. These members will use Teladoc Health going forward. Members currently enrolled in the Livongo diabetes prevention program will receive emails with more information about this program change.

We've posted a flyer for BlueCross BlueShield diabetes prevention program members on the Partners for Health website under Included Benefits Extras, Diabetes Prevention Program here: https://www.tn.gov/content/dam/tn/partnersforhealth/documents/dpp_flier_blue.pdf

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training in Edison.

End of all plans message

CENTRAL STATE

For ABCs (central state)

Correction: 2025 COBRA Premium Participant Chart

Benefits Administration discovered a correction on the state/higher education (includes state offline agencies) 2025 premium chart for COBRA participants. We've posted this updated chart for your reference. As a reminder, all 2025 premium charts will be posted on the Partners for Health website by Sept. 1.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

Correction: 2025 COBRA Premium Participant Chart

Benefits Administration discovered a correction on the state/higher education (includes state offline agencies) 2025 premium chart for COBRA participants. We've posted this updated chart for your reference. As a reminder, all 2025 premium charts will be posted on the Partners for Health website by Sept. 1.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

Correction: 2025 COBRA Premium Participant Chart

Benefits Administration discovered a correction on the state/higher education (includes state offline agencies) 2025 premium chart for COBRA participants. We've posted this updated chart for your reference. As a reminder, all 2025 premium charts will be posted on the Partners for Health website by Sept. 1.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

Agencies Adding or Dropping Dental and/or Vision Coverage

As a reminder, the deadline for agencies wishing to add dental and/or vision coverage, if not already enrolled in the plan, is Aug. 1.

- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Dropping Dental or Vision: If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, we will also need a written notice. That notice will need to be on your agency's letterhead and signed by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Agencies Adding or Dropping Dental and/or Vision Coverage

As a reminder, the deadline for agencies wishing to add dental and/or vision coverage, if not already enrolled in the plan, is Aug. 1.

- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Dropping Dental or Vision: If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, we will also need a written notice. That notice will need to be on your agency's letterhead and signed by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.

End of local gov message

2025 COBRA Participants Monthly Health Premiums

ALL REGIONS				
	BCBST NETWORK S	CIGNA LOCALPLUS	BCBST NETWORK P	CIGNA OPEN ACCESS
PREMIER PPO				
Employee Only/Single	\$852.72	\$852.72	\$929.22	\$929.22
Employee + Child(ren)	\$1,279.08	\$1,279.08	\$1,365.78	\$1,365.78
Employee + Spouse	\$1,918.62	\$1,918.62	\$2,071.62	\$2,071.62
Employee + Spouse + Child(ren)	\$2,215.44	\$2,215.44	\$2,368.44	\$2,368.44
STANDARD PPO				
Employee Only/Single	\$791.52	\$791.52	\$868.02	\$868.02
Employee + Child(ren)	\$1,187.28	\$1,187.28	\$1,273.98	\$1,273.98
Employee + Spouse	\$1,781.94	\$1,781.94	\$1,934.94	\$1,934.94
Employee + Spouse + Child(ren)	\$2,057.34	\$2,057.34	\$2,210.34	\$2,210.34
CDHP/HSA				
Employee Only/Single	\$757.86	\$757.86	\$834.36	\$834.36
Employee + Child(ren)	\$1,138.32	\$1,138.32	\$1,225.02	\$1,225.02
Employee + Spouse	\$1,707.48	\$1,707.48	\$1,860.48	\$1,860.48
Employee + Spouse + Child(ren)	\$1,971.66	\$1,971.66	\$2,124.66	\$2,124.66

*COBRA participants enrolled in the CDHP/HSA do not receive a state contribution to their HSA.

Friday, July 12, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

[ALL PLANS](#)

[CENTRAL STATE](#)

[STATE HIGHER EDUCATION](#)

[STATE OFFLINE AGENCIES](#)

[LOCAL EDUCATION](#)

[LOCAL GOVERNMENT](#)

- [ABC Update 07.12.24](#) (Word doc)
- [ALL PLANS – July 9 Combined ABC Conference Call Notes](#)
- [HIGHER ED – July 9 ABC Conference Call Slides](#)
- [LOCAL ED – July 9 ABC Conference Call Slides](#)
- [LOCAL GOV – July 9 ABC Conference Call Slides](#)
- [STATE – July 9 ABC Conference Call Slides](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

The July 9 combined ABC conference call notes are posted with today's Friday ABC update. The slides from this month's calls are also posted by plan.

Reminder: The regular August ABC conference calls will be cancelled. The updated ABC conference call schedule through the end of the year is posted on the [ABC webpage](#) under Conference Call Notes Archive and Resources.

Service Center Metrics/Customer Service Rating

The service center metrics and customer service rating for June 2024 are below:

- Tickets via Email: 974
- Tickets via Self-Service: 2,649
- Tickets via Phone: 3,249
- Tickets via Chat: 122
- Total: 6,994
- Satisfaction Score: 99.0%

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training.

End of all plans message

CENTRAL STATE

For ABCs (central state)

ABC HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specifically for local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local government – June 30**

End of local gov message

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
July 9, 2024

Communications

- **Materials and Communications Updates:**
 - **Reminder - Annual Enrollment Dates:**
 - **State/Higher Ed:** Oct. 1 – Oct. 18
 - **Local Ed/Local Gov/Retirees:** Oct. 1 – Oct. 31
- **Annual Enrollment materials:** We're finalizing Annual Enrollment materials and resources for you to share with employees. We'll have more information to share with you during the ABC Summer Training and in the Friday Updates. New materials include an ABC toolkit with an employee checklist, FAQs, posters and infographics.
 - **Annual Enrollment Benefits Letters:** In August, all active employees and COBRA participants will be mailed a 2025 benefits letter which will announce 2025 premiums and benefits changes.
 - **2025 Annual Enrollment Benefits Guides (formerly called newsletters):** A digital Annual Enrollment benefits guide will be posted on the Partners for Health website for all active employees and COBRA participants by Sept. 1. PDF versions will also be available. Retirees will be mailed a guide (formerly called the newsletter) and it will also be available as a PDF on the Partners for Health website. We'll walk through the digital Annual Enrollment guides on an upcoming ABC call.
- **ABC Annual Enrollment Conference Call Schedule:** We did post an updated ABC conference call schedule last week with the Friday Update and the schedule is posted on the ABC webpage under Conference Call Notes Archive and Resources.
 - We'll **cancel the August ABC conference calls** due to the ABC summer training.
 - Weekly calls will be added in September. The regular September call will take place Sept. 10, and calls will be added Sept. 17 and Sept. 24.
 - There will be two calls in October. The regular call on Oct. 8 and we're adding calls for all plans on Oct. 22.
 - **Local Ed/Local Gov:** We're adding a call for local education and local government ABCs on Nov. 5.
 - Regular monthly ABC conference calls will resume Nov. 12.
- **Local Ed/Local Gov: Other Post Employment Benefits Survey Emails:** The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 5. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration. Note: your agency's participation is required and the survey must be returned per the 10 business day window noted in the Memorandum of Understanding.
- **Local Gov: New Agency Announcement:** We announced a new agency joining the local government plan. We'd like to welcome the City of Minor Hill to the local government plan!

Operations

- **Local Ed/Local Gov: Adding and Dropping Dental and Vision Plans Deadline:** Nakeisha Myles, BA's director of education and outreach, went over information for agencies interested in adding or dropping dental and/or vision coverage for 2025.
 - **Adding or Dropping Dental and Vision Plans:**
 - As a reminder, the deadline for agencies wishing to add dental and/or vision coverage (if not already enrolled in the plan) is Aug. 1.
 - You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
 - Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
 - Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.
 - **Dropping Dental or Vision:** If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, we will also need a written notice. That notice will need to be on your agency's letterhead and signed by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.
- **Replying to Secure Emails from Benefits Administration:** Ian Harris, BA's systems administration manager, went over important information for you when replying to secure emails from BA.
 - STS made technical adjustments to the routing of secure emails in the last week of June.
 - This caused email replies to secure emails to not work in Zendesk.
 - We have found a workaround that requires your assistance.
 - When responding to a secure email from Benefits Administration, please use Reply All.
 - This will ensure the reply is able to be opened in Zendesk.
- **ABC Summer Training Reminder:** Rachel Craft, BA's education and outreach specialist, shared a reminder about the ABC Summer Training. You can still RSVP for the upcoming ABC summer training. You can attend in person or virtually.
 - **In-person will be held at the Tennessee State Library and Archives**
 - A state parking lot will be reserved for attendees
 - In-person attendees can have a professional headshot photo taken and will be eligible for giveaways and door prizes
 - **Aug. 21 – State and Higher Ed**
 - **Aug. 22 – Local Ed and Local Gov**
 - To register for the ABC summer training, go to the ABC webpage, click on 2024 Summer Training on the left, at the top of the page, click the link that says **RSVP to the 2024 ABC Summer Training**. Or you can use this link:
<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2024-summer-training.html>
 - **More Information:** <https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2024-summer-training>

HIGHER EDUCATION

Higher Ed: Is there a brochure with hotels available for the ABC Summer Training?

Answer: We're working on a list of recommended hotels and restaurants. We'll post a link to the information on the ABC webpage under 2024 ABC Summer Training.

Higher Ed: Have you all started working on the AE Guide for 2025? Can vendor contact information be added?

Answer: We have started on the AE guides, and vendor contact information will be found at the back of the guides.

Higher Ed: Can you tell me what time the ABC Summer Training is on Aug. 21?

Answer: We'll start at 8:30 a.m. CT, and you'll be able to visit with the vendors. We'll formally start at 9 a.m. We'll end at about 4 p.m. CT.

Higher Ed: How early will the Annual Enrollment guide be available for retirees (and employees)? I have had a few reach out recently asking when they'll see premium information, etc., and they would like to know when to expect that going forward.

Answer: The AE guides and premium charts will be posted on the Partners for Health website by Sept. 1. The AE benefits letters will be mailed to active employees and COBRA participants in mid-August and will include 2025 premium charts. The AE retiree guide will mail Sept. 6.

Higher Ed: I would like to have a benefits fair for our employees. I would like to reach out to our vendors who are unable to attend. When is a good time to host a benefits fair? I haven't had one in a long time.

Answer: Typically, on the medical side, ABCs reach out to BlueCross BlueShield and Cigna to see if they are available to attend their benefits fair on a set date and time. You can find contact information for all vendors on the [Vendor Contact List](#), and there is specific contact information for benefits fairs. I'm not sure if you have reached out to them, but if there is an issue, if you could submit a Zendesk ticket with some details, and we'll check with the vendors. Here are some suggestions from other higher education institutions:

- Most vendors can attend your benefits fair if you contact them early to schedule the event.
- I start reaching out to vendors in January to get them on my schedule.
- We usually reach out to vendors as early as February to secure dates with vendors and to secure space on campus.

Update: BA followed up with BCBS and Cigna and learned that pulling teams together to staff benefit fairs can be challenging considering factors like demand, travel needs that impact the number of requests that can be scheduled, attempts to coordinate schedules with other vendors and the timing of requests. No blackout dates were noted, but both BCBS and Cigna recommend submitting requests as soon as possible. Addressing your requests to both medical vendors and proposing two or three dates and times in order of your preference might improve scheduling efficiency. Also, if you have an approximate date in mind, you might include a question in your request asking the vendors to offer up some available options within your preferred date range.

Higher Ed: Will employees have an option for a virtual benefits fair?

Answer: BA will not have a virtual benefits fair, but we will have pre-recorded, on-demand videos again this year from our vendors and two on-demand videos from BA about benefits changes. We'll post these on our AE Enrollment Materials webpage by Sept. 1. We'll let you know when they are

posted and where to find them. We'll also use these videos in our AE emails we send out to employees.

Higher Ed: Will they be live vendor presentations or pre-recorded?

Answer: The vendor videos are pre-recorded. With the live vendor presentations, we often had too many people who wanted to attend, and we could not answer all the questions during the time frame., We're offering those pre-recorded so employees can watch them at their convenience.

LOCAL EDUCATION QUESTIONS

Local Ed: If there are multiple ABCs in our LEA, do we all have to complete the other post-employment benefit survey, or will only the primary ABC completing it suffice? Our other ABCs are only for back up purposes, and do not use Edison daily.

Answer: We just need one survey per agency.

Local Ed: I've heard a rumor that Murfreesboro Medical is looking at pulling out of the Cigna network. Have you all heard this?

Answer: We have not heard this from Cigna but we'll follow up with them. **UPDATE:** Benefits Administration followed up with Cigna and learned that Murfreesboro Medical and Cigna are in contract renegotiations. However, there's nothing unusual in that process and no immediate cause for concern. Such negotiations occur throughout the year in the regular course of business. Most result in renewals with no member impact. Rest assured that Cigna will keep BA updated on any negotiations that are at risk and, as always, we will communicate with ABCs and members as needed in a timely manner. We do share network updates on our website, under Carrier Information, then go to [Click Here for Carrier Network Updates](#).

Local Ed: We have a new ABC for our agency for this upcoming school year. Do I just put a request in Zendesk for their Edison access and new role? I will remain the backup ABC.

Answer: Yes. That is correct.

Local Ed: Yesterday, I terminated an employee through job data. A few minutes later I received an Edison login email on the same employee. I sent in a Zendesk ticket on this employee. When this weird stuff happens, do you all want us to send in a Zendesk ticket? I was really terminating the employee.

Answer: Yes. Please submit a Zendesk ticket so we can research this issue.

Local Ed: Do we know when the 2025 rate charts will be sent out?

Answer: We will post 2025 premium charts on the Partners for Health website by Sept. 1. The charts will be included in the AE benefits letters we're mailing to all active employees and COBRA participants. The charts were also posted with the June 21 Friday ABC update. You can find links to the charts on the ABC webpage under Weekly Updates Archive. Here is a link to the June 2024 Friday Update archive:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/abc_weekly_updates/abc_email_2024_jan_jun.pdf

LOCAL GOVERNMENT QUESTIONS

Local Gov: If an agency has been on the health plan for more than two years but has the dental/vision for only one year, can the agency drop the dental and/or vision?

Answer: Yes.

Local Gov: Is Aug. 1 the last day to drop health benefit as well?

Answer: No. We require a 60-day notice for agencies to drop health coverage. Although we only require a 60-day notice, please let us know as soon as possible so we can refrain from contacting your employees about Annual Enrollment if you plan on leaving by the end of the year.

Local Gov: Is the ABC Summer Training information on the website? Is this course a one-day course?

Answer: It is a one-day training. You can find the information on the ABC webpage, under 2024 Summer Training (there is a link on the left-hand side of the page). Right now, you can RSVP to either attend in-person, or virtually. Soon we'll include a link to hotel and restaurant information, and we'll email out more information to attendees.

Local Gov: Is the virtual ABC Summer Training the same day?

Answer: Yes. We'll live stream the training on the same day at the same time.

Local Gov: Should we have received a confirmation email for registering for training?

Answer: Yes. You should have received an email confirmation. We'll also send another email out as we get closer to the training date.

Local Gov: Can you go over again how to get to the hotel and food sites?

Answer: We haven't posted the information yet on the ABC webpage, but we'll post a link under 2024 Summer Training.

Local Gov: What's the deadline to RSVP?

Answer: We haven't set a deadline. Please register as soon as possible.

Local Gov: The ABC Summer Training is virtual or an in-person training option?

Answer: Both. The RSVP will let you choose which one you want. For in person, it saves you a seat, and for the virtual option, you'll get links for the trainings.

Local Gov: When you register, it states Monday, Aug. 19. Did I misunderstand it to not be Aug. 22 for local government?

Answer: The ABC Summer Training for local government will be held Aug. 22. The Aug. 19 date in the confirmation email is when you'll receive additional information if you registered for the virtual session.

Local Gov: What if you are not able to attend live or virtual that day? Is there another option?

Answer: After Aug. 22 and the ABC Summer Training is complete, we'll post links to videos from the training on the ABC webpage.

STATE

State: What are the hours for the ABC Summer Training?

Answer: We'll start at 8:30 a.m. and will finish by 4 p.m. CT. We'll have the same hours for the virtual training. We'll have more details about both options soon.

State: The ABC Summer Training will be virtual too?

Answer: Yes. For the virtual option, you will sign up the same way.

State: Where is the ABC Summer Training located if you want to attend in person?

Answer: It will be held at the Tennessee State Library & Archives near Bicentennial Mall. We'll have free parking available, and more information will be posted soon on the ABC webpage under 2024 Summer Training.



ABC Conference Call

**Local Education
9:30 a.m. CT**

Annual Enrollment Dates

Reminder - Annual Enrollment Dates:

State/Higher Ed: Oct. 1 – Oct. 18

Local Ed/Local Gov/Retirees: Oct. 1 – Oct. 31

Annual Enrollment Materials

- We're finalizing Annual Enrollment materials and resources.
- More information will be available during the ABC Summer Training and in the Friday Updates.
- New materials include an ABC toolkit with an employee checklist, posters and infographics.
- **Annual Enrollment Benefits Letters:** In August, all active employees and COBRA participants will be mailed a 2025 benefits letter with 2025 premiums and benefits changes.
- **2025 Annual Enrollment Benefits Guides (formerly called newsletters):** A digital Annual Enrollment benefits guide will be posted on the Partners for Health website for all active employees and COBRA participants by Sept. 1. PDF versions will also be available.
 - Retirees will be mailed a guide, and it will also be available as a PDF on the Partners for Health website.
 - We'll walk through the digital Annual Enrollment guides on an upcoming ABC call.

ABC Conference Call Schedule

- We will **cancel August ABC conference calls** due to the ABC summer training
- Weekly calls will be added in September:
 - Sept. 10 (regular scheduled calls)
 - Sept. 17
 - Sept. 24
- There will be two calls in October:
 - Oct. 8 (regular scheduled calls)
 - Oct. 22
- Nov. 5 - Adding a call for local education and local government ABCs
- Nov. 12 - Regular monthly ABC conference calls resume

Local Ed/Local Gov:

Other Post Employment Benefits Survey Email

- The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 5. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration.
 - Note: your agency's participation is required, and the survey must be returned per the 10-business day window noted in the Memorandum of Understanding.

Local Ed/Local Gov:

Adding and Dropping Dental and Vision Plans

Adding or Dropping Dental and Vision Plans:

- As a reminder, the deadline for agencies wishing to add dental and/or vision coverage (if not already enrolled in the plan) is Aug. 1.
- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Local Ed/Local Gov:

Dropping Dental and Vision Plans

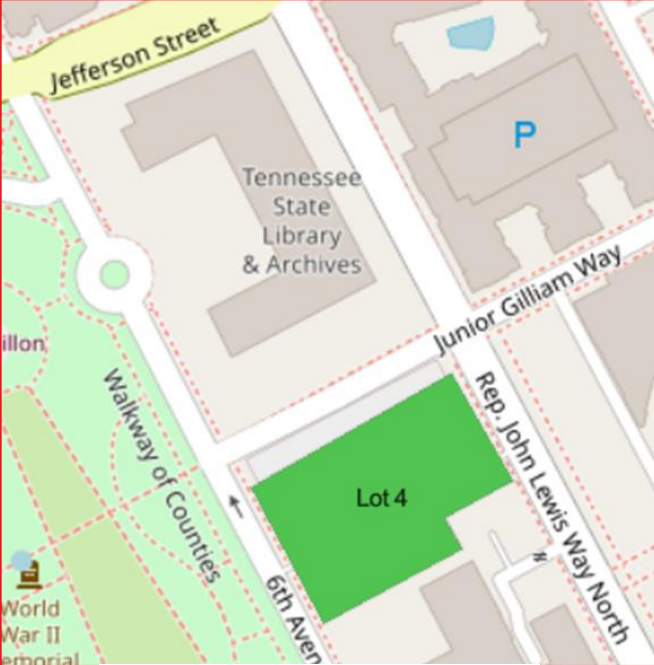
Dropping Dental or Vision:

- If your agency would like to drop dental and/or vision coverage for the 2025 calendar year, will also need a written notice. That notice will need to be on your agency's letterhead and signed off by the agency's director. You can upload the notice via Zendesk or send it directly to nakeisha.n.myles@tn.gov by Aug. 1.

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2024 ABC Summer Training



FREE PARKING



**NETWORKING, PRIZES,
GIVEAWAYS***



HEADSHOTS

RSVP Today!

8.22 Local Ed & Local Gov

Tennessee State Library & Archives

For more information

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2024-summer-training>

2024 ABC Summer Training



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Search Partners for Health

Health Options ▾ Other Benefits ▾ Publications ▾ Annual Enrollment ▾ Benefits Contact Information Premiums **Agency Benefits Coordinators** 

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State and higher education ABCs mark your calendars for Aug. 21, and local education and local government ABCs add Aug. 22 to your schedules.



PARTNERS FOR HEALTH

QUESTIONS?

Press microphone or *6 to un-mute your line

Use the chat function – bottom right of screen



www.tn.gov/PartnersForHealth



Email: benefits.info@tn.gov



ABC Conference Call

**Higher Education
8:30 a.m. CT**

Annual Enrollment Dates

Reminder - Annual Enrollment Dates:

State/Higher Ed: Oct. 1 – Oct. 18

Local Ed/Local Gov/Retirees: Oct. 1 – Oct. 31

Annual Enrollment Materials

- We're finalizing Annual Enrollment materials and resources.
- More information will be available during the ABC Summer Training and in the Friday Updates.
- New materials include an ABC toolkit with an employee checklist, posters and infographics.
- **Annual Enrollment Benefits Letters:** In August, all active employees and COBRA participants will be mailed a 2025 benefits letter with 2025 premiums and benefits changes.
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 - Retirees will be mailed a guide, and it will also be available as a PDF on the Partners for Health website.
 - We'll walk through the digital Annual Enrollment guides on an upcoming ABC call.

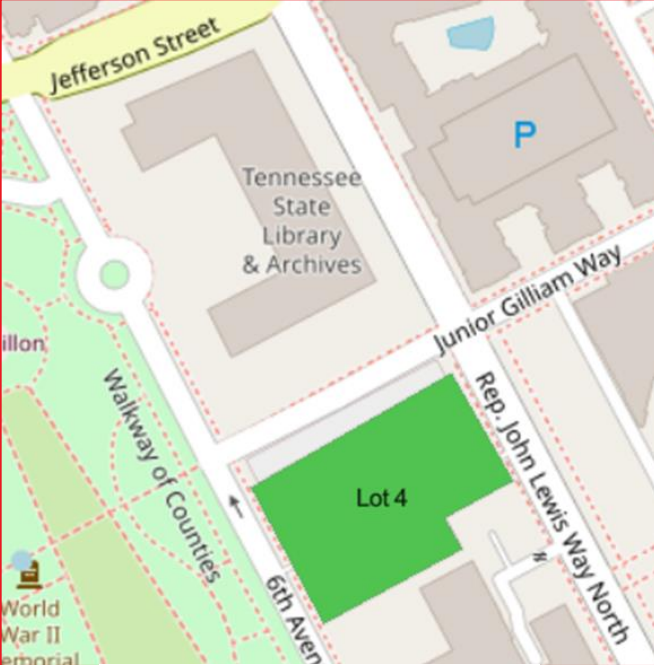
ABC Conference Call Schedule

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- Weekly calls will be added in September:
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2024 ABC Summer Training



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GIVEAWAYS***



HEADSHOTS

RSVP Today!

8.21 State & Higher Ed

Tennessee State Library & Archives

For more information

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2024-summer-training>

2024 ABC Summer Training



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PARTNERS FOR HEALTH

QUESTIONS?

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Use the chat function – bottom right of screen



www.tn.gov/PartnersForHealth



Email: benefits.info@tn.gov



ABC Conference Call

**State
11:30 a.m. CT**

Annual Enrollment Dates

Reminder - Annual Enrollment Dates:

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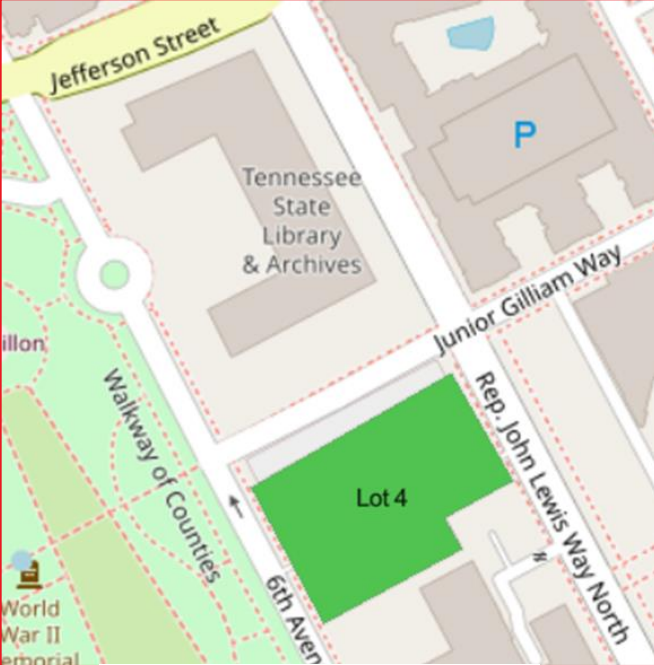
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2024 ABC Summer Training



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HEADSHOTS

RSVP Today!

8.21 State & Higher Ed

Tennessee State Library & Archives

For more information

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2024 ABC Summer Training



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PARTNERS FOR HEALTH

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www.tn.gov/PartnersForHealth



Email: benefits.info@tn.gov



ABC Conference Call

**Local Government
10:30 a.m. CT**

Annual Enrollment Dates

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Local Ed/Local Gov:

Other Post Employment Benefits Survey Email

- The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 5. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration.
 - Note: your agency's participation is required, and the survey must be returned per the 10-business day window noted in the Memorandum of Understanding.

Local Gov: New Agency Announcement

- **City of Minor Hill**

Local Ed/Local Gov:

Adding and Dropping Dental and Vision Plans

Adding or Dropping Dental and Vision Plans:

- As a reminder, the deadline for agencies wishing to add dental and/or vision coverage (if not already enrolled in the plan) is Aug. 1.
- You must notify us in writing that you wish to add dental and/or vision coverage. Your notification letter must:
 - Be on your agency's letterhead.
 - State your agency's intent to join the dental and/or vision plan.
 - Be approved by your governing body, if appropriate, and signed by your agency director.
- Please submit your letter via Zendesk or email directly to nakeisha.n.myles@tn.gov.
- Your employees will be eligible to enroll during the annual enrollment period in October for coverage that will begin on Jan. 1, 2025.

Local Ed/Local Gov: Dropping Dental and Vision Plans

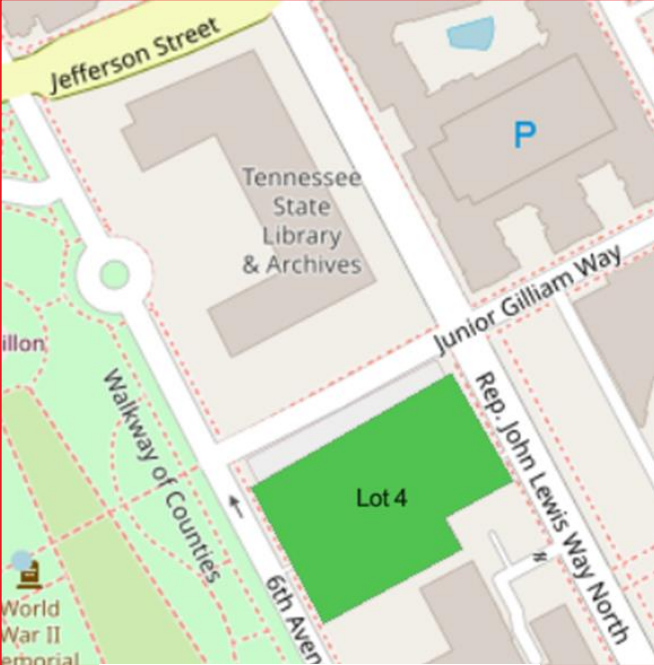
Dropping Dental or Vision:

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2024 ABC Summer Training



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GIVEAWAYS***



HEADSHOTS

RSVP Today!

8.22 Local Ed & Local Gov

Tennessee State Library & Archives

For more information

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2024-summer-training>

2024 ABC Summer Training



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QUESTIONS?

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www.tn.gov/PartnersForHealth



Email: benefits.info@tn.gov

Friday, July 5, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 07.05.24](#) (Word doc)
- [ALL PLANS – July 9 ABC Conference Call Agenda](#)
- [ALL PLANS - ABC July – Dec Conference Call Schedule](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Calls

The next ABC conference calls are **Tuesday, July 9.**

- **Higher Ed: 8:30 – 9 a.m. CT**
- **Local Ed: 9:30 – 10 a.m. CT**
- **Local Government: 10:30 – 11 a.m. CT**
- **State: 11:30 a.m. – 12 p.m. CT**

Use the WebEx login link and instructions in the **posted** agenda or link below. See the posted agenda for details for other ways to join the calls.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Updated ABC Conference Call Schedule

We've posted a revised ABC conference call schedule from July through December 2024. Changes include canceling the August calls due to the ABC Summer Training and adding calls prior to and during Annual Enrollment. We'll go over these changes during the July ABC conference calls.

All ABCs: Your HIPAA training deadlines have passed. Please make sure you've completed this required annual training.

End of all plans message

CENTRAL STATE

For ABCs (central state)

ABC HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specifically for higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

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Training completion schedule:

- **State – June 30**

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specifically for local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training – Deadline has Passed!

The 2024 HIPAA annual class is open. **Deadline was June 30.** Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local government – June 30**

End of local gov message

ABC Conference Calls – July 9, 2024

Higher Ed: 8:30 a.m. CT

Local Ed: 9:30 a.m. CT

Local Gov: 10:30 a.m. CT

State: 11:30 a.m. CT

To join the ABC conference call - **click on the link:**

<https://tn.webex.com/meet/joan.williams>

You will see Joan Williams's Personal Room.

If you don't have WebEx installed on your computer, you can run a temporary application.

- It may ask you to join from your browser or download the WebEx meetings app. Enter your name and email address. Then click **Join Meeting**.
- You may see a pop-up asking you to choose your phone and video connections, or it will automatically connect your audio and video based on your prior settings.
- You may see a preview screen with microphone and video button symbols. **Please turn off/mute your video option/button.**
- You can click on the down arrow to change your audio option:
 - **Call me** (recommended - enter the number you want to system to call)
 - **Use your computer for audio (if you have a headset)**
 - You can select your speaker and microphone settings
 - **Call in** (gives you the phone number to call)
- **Chat is on the bottom right.** You can click and pull chat out to a different screen.

Information to help you join if you are experiencing issues:

Join by meeting number

- Meeting number (access code): 160 068 7633

Tap to join from a mobile device (attendees only)

- +1615-747-4911,1600687633## Webex Call-In
- +1-415-655-0001,1600687633## US Toll

○ **Join by phone**

- +1 615-747-4911 Webex Call-In
- +1-415-655-0001 US Toll
- Access code: 160 068 7633

Join from a video conferencing system or application

- Dial joan.williams@tn.webex.com
- You can also dial 173.243.2.68 and enter your meeting number.

Agenda

Communications

- **Materials and Communications**
 - Updates
 - ABC Annual Enrollment Conference Call Schedule
 - **Local Gov:** New Agency Announcement

Presentations

- **Local Ed/Local Gov:** Other Post Employee Benefits Survey Emails

Operations

- **Local Ed/Local Gov:** Adding and Dropping Dental and Vision Plans Deadline
- Replying to Secure Emails from Benefits Administration
- ABC Summer Training Reminder

Questions



2024 ABC Revised Conference Call Schedule*
July – December 2024

Tuesday, July 9

Higher Education – Tuesday, July 9 at 8:30 a.m. CT
Local Education – Tuesday, July 9 at 9:30 a.m. CT
Local Government – Tuesday, July 9 at 10:30 a.m. CT
State – Tuesday, July 9 at 11:30 a.m. CT

~~Tuesday, Aug. 13~~ — CANCELLED DUE TO ABC SUMMER TRAINING

~~Higher Education – Tuesday, Aug. 13 at 8:30 a.m. CT
Local Education – Tuesday, Aug. 13 at 9:30 a.m. CT
Local Government – Tuesday, Aug. 13 at 10:30 a.m. CT
State – Tuesday, Aug. 13 at 11:30 a.m. CT~~

Tuesday, Sept. 10

Higher Education – Tuesday, Sept. 10 at 8:30 a.m. CT
Local Education – Tuesday, Sept. 10 at 9:30 a.m. CT
Local Government – Tuesday, Sept. 10 at 10:30 a.m. CT
State – Tuesday, Sept. 10 at 11:30 a.m. CT

Tuesday, Sept. 17

Higher Education – Tuesday, Sept. 17 at 8:30 a.m. CT
Local Education – Tuesday, Sept. 17 at 9:30 a.m. CT
Local Government – Tuesday, Sept. 17 at 10:30 a.m. CT
State – Tuesday, Sept. 17 at 11:30 a.m. CT

Tuesday, Sept. 24

Higher Education – Tuesday, Sept. 24 at 8:30 a.m. CT
Local Education – Tuesday, Sept. 24 at 9:30 a.m. CT
Local Government – Tuesday, Sept. 24 at 10:30 a.m. CT
State – Tuesday, Sept. 24 at 11:30 a.m. CT

Tuesday, Oct. 8

Higher Education – Tuesday, Oct. 8 at 8:30 a.m. CT
Local Education – Tuesday, Oct. 8 at 9:30 a.m. CT
Local Government – Tuesday, Oct. 8 at 10:30 a.m. CT
State – Tuesday, Oct. 8 at 11:30 a.m. CT

Tuesday, Oct. 22

Higher Education – Tuesday, Oct. 22 at 8:30 a.m. CT
Local Education – Tuesday, Oct. 22 at 9:30 a.m. CT
Local Government – Tuesday, Oct. 22 at 10:30 a.m. CT
State – Tuesday, Oct. 22 at 11:30 a.m. CT

Tuesday, Nov. 5

Local Education – Tuesday, Nov. 5 at 9:30 a.m. CT
Local Government – Tuesday, Nov. 5 at 10:30 a.m. CT

Tuesday, Nov. 12

Higher Education – Tuesday, Nov. 12 at 8:30 a.m. CT
Local Education – Tuesday, Nov. 12 at 9:30 a.m. CT
Local Government – Tuesday, Nov. 12 at 10:30 a.m. CT
State – Tuesday, Nov. 12 at 11:30 a.m. CT

Tuesday, Dec. 10

Higher Education – Tuesday, Dec. 10 at 8:30 a.m. CT
Local Education – Tuesday, Dec. 10 at 9:30 a.m. CT
Local Government – Tuesday, Dec. 10 at 10:30 a.m. CT
State – Tuesday, Dec. 10 at 11:30 a.m. CT

*Call dates could change, and additional dates could be added.