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

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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.

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
June 11, 2024

Communications

- **Materials and Communications**
  - **2025 Benefits and Premiums:** On May 31, we included the 2025 benefits changes and aggregate average premium increase percentages for 2025 by plan in the Friday Update Word document. For local education and local government agencies, we also sent a memo to all ABCs and agency directors. There has been some confusion about the aggregate premium costs. **The aggregate premium increase applies to ALL plan options and tiers**, so that includes all PPO options, and the CDHP option. The additional cost added to the monthly premium for the BlueCross Network P and Cigna Open Access Plus networks will still apply in 2025, and those amounts will not change. So, to clarify; all plans and tiers will have an aggregate premium increase in 2025, and the additional cost added to the monthly premium for the two networks, BlueCross Network P and Cigna OAP, will not change in 2025.

  - **ABC Survey:** We want to thank all the primary ABCs who recently completed the annual ABC survey in May. We had a total of 353 responses, which is an increase in participation of 67%. We'll have survey results and more information to share with you soon.

  - **This webinar has occurred. State: 4Mind4Body – Optum Health Men's Mental Health Webinar, June 12:** Presented by Optum Health, join Partners for Health for the Men's Mental Health webinar, Wednesday, June 12 from 11:30 a.m. to 12:30 p.m. CT.

    Mental health is essential for a happy and full life, yet there is often a lack of awareness and understanding of how men experience mental health. Perceptions of masculinity, gender stereotypes and stigma can make it harder for men to recognize when they might need support. As a result, there's a disproportionate difference between the number of men experiencing mental health disorders and those seeking treatment. This session will unpack the key components of psychological wellbeing for men, delving into some of the societal norms that disempower men from accessing help.

    Pre-registration required. Session will be recorded and made available after the session. Click here for more information about upcoming webinars and previously recorded sessions.

- **Local Ed: New Agency Announcement:** Jessica Southern, BA's agency outreach director, announced a new local education agency that is joining the plan.
  - Empower Academy

- **Local Gov: New Agency Announcement**: Jessica Southern, BA's agency outreach director, announced new local government agencies that are joining the plan.
  - Summertown Utility District
  - Hardeman County Highway
  - Town of Cornersville

Presentations

- **Local Gov: HIPAA Training: Chanda Rainey, BA's director of HIPAA compliance, shared a reminder about HIPAA Training.**
  The 2024 HIPAA annual classes are open. You must complete the training by the last day of your assigned training month.
  Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.
  - Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
  - 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 government 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 date:
  - Local government – June 30

- **State: HIPAA Training: Chanda Rainey, BA's director of HIPAA compliance, shared a reminder HIPAA Training.**
  The 2024 HIPAA annual classes are open. You must complete the training by the last day of your assigned training month.
  This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.
  - Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
  - 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 date:
  - State – June 30

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 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.

- **2024 ABC Summer Training:** Ebony Davidson, one of BA's education and outreach specialists, shared information about the upcoming ABC roadshow training. To register for the ABC summer training, go to the ABC webpage, click on 2024 Summer Training on the left, scroll down under the picture and you'll find the blue box 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**.

HIGHER EDUCATION QUESTIONS

Higher Ed: For the imputed income report, did you decide how we're handling terminations if someone leaves? Right now, it's kind of like the report is a month behind.
Answer: We had a conversation with April Preston, and we explained how the state is handling this.

Higher Ed: Will the ABC Summer Training also be available via remote?
Answer: You will have the option of attending in-person or virtually. We'll also record the sessions, and they'll be available after the training.

Higher Ed: For the changes to the BlueCross BlueShield network, CHI Memorial is leaving Network S but are they also leaving Network P?
Answer: We're still waiting to hear the outcome for BCBST Network P. We've previously communicated that we expect they will leave BCBST Network P effective July 1, 2024, but there is still an ongoing discussion. We're waiting on official word. As soon as we have more information, we'll let you know.

Higher Ed: Where to go to register for the ABC summer training?
Answer: To register, go to the ABC webpage, click on 2024 Summer Training on the left, scroll down under the picture and you'll find the blue box 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**.

LOCAL EDUCATION QUESTIONS

Local Ed: Do you know when the letters about the Blue Cross Blue Shield network changes (CHI Memorial / Parkridge) will be mailed to members?
Answer: Currently, we're still waiting to hear a final decision about CHI Memorial and BlueCross Network P. As soon as we have more information on negotiations about this network, we'll share the information with you. For impacted members enrolled in BCBST Network S, those letters have already mailed. If you have members who believe they should have received a letter regarding BCBST Network S but did not, please submit a Zendesk ticket with their information and we'll research this for you.

Local Ed: Other than calling the Benefits Administration 800 number or via Zendesk, is there a way to look into Edison to see if a retiring employee has submitted the Application to Continue Insurance at Retirement?
Answer: Calling the service center and looking in Zendesk are the only ways to see if someone has submitted the application. If the retiree submits the application directly to us and Part 9 isn't complete, we will then reach out to the ABC to either complete Part 9 or verify the last day of active coverage.

Local Ed: Is there a way for us to know if a retiree application is approved or not?
Answer: If the employee submits the Application to Continue Insurance at Retirement and they're not eligible, we'll let you know. We'll send you an email as to why the member is not eligible, and we also send the member a letter.

Local Ed: Have we arrived at the costs yet for the health insurance in 2025? I received the letter with the percentage amount, but do we have the cost sheets available?
Answer: We have posted the 2025 premium charts with the June 14 ABC Friday Update.

LOCAL GOVERNMENT QUESTIONS

Local Gov: Can you drop (the) medical (plan) and stay on dental and/or vision with the state?
Answer: No. Your agency must offer medical coverage to be on the State Group Insurance Program.

Local Gov: We're currently enrolled in dental and vision and we would like to continue. Do we need to do anything for 2025?
Answer: No. There is nothing you need to do if you want to continue offering dental and vision coverage to your employees.

Local Gov: Is that new for 2025?
Answer: This is not new, and the coverage requirement applies only at the agency level. Your agency has to offer medical coverage to offer the dental and vision coverage to all employees. **Employees** don't have to enroll in medical coverage to enroll in dental and vision coverage if your agency chooses to offer the dental and vision plans.

Local Gov: We had someone stop by our office and they stated that some agencies are being told they can longer be part of the state plan. Any information on that is appreciated.

Answer: We're aware there is a provision in state grant contracts that concerns participation in state plans. BA does not manage organizations' grant/contract compliance with state agencies and does not know how this clause applies to each organization. Over the past two years some organizations have notified BA of their decision to drop participation in the Local Government Plan to comply with their grants and continue to receive grant funding. We recommend that you contact your state grantor agency with questions and/or reach out with questions as soon as possible to a central email for information about this grant provision: D36.Grant@tn.gov.

Local Gov: I completed HIPAA training in December. Do I have to do it again? My learning is showing it complete. I want to ensure that I don't miss something.
Answer: The training is updated each year. If you completed the 2024 training, then you have completed the requirement. You'll need to make sure you completed the 2024 version.

Local Gov: Will charts with 2025 premium costs for medical, dental and vision be available this week?
Answer: We've posted the 2025 medical, dental and vision premium charts with the June 14 ABC Friday Update.

Local Gov: Is summer training one day or two?
Answer: It is a one-day training, and for local government it will be held on Aug. 22. To register, go to the ABC webpage, click on 2024 Summer Training on the left, scroll down under the picture and you'll find the blue box 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**.

Local Gov: Is the roadshow going to be recorded in case people cannot be there or view due to other commitments this year?
Answer: There is a virtual option, and we'll post the recorded videos after the training has been completed.

STATE QUESTIONS

State: Am I understanding correctly that ALL medical insurance participant premiums are going up?
Answer: Correct. The Insurance Committee approved an aggregated average health insurance premium increase of 5.5% for active state plan members and retirees. The 2025 health insurance premium increase percentage is in the aggregate; premium increases will vary slightly within the products and coverage tiers.

State: At the bottom of the notes, it said that BlueCross BlueShield Network P wasn't going up along with one of the Cigna plans, so I am confused.
Answer: The 2025 aggregated average health plan premium increase for all health plans is 5.5% for active members and retirees. In the information previously provided, the **additional monthly cost** added to the monthly premiums for BCBST Network P and Cigna OAP will not change in 2025. If employees choose BCBST Network P or Cigna OAP as their network carrier, they will pay an additional monthly cost, which is added to the monthly premium. There is information about the additional cost added to the monthly premium for BCBST Network P and Cigna OAP on the Carrier Information webpage.

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
May 14, 2024

Communications

- **Materials and Communications**
  - **2024 Annual Enrollment Dates for 2025 Benefits:** We announced the Annual Enrollment dates last month, but here they are again for your reference:
    - **State/Higher Ed: Oct. 1 – Oct 18**
    - **Local Ed/Local Gov/Retirees: Oct. 1 – Oct. 31**

  - **2025 Premiums and Benefit Information:** We don't have any information to share about 2025 premiums and any benefits changes but hope to have some information following the May Insurance Committee meeting.

  - **BlueCross BlueShield Network Updates:** HCA Parkridge is joining Blue Network S effective July 1, 2024. CHI Memorial doctors and facilities will leave Blue Network S and Blue Network P effective July 1. BCBST members will receive communications soon with additional information on these network changes. To learn more, members may visit https://bcbstnetworkupdates.com/. Sample letters for both BCBST Network S and Network P members were posted with last week's Friday Update.

  - **CVS Mail Service Pharmacy Change:** Beginning May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense certain GLP-1s, due to widespread supply constraints. GLP-1s are medications used to treat diabetes or obesity, depending on the specific drug.

    Members may fill prescriptions for these medications at in-network retail pharmacies, where available. Members will pay plan-designated retail cost-sharing; however, they may be eligible to use manufacturer copay assistance cards, as available.

    ### Summary of Changes
    Starting May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense any prescriptions for all dosages of the supply-constrained medications below:
    - Mounjaro
    - Trulicity
    - Wegovy
    - Saxenda

    ### Impact to Members
    - Starting May 15, 2024, members will no longer be able to fill the above supply-constrained GLP-1 drugs at CVS Caremark Mail Service Pharmacy.
      - The Mail Service Pharmacy will continue to dispense GLP-1s that are not experiencing supply constraints.
    - Before May 15, 2024, CVS Caremark's Mail Service Pharmacy will reach out to impacted members:

    - Members will receive letters and a call from CVS Caremark Mail Service Customer Care representatives to alert members to the upcoming change and offer alternative options for members to receive their medication.
    - Customer Care representatives will also assist members in transferring prescriptions to any in-network participating retail pharmacy.
  - After May 15, 2024, CVS Caremark's Mail Service Pharmacy will notify members who attempt to fill a prescription for these drugs that their order cannot be processed.
    - Multiple communication channels will be used, as permitted: letter, email and/or SMS.
    - Prescribers that attempt to send new prescriptions for supply-constrained GLP-1s to CVS Caremark Mail Service Pharmacy will also be notified that the prescription cannot be filled.
  - Claims for supply-constrained GLP-1s filled at in-network retail pharmacies will be processed at contracted retail rates. Members will pay retail copays. Commercial members may be eligible to use manufacturer copay cards which could decrease member out of pocket cost.
  - Members can view a list of participating pharmacies in their network by signing into Caremark.com. Choose "Plan and Benefits" and then select "Pharmacy Locator." If they have additional questions, they can call the number on their benefit card.

- **ABC Survey**: Our annual ABC survey was sent out last week to primary ABCs and a reminder email was sent out Tuesday, May 14. We value your input and hope you'll take a few minutes to complete this survey. The deadline is May 21.

- **Explanation of Benefits Reminder and Resources:** We shared this information in an April Friday Update.
  - Benefits Administration reminds members who have received health services to check their explanation of benefits to make sure the fees they were charged are correct for Partners for Health plan members.
  - Members who believe they may have overpaid for a service should contact their health care provider to ask for a refund. Plan members who need assistance to request a refund should contact their insurance carrier.
  - To learn more about the explanation of benefits and why it's important, visit https://mailchi.mp/tn.gov/know-your-health-aug2022-3160941.
  - Find more information on EOBs on our carrier webpages via the Partners for Health website.

- **ABC Roadshow Training Reminder:** A reminder that the ABC Roadshow Training will take place in August in Nashville. The dates are below. The training will be in-person and a virtual option will also be available. Registration and more information will be coming soon!
  - **State/Higher Ed:** Aug. 21
  - **Local Ed/Local Gov:** Aug. 22
    - Onsite: Tennessee State Library and Archives
    - Virtual option also available
    - More information coming soon!

- **Local Ed/Local Gov: Sharecare Wellness Program SMS**
  - Starting on June 10, Sharecare will send monthly text messages regarding the wellness program to local ed and local gov members and retirees.
  - The initial text will ask members if they would like to opt-in to receiving text messages regarding the wellness program. Example of that message:
    - "Partners for Health & Sharecare: Welcome to your wellness program. Reply YES to receive texts. Reply STOP to unsubscribe. Msg&data rates may apply."
  - Members who opt in will then receive a brief welcome message followed by this marketing message encouraging them to learn more about the program:
    - "Partners for Health & Sharecare: You have access to more programs & resources than ever before! Learn more: https://shareca.re/sotn. Reply STOP to unsubscribe."
  - Once a member opts in, they will receive text messages on a monthly cadence.
  - Members can unsubscribe from these texts at any time by replying STOP to the marketing message sent.
  - Once members opt out, Sharecare will not send any follow-up communications via text.
  - If members want to start receiving these types of communications again, they will need to text Sharecare. This information is provided on the microsite sharecare.com/tnwellness > FAQs > General > How do I update my communications preferences?

- **ABC Webpage Changes:** We've made changes to the layout of the ABC webpage.
  - The main change to the ABC website involved eliminating the accordion on the main page and moving the options previously under the accordion to the side navigation.
  - Each accordion category is now a separate webpage, making it easier to locate documents using the website's search function.
  - Another advantage of our redesign is the capability to customize the content of each page. Overall, the redesign makes our website more functional and we hope you will find it is more user-friendly.

- **ABC Conference Call and Friday Update Poll Results:** Thank you to all the ABCs who completed the recent poll sent out about the ABC conference call and weekly Friday Update process changes. Here are the results and a few changes we will implement based on your comments.

  Question 1. The shortened half hour monthly ABC conference call gives Benefits Administration enough time to present information and answer my questions.
  - Strongly agree: 73
  - Agree: 194
  - Neither agree nor disagree: 41
  - Disagree: 8
  - Strongly disagree: 1
  - No answer: 2
  - Total responses: 319

  Strongly agree/agree = 83.70%
  Disagree/strongly disagree = 2.82%
  Neither agree nor disagree = 12.85%
  No answer: .63%

Question 2. The ABC conference call time works with my schedule (Higher Education - 8:30 a.m. CT; Local Education - 9:30 a.m. CT; Local Government - 10:30 a.m. CT; State - 11:30 a.m. CT).

- Strongly agree: 67
- Agree: 185
- Neither agree nor disagree: 44
- Disagree: 20
- Strongly disagree: 2
- No answer: 1
- Total responses: 319

Strongly agree/agree = 79.00%
Disagree/strongly disagree = 6.90%
Neither agree nor disagree = 13.79%
No answer = .31%

Question 3. Is there anything Benefits Administration could do to improve the current ABC conference call process?

We received many great comments and suggestions.

- Several requests for call reminders.
  - We're working on an automated reminder that will go out on the Monday before the calls with the link to the join the webinar. We hope to start sending this reminder prior to the June ABC conference calls.
- Request for the slides after the call.
  - We'll start posting slides with the regular Friday Update. Please note that changing the format from a PowerPoint to a PDF may alter some graphics.
- We are discussing many of the additional comments about the ABC conference calls and will update you if any additional changes are made.

Question 4. The process of going to the ABC webpage and clicking the red button to download the Friday weekly ABC update Word document, conference call agenda/notes (if applicable) and flyers is easy.

- Strongly agree: 100
- Agree: 162
- Neither agree nor disagree: 28
- Disagree: 19
- Strongly disagree: 8
- No answer: 2
- Total responses: 319

Strongly agree/agree = 82.13%
Disagree/strongly disagree = 8.46%
Neither agree nor disagree = 8.78%
No answer = .63

Question 5. Is there anything Benefits Administration could do to improve the current Friday ABC update process?

Again, we received many great comments and suggestions.

- The Friday Update email is now automated and is a better way for BA staff to provide the information. Because the email is now automated, this is why the email is titled "Important Benefits Administration Update", and why we're not able to add attachments.
- We had a suggestion to make the Friday Update a PDF. We save the document as a Word document so when you download the document, you can copy and paste information that is designated for your members/employees to easily share with them.
- We had another suggestion to change the email subject line if we're emailing specific information outside of the regular Friday Update and we'll do that going forward.

- **State: 4Mind4Body – Optum Health Men's Mental Health Webinar, June 12, 11:30 a.m. CT.** Mental health is essential for a happy and full life, yet there is often a lack of awareness and understanding of how men experience mental health. Perceptions of masculinity, gender stereotypes and stigma can also make it harder for men to recognize when they might need support. As a result of these complex factors, there's a disproportionate difference between the number of males experiencing mental health disorders and those seeking treatment. This session will explore men's mental health and unpack the key components of psychological wellbeing for men, delving into some of the more damaging societal norms that disempower men from accessing help.

  Pre-registration required. Session will be recorded and made available after the session.

  Click here to register:
  https://eapworklife.my.site.com/USTrainingForm/s/newregistrationpage?c__recordId=a254N000004DWB0QAO

  Click here for more information about upcoming webinars and previously recorded sessions.

Presentations

- **Here4TN.com Live and Work Well Site Refresh:** Chris Roe, senior client services manager with Optum Health, went over new website features and site functionality changes for members.

- **Higher Ed: HIPAA Training – Deadline May 31:** Chanda Rainey, BA's director of HIPAA compliance, gave a reminder about HIPAA training.
  The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month.

  This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.
  - Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
  - 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.

  Higher education 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 date:

- State higher education – May 31

You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

- **Local Ed: HIPAA Compliance Announcement:** Chanda Rainey, BA's director of HIPAA compliance, shared an important HIPAA compliance announcement.
  - Some school districts use TalentEd Records or a similar product for operations. This electronic onboarding and records management system allows you to complete HR and payroll documents electronically. If you use it to manage insurance documents, it's essential that you implement safeguards to maintain HIPAA compliance. Authorized access must be installed to restrict access to only those listed in the ABC directory for the insurance folder. Also, any electronic communication regarding insurance benefits with employees must be able to be reproduced at the request of BA. Email documentation is often required for the appeal process. Your commitment to ensuring these safeguards are in place is crucial.

- **Local Gov: HIPAA Training – Deadline: June 30:** Chanda Rainey, BA's director of HIPAA compliance, gave a reminder about HIPAA training.
  The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month.
  Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.
  - Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
  - 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 government 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 date:
  - Local government – June 30

  You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

- **State: HIPAA Training - Deadline June 30:** Chanda Rainey, BA's director of HIPAA compliance, gave a reminder about HIPAA training.
  The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month.
  This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.

- Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
- 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 date:

- State – June 30

You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

Operations

- **Local Ed: Eligibility Rule Survey:** Melissa Wiseman, BA's director of operations, informed ABCs about a short eligibility rule survey going out this week.
  - The Plan Document allows local education agencies a choice of when to start coverage for employees. You can start coverage the first of the month after hire, or you can start coverage the following month. The same option must be applied to all employees. We have not previously documented the choice each agency has selected and will be doing that going forward so that we can better assist your agency with eligibility questions. We will be sending out a survey this week to ask which practice you follow. Please complete the survey by Wednesday, May 29.

- **Higher Ed/Local Ed/Local Gov: Retirement Reminder:** Jasmine McCreight, BA's retirement insurance manager, shared a retirement reminder.
  - If a member's term date in Edison needs correction, please send the Corrections and Clarifications form to the active department for the necessary correction. The retirement department cannot make any corrections if the error was made by the agency.

HIGHER EDUCATION QUESTIONS

Higher Ed: No questions

LOCAL EDUCATION QUESTIONS

Local Ed: Lately when I enter a new hire in Edison, our back up ABC is the person who is receiving the Edison login information instead of me. I have reported this; however, it continues to happen.

- **Answer:** The Edison team is researching this issue.

LOCAL GOVERNMENT QUESTIONS

Local Gov: I completed a Corrections and Clarification form through Zendesk to correct a Cigna health plan choice. Under "Issue to be Corrected" I didn't see anything relevant, and it wouldn't allow me to type anything.

- **Answer:** The Corrections and Clarifications form is not available to use to change the plan type. Please submit an Administrative Error form.

Local Gov: I replied to a secure email from Benefits Administration. Then I received a call that it couldn't be opened, and we didn't need to use secure emails to BA. Is this correct?

- **Answer:** We do have trouble opening secure emails sent from your systems. The message we are trying to convey is that anything that is sent or uploaded through Zendesk is secure. If you have sensitive information, please submit it through Zendesk so it stays in a secure system the entire time.

Local Gov: Do we have any information regarding 2025 rate increases?

- **Answer:** We don't yet have information about 2025 premiums, but we hope to have information for you following the May Insurance Committee meeting.

Local Gov: When people are entered as retiring and want to continue insurance, can you share the timeline for continuing insurance at retirement? My employees don't always give a month's notice.

- **Answer:** You'll want to submit the Application to Continue Insurance at Retirement within one full calendar month of the active coverage ending.
- **Follow up question:** When I submit the Application to Continue Insurance at Retirement form through Zendesk, I usually include the ACH with it. Do employees need to send money? What needs to happen? Will you ACH the first payment?
- **Answer:** It depends on when the application is submitted and the enrollment is keyed. We'll notify the retiree if payment is needed before the ACH is set to begin.
- **Follow up question:** Also, recently I had an employee who met my requirements, but was under age 55. When you terminate the employee, the COBRA information automatically gets sent out and that is the only thing that gets offered to the employee. Can she continue COBRA coverage for longer than 18 months or is that not available?
- **Answer:** COBRA coverage is up to 18 months and an employee cannot continue after 18 months.

Local Gov: Did you all discuss the survey question about when insurance will begin for new employees?

- **Answer:** That is just for local education agencies. For local government, everyone can have a probationary period, and we track that information.
- **Follow up:** I am local education. Do I need to respond to the survey?
- **Answer:** Yes. If you are a local education ABC, you do need to respond to that survey for your agency.

Local Gov: What is the probationary period?

- **Answer:** Local government agencies have a choice as to when they start coverage, either the first of the month after the hire date or you can implement a probationary period of 30 to 60 days. The same start date has to apply to all employees in your agency.

STATE QUESTIONS

State: If you took the HIPAA training in January, do you need to retake it?

- **Answer:** You shouldn't have to because it would have been the 2024 training that you completed. If you have completed the 2024 training, you should not have to retake it.

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

Communications

- **Materials and Communications**
  - **2024 Annual Enrollment Dates for 2025 Benefits:**
    - **State/Higher Ed: Oct. 1 – Oct 18**
    - **Local Ed/Local Gov/Retirees: Oct. 1 – Oct. 31**

  - **Correct Information on Your Websites:** Benefits Administration has been notified by a state employee that she is receiving phone calls meant for the Emotional Wellbeing Solutions program, formerly EAP, at her work phone number.

    After doing a Google search of the telephone number, we've found that some Benefits Administration member agencies have outdated information and old member materials on their websites. This outdated information includes this state employee's phone number which was associated with a former vendor partner that provided EAP services.
    We need you to work with your web masters/information technology teams to ensure the benefits information you're providing on your agency website is accurate. We encourage you to do this as soon as possible.

    The accuracy of benefits information we provide to our members online is critical to our success, and we take the responsibility seriously. At Benefits Administration, we make website updates routinely and pride ourselves on keeping our website current. The simplest way to combat outdated information on your website would be to link to tn.gov/partnersforhealth rather than providing information independently.

  - **ABC Poll:** On April 2, Benefits Administration sent an email to all ABCs from our benefits.info@tn.gov email account with a link to a very brief poll about the changes made to ABC conference calls and the Friday ABC update process. We encourage all ABCs to complete the survey (one response per ABC). So far, we've had a great response to the survey. If you haven't completed the survey, we'll include the link again in this week's Friday ABC update. If you've already completed it, it should not let you complete it again.
    - **The deadline to complete the survey is April 16 (next Tuesday).**

    Here is the link to complete the survey:
    https://stateoftennessee.formstack.com/forms/abc_poll_on_calls_and_update

  - **This webinar has occurred. State: 4Mind4Body Webinar – The Magic of Movement Webinar Presented by Sharecare**
    Presented by Sharecare, join Partners for Health for The Magic of Movement webinar, Wednesday, April 10, from 11:30 a.m. to 12:30 p.m. CT.

    Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

Pre-registration required. Session will be recorded and made available after the session.

Click here for more information about upcoming webinars and previously recorded sessions.

Presentations

- **Local Ed: HIPAA Training:** Chanda Rainey, BA's director of HIPAA compliance, went over the required HIPAA training available to you now.

  The 2024 HIPAA annual classes are open. You can take the class now! You must complete the training by the last day of your assigned training month. Our training for local education 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.

  Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

  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**

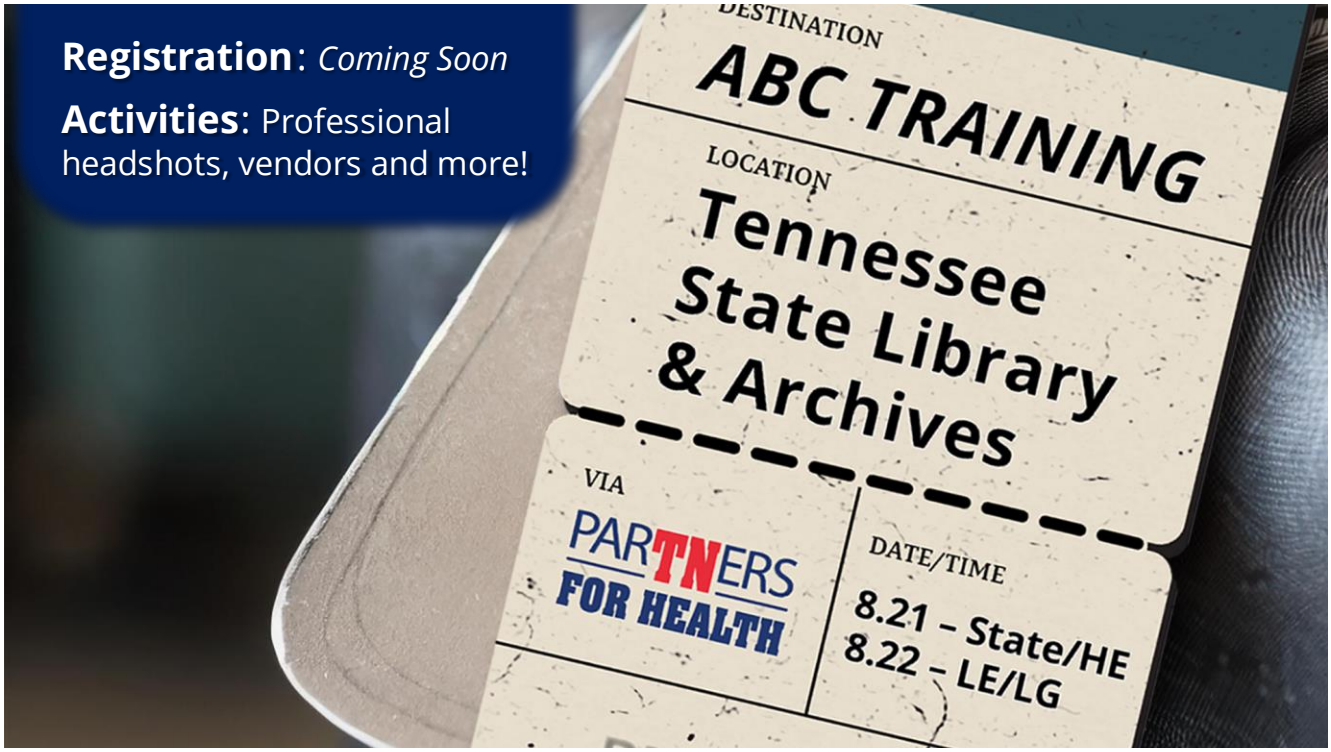
  Here is the navigation after you log in to Edison at www.edison.tn.gov:
  NAV BAR >Navigator > ELM > Learning Home > Search for Learning type HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024 or State_HE_HIPAA_2024.

  Here is the training completion schedule for all plans:
  - **Local education – April 30**
  - **Higher education – May 31**
  - **Local government – June 30**
  - **State – June 30**

Operations

- "**Save the Date" for the ABC Summer Training:** Judy Carmen, BA's education and outreach specialist, shared the dates and onsite location for this year's ABC Summer Training.

- **State/Higher Ed:** Aug. 21
- **Local Ed/Local Gov:** Aug. 22
- Onsite: Tennessee State Library and Archives
- Virtual option also available
- More information coming soon!



- **Higher Ed/Local Ed/Local Gov: Reminder about Upcoming ABC Webinars:** Tameka Allen, BA's program director, shared a reminder about upcoming webinars for ABCs.
  - The active service center training team will be offering two refresher webinars this month. On April 22 and 23, we will host a refresher training on eHire forms and eBenefit forms. This training will review how to create forms but most importantly how to respond to eHire forms that are routing to you as the terminating agency. Our team will also offer a termination refresher on April 29 and 30 at the times shown there on the screen. The times are CT. We're looking forward to reviewing this information with you all.
  - **eHire/eBenefit Refresher Training**
    - April 22 – 9 to 11 a.m. CT
    - April 23 – 1 to 3 p.m. CT
  - **Termination Refresher Training**
    - April 29 – 9 to 11 a.m. CT
    - April 30 – 1 to 3 p.m. CT
  - **Here is the Formstack registration link:** https://stateoftennessee.formstack.com/forms/eform_and_termination_training

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HIGHER EDUCATION

Higher Ed: Will we receive the enrollment links by email? For the trainings in April?

- **Answer:** Here is the link to register: https://stateoftennessee.formstack.com/forms/eform_and_termination_training Once you register, you'll get an email to join the trainings.

Higher Ed: Where is the ABC summer training again?

- **Answer:** The ABC summer training will take place in Nashville at the Tennessee State Library and Archives. More information about the training will be coming soon.

LOCAL EDUCATION

Local Education: Do we know if there will be any rate increases for 2025, and if so, when will those be communicated?

- **Answer:** We don't have any information to share. We may have some information after the May Insurance Committee meeting, but it may be June. As soon as we have that information, we'll share that with you.

Local Education: Do you have any information or updates on CHI Memorial remaining in BCBS Network S?

- **Answer:** We don't have any updates, but we're watching it closely. As soon as we have information, we'll include it in the Friday ABC update, and we also post the information on the Carrier Information, Network Updates webpage.

Local Education: Can you tell us when the Edison lock out times usually are?

- **Answer:** It's going to be the first working day of each month. The additional dates are on the calendar: https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ba_april_2024_ext_ca.pdf

Local Education: I've been using the new special qualifying event benefit eForm in Edison, and I'm having trouble when something gets denied. Where it says notes, I haven't been able to see the notes. Have others had this issue? I received one this morning and no matter what page I look on, I can't see the notes. I usually have to call BA to see what the issue is. So, on my end, I haven't seen a fix on that.

- **Answer:** Thank you for letting us know. The Edison team was able to confirm that the comments are viewable through the SQE eForm. To view the comments, you must click the expand arrow next to the comments tab. Once the tab is expanded, the comments can be viewed from each page of the form. We've included a picture below. The second place you can see notes is on the employee's profile page at the very end.

Local Ed: If an ABC was late on getting someone termed in Edison, and between the time the coverage should have ended and when the termination was entered into Edison, the member used the pharmacy benefit. As a result, the cost of the RX was taken out of the LEAs refund. Is there a way to recoup that from the state? Can the state turn around and bill the termed member?

- **Answer:** If you term the employee late, we do withhold any prescription claims out of your refund. If you choose to recoup the funds from your former employee, that would be on the agency to do so.

Local Ed: This is a retirement issue. Is there a report that I can run to see if a retiree has changed coverage. We pay an LEA subsidy and sometimes we're overpaying. Can you help?

- **Answer:** If you have security access to your retirees in Edison, then you can run any reports you can run for active employees. You'll want to run this query: TN_BA219_MED_DEN_ELECTIONS
- **Follow up question:** What if you don't already have that (security access)? How can I get access if not already?
  Answer: We can have our trainer research this, and if you don't have access, you'll need to complete the security form. Here is a link to the security form: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_edison_user_form_he_le_lg.pdf

Local Ed: How did the survey go concerning the ABC calls and notes?

- **Answer:** The ABC survey is still in process; the deadline is April 16. The link was in the last Friday update, and we'll include it again this Friday. We've had great results so far. We will share the results with you in May or June.

Local Ed: Was there any information on 2025 Insurance rates or the expected increase percentage?

- **Answer:** We don't have any information to share. We may have some information after the May Insurance Committee meeting, but it may be June. As soon as we have that information, we'll share that with you.

LOCAL GOVERNMENT

Local Gov: Could you repost the dates for the event (ABC Roadshow) in Nashville?

- **Answer:** For local government, the roadshow will be held Aug. 22 at the Tennessee State Library and Archives. It's in person, and there will be a virtual option as well.

Local Gov: Have you heard anything on upcoming 2025 insurance rates?

- **Answer:** We don't have any information to share yet. We might have information to share after the May Insurance Committee meeting. If not then, it will be June. When we get that information, we'll share it with you as soon as possible.

Local Gov: What are the dates for the ABC refresher courses again?

- **Answer:**
  eHire/eBenefit Refresher Training
  April 22 – 9 a.m. – 11 a.m. CT
  April 23 – 1 p.m. – 3 p.m. CT
  Termination Refresher Training
  April 29 – 9 a.m. – 11 a.m. CT
  April 30 – 1 p.m. – 3 p.m. CT

Local Gov: When an employee leaves/retires, are they required to cover all the covered dependents in COBRA/retiree coverage, or can they elect to just cover themselves and their children, leaving off the spouse?

- **Answer:** When an employee retires, he/she doesn't have to cover all his/her dependents. They can just cover themselves or just their children and themselves if their children were on the coverage. When someone leaves, anyone who was on active coverage can enroll in COBRA at any plan tier.

Local Gov: HIPAA deadline is June correct?

- CORRECTION: The deadline for HIPAA training for local government ABCs is the end of June.

Local Gov: If someone loses coverage on Feb. 1 and they apply for our coverage, will Benefits Administration retro to the Feb. 1 time frame? This is for the spouse.

- **Answer:** No. We do not allow retroactive coverage except for birth, adoption or placement for adoption. For all other events, the earliest effective date allowed for coverage under this plan is the first day of the month following the date that your enrollment request, including all required documentation, is completed and submitted to BA.

Local Gov: Where do we go to complete the HIPPA training?

- **Answer:** All ABCs should have been automatically enrolled in HIPAA training. To access this training, you will sign into Edison, click on Learning and Career > Under 'My Learning' you will see the two trainings listed. You will select the blue Launch (play) button to get started.
- If you were not automatically enrolled, you can enroll yourself. Follow the instructions below. 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
  That deadline is the end of June for local government.

STATE

State: No questions.

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
March 12, 2024

Communications

- **Materials and Communications Updates**
  - **ABC Update Process and Survey:** Last June, we implemented a new ABC email process. Now all ABCs receive an automated email message each Friday, which gives you a direct link to the ABC webpage. On the ABC webpage, you can click the red button at the top of the page, **Weekly ABC Update**, and download the weekly ABC message (it's a Word doc) as well as any PDFs that are applicable to your plan.
    - As a part of our review of this new process and the change in the ABC call schedule, we're going to send out a very brief survey at the end of this month.
    - If you're not receiving the regular automated Friday ABC update email, please send us an email to benefits.info@tn.gov, and we'll make sure you're correctly listed in the ABC directory.

  - **Cigna and Covenant Health System in East Tennessee Reach Agreement:** On March 7, the following information was shared in an email to ABCs. You're welcome to share with your impacted members. Benefits Administration also sent an email to enrolled Cigna members for whom we have accurate email addresses.

    In October 2023, some Partners for Health members received letters informing them that Covenant Health System and Cigna were in negotiations. **Covenant Health System and Cigna have reached an agreement**, which means the following facilities will remain in the Cigna LocalPlus and Cigna Open Access Plus networks.
    - Claiborne Medical Center, Tazewell
    - Cumberland Medical Center, Crossville
    - Fort Loudon Medical Center, Lenoir City
    - Fort Sanders Regional Medical Center, Knoxville
    - LeConte Medical Center, Sevierville
    - Methodist Medical Center, Oak Ridge
    - Morristown-Hamblen Healthcare System, Morristown
    - Parkwest Medical Center, Knoxville
    - Roane Medical Center, Harriman

    Members who received initial letters will receive follow-up letters letting them know that these facilities will remain in network.

    Should you have questions, you can call Cigna at 800.997.1617 anytime or visit cigna.com/stateoftn.

    Partners for Health posts carrier network announcements online at https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html.

- **Sharecare Member Giveaway Update:** We wanted to give you an update on the recent prize winners for members who were the first to complete the RealAge® test in the Sharecare platform.
  - Out of 250 members receiving wellness program prizes, we have totals for these groups:
    - 160 state and higher education heads of contract/28 spouses
    - 62 local education and local government members

    As a reminder, you can go to the Sharecare splash page, under Engagement Materials here sharecare.com/tnwellness/engagement-materials/ to find the Marketing Playbook for state/higher education or local education/local government. In the marketing playbook, there is a page that lists the remaining 2024 giveaways.

- **Member Materials:** During last month's ABC conference calls, we had a question about where members can find marketing materials they are receiving from our vendors. Here is more information for employees eligible for Emotional Wellbeing Solutions services and members enrolled in medical coverage:
  - **Optum Behavioral Health and Emotional Wellbeing Solutions:** The Here4TN Toolkit is found on the EWS webpage. Flyers in this toolkit have been updated to reflect the updated EWS program and services, which was formerly called EAP.
  - **Cigna:** There is a webpage found on the Cigna splash page specifically for ABCs which includes the current flyers for Cigna's programs: https://stateoftn.cigna.com/agency-benefits-coordinators
  - **BlueCross BlueShield:** Information about member programs and services are found on the BCBST splash page: bcbst.com/members/tn_state/

- **State Offices and BA Service Center Closed Friday, March 29 for Good Friday.**

- **Local Ed/Local Gov: Important Health Savings Account Information**: This information was shared in a recent ABC Friday Update. Local education and local government ABCs should **never** go into the Optum Financial client portal and open health savings accounts for employees. HSAs are legally only available to plan members enrolled in a qualifying high deductible health plan, which is our Local Consumer-driven Health Plan. They are not available to those in our other plans, nor should anyone be enrolled in one if they have a PPO health plan through the State Group Insurance Program. When a plan member enrolls in the Local CDHP, Benefits Administration automatically sends that enrollment over to Optum Financial, who then works to open an HSA for your employee.

- **Webinar has occurred. State: 4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom, Wednesday, March 13, starting at 11:30 a.m. CT.**
  - Presented by Optum Health and My Secure Advantage®, join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, Wednesday, March 13, from 11:30 a.m. to 12:30 p.m. CT.

    Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt-reduction strategies and how to write and

follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.

Preregistration is required. Session will be recorded and made available after the session.

- Last month's webinar, **How to Simplify Your Life**, is available on the Partners for Health YouTube page. Click here to watch: https://youtu.be/vuYZjZ1jUxU

- **Local Gov: New Agency Announcement.** Jessica Southern, BA's agency outreach director, announced that a new agency, Lincoln County Board of Utility, joined the local government plan.

Presentations

- **Sharecare:** Ginger Maloy, Sharecare's senior account manager, went over coaching and guided programs available to all employees, spouses, adult dependents and retirees who are enrolled in medical insurance with Partners for Health. You can go to the Sharecare splash page for more information: https://www.sharecare.com/tnwellness/

- **HIPAA Training***:* Chanda Rainey, BA's director of HIPAA compliance, went over required HIPAA training.
  - The 2024 HIPAA annual classes are open. You can take the class now! There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. Our training for local government and local education 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.

  - Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

  - ABCs, backups 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 government and local education will take **LG_LE_HIPAA_2024**

State and higher education 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) > LG_LE HIPAA_2024 or State_HE_HIPAA_2024.

- **Training completion schedule:**
  - Local education – April 30
  - Higher education – May 31
  - Local government – June 30
  - State – June 30

Operations

- **ABC Resources:** Rachel Craft, BA's education and outreach specialist, shared the following resources for ABCs.
  - Education and Outreach and ABC Resources
  - Thank you to Focus Group participants!
  - The ABC webpage and trainings listed
  - 2024 ABC Guide
  - 2024 Summer Training – videos from last year on YouTube
  - New Look to ELM and how to find training
  - 2024 ABC Training is ready for new ABCs and can be taken to refresh for anyone!
  - How to find the 2024 Benefits Orientation
  - Edison How-To Series & YouTube

- **Higher Ed, Local Ed, Local Gov: Upcoming ABC Webinars:** Tameka Allen, BA's program director over the active service center, and Paula Vetter, BA Insurance Benefits Manager, shared information about upcoming webinars for ABCs.
  - The active service center training team will be offering two refresher webinars next month.
  - On April 22 and 23, we'll host a refresher training on eHire forms and eBenefit forms. This training will review how to create forms but most importantly how to respond to eHire forms that are routing to you as the terminating agency.
  - We listened and heard you in our most recent focus group meeting. Our team will also offer a termination refresher on April 29 and 30 at the times shown on the screen. The times are Central time.
    - **eHire/eBenefit Refresher Training**
      - April 22 – 9 to 11 a.m. CT
      - April 23 – 1 to 3 p.m. CT
    - **Termination Refresher Training**
      - April 29 – 9 to 11 a.m. CT
      - April 30 – 1 to 3 p.m. CT

- **Here is the Formstack registration link:** https://stateoftennessee.formstack.com/forms/eform_and_termination_training

- **State: Clarification about Benefit SQE eForm:** State employees should not be using the new Benefit SQE eform as it is not working correctly. BA is working on hiding the link for state employees.

HIGHER EDUCATION QUESTIONS

Higher Ed: For the weight management (program), can a counselor/representative facilitate a group informational either live or via Zoom? Right after COVID, our department had an EAP person come in and talk about what is available. Is there something similar from Sharecare?

- **Answer:** Yes, Sharecare does have a catalog of webinars we can offer. We can follow-up with you.

Higher Ed: Are new employees set up in Edison required to take HIPAA training at onset?

- **Answer:** New ABCs have 30 days to take the training. If ABCs started in January and they took it within 30 days of their hire date, they wouldn't need to take it again. You only need to take it one time per calendar year.

Higher Ed: The training for scheduling reports and where to find those previously scheduled, are they no longer running?

- **Answer:** We'll have a trainer reach out to you.

Higher Ed: Once the new Edison came about, your already scheduled premiums due report is no longer running because I didn't get mine either. Did all that get wiped out?

- **Answer:** Is this the one emailed to you once a month?
- **Follow up:** Yes.
- **Answer:** Those reports did run, so let me find out why you didn't get it. Someone will get back to you.
- **Here is the report navigation:** Click on the tile that looks like a waffle under the navigation bar. Look in the Other Applications section. Click on Report Manager. On the left-hand side of the screen, click on the plus sign beside the folder called General. In the drop down list,
  You will see your report listed as: TN PREM DUE/COLLECT APP DEDUCT - 2023-03-06 (whichever date the report ran will display here) . Click on the report. Then click on the middle link in the list of reports that ends with .PDF to retrieve your report. Your report will open in a new window.

Higher Ed: I am confused why coverage level Family to EE + Spouse did not drop in the month it was to drop?

- **Answer:** We believe you have submitted a Zendesk ticket about this, and we'll make sure the billing team responds to you.

Higher Ed: Does the state offer discounted childcare benefits? I don't know if that's on PerkSpot or anything?

- **Answer:** No, we don't offer childcare assistance or discounts, but higher education and state employees can enroll in the dependent care FSA during the Annual Enrollment period each fall (or during the plan year if they have a qualifying life event, like a new baby). This will allow them to contribute up to $2,500/$5,000 into a DC-FSA to pay for childcare. Optum Here4TN may be able to assist in finding resources in the employee's area. The resources are not necessarily discounted, but Here4TN may be able to find something.

Higher Ed: When can we expect the employee's statement to populate employee elections information? This is when we review the statement when new employees make their elections.

- **Answer:** We're aware of this, and it is a production issue Edison is working on. For now, ABCs can run a query to view the employee's elections from ESS: TN_BA133_AUD_ESS_AFTER_OCT_20. Or you can use the query TN_BA376_NEW_HIRE_ELECTIONS if you plan to review more than one employee at a time.

LOCAL EDUCATION QUESTIONS

Local Education: Is there a cost to participate in the Sharecare program?

- **Answer:** There is no cost to participate with Sharecare.

Local Education: How can we tell if we have already taken the 2024 HIPAA training?

- **Answer:** It will be listed under MyLearning, and it will show completed for 2024.

Local Education: Has the new ABC training been updated to include the Edison updates?

- **Answer:** The ABC training doesn't have the new Edison screenshots, but we are always updating materials. We are currently updating the Edison how to videos.

Local Education: I have another job and will be leaving my position as ABC on March 29. They should have my replacement by the end of this week. I will let them know about all the training. What else do I need to do for them before I leave?

- **Answer:** Before you leave, the most important thing is sending in the ABC Edison Benefits User Security Authorization Form to get the new ABC registered. Let the new ABC know so we can start their training and get them registered for all the ABC access. We'll have a trainer reach out to you for a smooth transition.

LOCAL GOVERNMENT QUESTIONS

Local Government: Does BA also automatically remove employees in Optum once the employee has been terminated and Local CDHP coverage has ended?

- **Answer:** Once an employee termination or enrollment termination comes over in a file, we do terminate that from the CDHP plan as well. It doesn't necessarily mean the employee has closed the health savings account associated with the CDHP as that is the responsibility of the employee. It's not the responsibility of the state of Tennessee plan.

Local Government: If someone is retiring on 4/30, should their term date be 3/31 in Edison?

- **Answer:** If the active coverage will end 4/30/2024, then yes, you will use an effective term date in Edison of 3/31/2024.

Local Government: What is the form to remove an employee as an ABC?

- **Answer:** You'll use the Edison Benefits User Security Authorization Form: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_edison_user_form_he_le_lg.pdf

Local Government: Is there an additional cost after a certain time with the Sharecare plan? I was signing up and noticed it indicated free for the first .... weeks. I think it was the eat right plan.

- **Answer:** There is no cost for Sharecare for members enrolled in the health plan.

Local Government: I have several employees who have left and are terminated in Edison but are still in Optum. Is that because there is a balance in the account? **Similar question:** I have the same follow up question about Optum. We still see termed employees in Optum and are not sure if we're supposed to change their status manually or leave it alone as it might close their account and affect them accessing leftover funds.

- **Answer:** Status of enrollment will not impact a member's access to funds. If an account still shows in Edison, it is because an account is still open. There shouldn't be any edits to status that are done in Edison. Only the account holder can close the health savings account.

Local Government: I know it is early, but do we know anything about 2025 premium estimates for budgeting purposes?

- **Answer:** We don't know anything yet, but as soon as we do, we will let you know.

Local Government: Where can I go and find discounts to gym memberships for our staff?

- **Answer:** If they're enrolled in health coverage, there are discounts with BlueCross BlueShield and Cigna for gym programs, and members can go to their splash pages to find information. We also have information posted on the Partners for Health website here: https://www.tn.gov/content/tn/partnersforhealth/other-benefits/wellness-program/fitness-center-discount-program.html

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STATE QUESTIONS

State: When the special qualifying event form is working, employees can fill it out and it automatically sends to you (BA)?

- **Answer:** When we get it working correctly, yes, employees will be able to complete the special qualifying event form themselves and send it directly to us.
- **Follow-up question:** How will the ABC fill out their portion?
- **Answer:** Since this is an SQE form, there isn't an ABC portion to fill out. We'll let you know on the back end. State employees can't submit an enrollment application without an ABC.

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
Feb. 13, 2024

Communications

- **Materials and Communications Updates**
  - **Important Information for Members Enrolled in The Tennessee Plan:** The Tennessee Plan is a supplemental medical insurance program designed to cover certain expenses not fully paid by Medicare Part A and B coverage. It was recently brought to our attention that when a member of The Tennessee Plan visits a provider, they may be told that their UMR plan is their primary plan, not Medicare. If a member contacts you to report this occurring, please direct the member to call UMR at 1.888.477.9307, M–F, 7 a.m. – 4:30 p.m. CT, to talk to a dedicated customer service representative. Note: If members do have a claim denied by Medicare, please have the member's provider resubmit the claim to Medicare, as the coordination of benefits information has been updated to accurately reflect Medicare as the primary payor. UMR is emailing The Tennessee Plan members for whom they have email addresses, and mailing letters to all members to inform them of this issue. We have also posted this information on our Partners for Health website.

  - **Cigna and Covenant Health System:** Cigna and Covenant Health System have reached a verbal agreement and are working to finalize and sign a new contract. BA will post updated information on our Carrier Network Updates webpage when we have more to share: https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html

  - **Partners for Health Email Issue:** Last month, we had an issue while sending out an email through our service provider to enrolled health plan members, and many members were mistakenly auto unsubscribed from our Partners for Health email campaigns. This created quite a bit of confusion. We apologize if members contacted you about the re-subscribe email they received, which was auto generated. The service provider has determined this was a spam filter issue, and they're working to correct it. We hope that members will be resubscribed back into the email list without having to take any additional action. We'll keep you informed as to the outcome.

  - **Higher Ed/State: Dependent Basic Term Life Insurance Letters:** We shared this information in a recent ABC Friday update. Securian Financial mailed 30,302 letters on Feb. 9, 2024, to those dependent spouses and children who lost basic term life insurance coverage as of Jan. 1, 2024, due to the change from the Traditional to the Contemporary life insurance program. These dependents did not enroll in the voluntary term life insurance program. Letters advise dependents of the opportunity to convert the lost coverage to an individual life insurance policy. Only one letter will be sent to impacted households. If members have questions, they can contact Securian Financial at 866.881.0631, M-F, 7 a.m. – 6 p.m. CT.

- **State Offices and BA Service Center Closed Feb. 19:** State offices and the BA service center will be closed Monday, Feb. 19 for Presidents Day.

- **This webinar has occurred. State: 4Mind4Body Webinar – How to Simplify Your Life, Feb. 14:** Presented by Optum Health, state employees can join Partners for Health for the **How to Simplify Your Life** webinar, tomorrow, Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.

  With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

  Session was recorded and will be available in a few days on the Partners for Health YouTube page.

  Last month's webinar, **Healthy Habits**, is available on the Partners for Health YouTube page. Click here to watch: https://youtu.be/F0VEgUa7iZ8

Presentations

- **Airrosti Remote Recovery:** Dr. Chris Cato with Airrosti went over the Airrosti Remote Recovery program offered to Cigna health plan members.
  - Information about this program and other benefits extras can be found on the Partners for Health website under Health Options at https://www.tn.gov/partnersforhealth/health-options/included-benefits-extras.html.

- **Sharecare:** Ginger Maloy, Sharecare's senior account manager, joined us again this month to go over information about the wellness program biometric screenings.
  - Sharecare microsite for more information about the program: https://www.sharecare.com/tnwellness/
  - Information to complete the RealAge Test is found here: https://www.sharecare.com/tnwellness/sharecare-profile/#realage
  - Information about biometric screenings is found here: https://www.sharecare.com/tnwellness/biometric-screenings/

- **Wellness Program Onsite Screenings:** Kayla Livesay, BA's assistant director, population health, discussed how your agency can schedule a wellness program onsite screening.
  - Sharecare is working with Quest to schedule biometric screenings for 2024. If your agency has an interest in hosting a screening, you can use this link to request a screening: https://app.smartsheet.com/b/form/ee1388352dac40588ab3b839610964e1.
  - Please complete the form and provide three preferred date options. If you have any questions, you can email partnersforhealthbiometrics@sharecare.com. Our screening event specialist with Sharecare will follow up.

- **State: Working for a Healthier Tennessee:** Kayla Livesay, BA's assistant director, population health, relayed information about the Working for a Healthier Tennessee program available for state employees.

  Working for a Healthier Tennessee is a free workplace wellness program that helps Tennessee State Government employees take small steps toward big changes by focusing on three key areas: physical activity, healthy eating and well-being. You don't have to be enrolled in medical insurance with Partners for Health to participate.

Each Tennessee State Government agency that participates in Working for a Healthier Tennessee has a Wellness Council. This is a team of employee volunteers who plan and monitor activities to promote good health for their co-workers. The Working for a Healthier Tennessee team provides each Wellness Council with communications, activity suggestions, weekly newsletters, handouts and webinars.

There are many ways employees can get involved:

- Be on the lookout for the Be Well @Work newsletter sent directly to your inbox on the first Tuesday of each month.
  - If your agency does not currently receive these newsletters but would like to, please reach out to WFHT.TN@tn.gov.
- At tn.gov/wfhtn you can find more information about the initiative, including healthy recipes, success stories, challenges, lunch 'n learn topics, a video resource library, upcoming challenges and activities and more!
- Complete the Department of Human Resource's Wellness Break Agreement and submit it to your supervisor for approval to combine your two daily 15-minute rest breaks into one 30-minute break to participate in health and wellness activities.
- Join or establish a Wellness Council.
- Follow Working for a Healthier Tennessee on Facebook, Instagram and YouTube.

You can help support this initiative by sharing the Working for a Healthier Tennessee handout when onboarding new employees and encouraging employees to engage with us. For questions or requests, you can email WFHT.TN@tn.gov.

- **Local Ed/Local Gov: Consolidated Appropriations Act Reporting:** Christa Martin, BA's director of financial management and program integrity, shared the following information about the Consolidated Appropriations Act survey emails that were sent out last week.

  Local Education

  On Feb. 5, Benefits Administration emailed all primary ABCs and Finance Officers (if applicable) in the ABC Directory requesting the required information for calendar year 2023 CAA reporting. The subject line was "DO NOT DELETE Federally Required CAA Reporting Survey from Benefits Administration".

  A spreadsheet was attached to the email, which contained instructions, an example and the survey tool. Please review the instructions and example before completing the survey.

  Please send any questions you may have to CAA.LocalEd@tn.gov and we will be happy to assist you.

  The due date to complete this survey is Feb. 26. Once you have completed the survey, please send it to the email address above.

  Reminder of the information requested for calendar year 2023:

  - The total amount of premiums your agency paid on behalf of active employees (including dependents);
  - The total amount of premiums your agency paid on behalf of pre-65 retirees (including dependents); and

- The total amount of premiums your active employees paid for medical insurance (usually through payroll deduction)

The CAA reporting requirement is for medical plans only. The medical plans are the Premier PPO, Standard PPO, Limited PPO and Local CDHP. Dental, Vision and the Tennessee Plan *are not* included.

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- The total amount of premiums your active employees paid for medical insurance (usually through payroll deduction)

The CAA reporting requirement is for medical plans only. The medical plans are the Premier PPO, Standard PPO, Limited PPO and Local CDHP. Dental, Vision and the Tennessee Plan *are not* included.

Operations

- ***State:*** **Important Announcement:** The F&A Office of General Counsel will be holding a session for state attorneys on ABC responsibilities later this month. We have included a summary of the responsibilities with today's Friday call notes so you can be prepared if your attorneys have questions for you after the session. Additionally, they will be discussing the legal consequences to your agencies and employees if you fail to properly perform your ABC duties.

Legal Consequences to the Agency/Employees for Failure to properly Perform ABC Duties

a. **Lost Opportunity for Coverage**. Failure to enroll properly either for new hires or special qualifying event changes prevents the member from enrolling or terminating coverage as requested or from adding or removing dependents and could make them unable to gain insurance coverage on the Plan when they need it. There are many legal limitations on BA's ability to grant appeals for missed enrollment deadlines, which highlights the importance of the ABC's role in insurance enrollment.

b. **Improper Release of Plan Data.** When acting as ABC, you are acting on behalf of a HIPAA covered entity and are obligated to safeguard all insurance information in the Edison/BA portal accordingly. ABCs receive mandatory annual HIPAA training. It is important

that ABCs do not share login or password information into BA's portal with any other agency employee that is not designated as an ABC. If anyone in your agency other than the ABC needs information from the portal for any reason, including responding to a Subpoena, discovery requests, or a public records request, they should contact the F & A Office of General Counsel for assistance.

Role of the Agency Benefits Coordinator (ABC)

- The ABC serves as a liaison between your department, its employees and BA.
- One of the most important parts of your job as an ABC is ensuring that all insurance information is communicated timely and accurately during employee orientation. You must**:**
    - Provide the Employee Insurance Checklist to the employee and review each item on the Employee Insurance Checklist
    - Clearly explain that the new hire has 30 Calendar Days from their hire date (or date of eligibility) and advise that the enrollment must be complete within Edison or by paper enrollment submitted by eForm within that deadline
    - Ensure the employee receives in print or has access to electronic versions of all new employee orientation materials provided by BA
    - Describe to the employee how and when to add newly acquired dependents, and explain the Member's responsibility to provide documentation to verify dependent eligibility within designated timeframes
    - Review with the employee the impact of a leave of absence from employment on benefits
    - List for the employee the benefits options Members have at the time of termination of employment (e.g., COBRA, retirement)
    - Explain to the employee how to make changes to coverage or terminate coverage for themselves or dependents including the employee's obligation to immediately notify the ABC of any change in dependent eligibility status.

- Upon request, the ABC shall provide to BA all orientation materials provided by the department to new employees.
- All ABCs shall participate in ABC conference calls/electronic meetings with BA staff based on a schedule defined by BA. ABCs shall review all notices emailed from BA and must check the Website weekly to review all new BA postings. ABCs shall participate in all meetings held by BA in addition to the regular conference calls and weekly messages.
- The ABC shall promptly review notices and updates from BA, including notices regarding annual premium increases or benefit changes and updates to the Plan Document.
- All ABCs shall complete all training required by BA. All new ABCs shall complete the New ABC Training offered by BA and shall be required to pass a test to access Edison benefits information. New ABC Training shall be completed within 60 Calendar Days of becoming an ABC. Supplemental training shall be completed as required by BA and failure to do so will result in suspension of access to benefits information in Edison. Training requirements cannot be waived unless approved in advance by BA.
- All new ABCs shall complete the HIPAA training module in Edison within 30 Calendar Days of access to the system. All ABCs shall complete the HIPAA training ANNUALLY during the scheduled training month or as otherwise prescribed by BA. Failure to complete the annual HIPAA training will result in suspension of access to benefits information in Edison which will not be restored until HIPAA training is complete.

- The ABC shall be familiar with the insurance benefits and eligibility provisions described in the Plan Document and any applicable Certificates of Coverage for the Voluntary Benefits.
- The ABC shall be responsible for certifying the Application to Continue Insurance at Retirement. The ABC shall refer all eligibility or policy questions related to creditable years of service and monetary retirement benefits to TCRS staff. Questions about retiree eligibility and questions about the Annual Enrollment period for retirees shall be directed to BA.
- The ABC shall refer Members interested in obtaining information concerning the process for appeal to the Member Handbooks, the Summary of Benefits and Coverage and the Plan Document on the Website and shall assist Members in filing appeals if requested.
- The ABC shall answer general questions on the coverages offered by the Plan. The ABC shall refer any detailed eligibility inquiries to the BA Service Center. The ABC shall refer any detailed benefits and claim inquiries to the appropriate insurance carrier.
- The ABC shall coordinate or assist with events or benefits fairs related to these products, including reserving meeting space, as requested by BA, and ensuring that employees/Members are aware of these events.
- The ABC shall assist with requests from BA to help with ensuring the agency Members respond to requests for information and otherwise comply with sections "5.05, Subrogation Rights"; "5.06, Right of Reimbursement"; and "5.07, Recovery of Payment" of the Plan Document.
- ABCs scheduled for retraining shall lose access to benefits information in Edison if retraining is not completed in the time frame designated by BA.
- The ABC will receive quarterly reports from a data match with the National Change of Address database. The ABC shall work with the HR office to update addresses in Edison based on the results.
- The ABC shall respond to a monthly email from BA regarding invalid Social Security Numbers within the deadline specified by BA in the request.

- **Special Qualifying Event Form Reminder:** Tameka Allen, BA's active service center director, shared a reminder that the much-anticipated SQE eForm is ready for use. Many of you are already using this new feature and have provided great feedback regarding the simplicity of the form. Step-by-step SQE training has been added to the Partners for Health website. Select the 'Agency Benefits Coordinators' drop down, 'Training' and then 'Edison How To' near the bottom to locate the SQE eForm training.

- **Corrections and Clarifications Form and Reminders from the Service Center:** Paula Vetter, BA's insurance benefits manager, shared a reminder about the Corrections and Clarifications form, and reminders from the service center.
    - We have updated our **Corrections and Clarification Form**.
        - We've added options for employees terminated in error, to correct the hire/termination date and for employees who are terminated prior to the coverage start date. The form can only be used for the options listed on the form; any other corrections could require other documentation.
        - We have also added a new method to submit the form.
    - If you do not need to keep a copy of the form or prefer a fully digital option, we have added the Corrections and Clarification Form as an option in Zendesk.
    - Go to Zendesk, select 'Submit a request' then from the drop down select

'Corrections and Clarification' and input the employee's information and the requested correction. No documents are required to be uploaded using this option.
    - This means you do not need to complete both the digital form and the Zendesk form.
    - There is still a standard digital form available for download on Partners for Health. Select the 'Agency Benefits Coordinators' drop down, 'Forms' and then 'Corrections and Clarification Form'.
    - This form can be downloaded and edited. You can then send this document in to the service center to make the requested update.

  Reminders from the Service Center
    - Please do not submit duplicate enrollment requests or dependent documents. If you need to check in on the status of an enrollment, please call in or chat with us for an update.
    - The service center turnaround time for enrollments/documents is 2-5 business days. The turnaround time for emails/inquiries is 24-48 hours with the consideration for weekends and holidays.
    - Please remember to submit HIPAA with your email inquiries or if you are emailing in an enrollment request, please include the member's Edison ID number.

- **ABC Focus Groups:** Rachel Craft, BA's education and outreach specialist, went over the ABC focus group opportunity. Here is the link to sign up for an ABC focus group session:
    - **https://stateoftennessee.formstack.com/forms/focus**
        - **State/Higher Ed:**
            - Virtual - Thursday, Feb. 22 at 1 p.m. CT
            - Virtual - Tuesday, Feb. 27 at 10 a.m. CT
        - **Local Ed/Local Gov:**
            - Virtual - Thursday, Feb. 22 at 10 a.m. CT
            - Virtual - Tuesday, Feb. 27 at 1 p.m. CT
        - **All Plans:** Feb. 28 in person at 10 a.m. CT – Location: Tennessee State Library and Archives (downtown Nashville)

- **Retirement Support Reminders:**
    - **Local Ed: Support Form Reminder:** Please be sure to submit all LEA support forms to TCRS as well as Benefits Administration. If it is not sent to TCRS, it could directly impact the member's pension in error.
    - **All ABCs:** Please be sure that you are terming your employees timely in Edison even if they are continuing insurance at retirement. It creates billing issues especially when we have to retro cancel.

HIGHER EDUCATION QUESTIONS

Higher Ed: I will be working on a one year project in which I will be back and forth out of the office. Is it possible to have any Benefits Administration requests not sent directly to me, but sent to the HR Benefits email? Do I need to submit a ticket to have this request done?

- **Answer:** You can send us a Zendesk ticket, and we will update our records so any notifications will go to a specific email address by a specific effective date. We'll also have our trainer, Darlene, reach out to you.

Higher Ed: Is there any website that captures all brochures that are sent out to employees? We have some employees call in wanting a copy of brochures but have lost them.

- **Answer:** You can find information about the benefits extras on the Partners for Health website here: https://www.tn.gov/partnersforhealth/health-options/included-benefits-extras.html
- Our medical carriers and vendors will have brochures specific to their programs on their websites. You can find links to all our carriers and vendors on the Partners for Health Benefits Contact Information webpage:

  BlueCross BlueShield: bcbst.com/members/tn_state/ (search under Resources)
  Cigna: cigna.com/stateoftn (search under Tools and Resources)
  Optum Health: Here4TN.com (search under Member resources)

Higher Ed: Where can we see how to complete the wellness incentives? For example, preventive screening results, annual exams, etc. Are claims used to record completion?

- **Answer:** You can go to this page to find specific information on how to earn incentives for the wellness program: https://www.sharecare.com/tnwellness/earn-incentives/. For incentives based on claims, that information is automatically uploaded into Sharecare. As long as the test or screening is within the dates on the wellness program incentive chart, you'll automatically get credit; however, members must complete the RealAge Test first before they're eligible to earn any incentives.

Higher Ed: Can you get the ACH form placed under Forms – Retirement as well as under the Retirement tab on the main page?

- **Answer:** The form is found under Forms, Miscellaneous. The ACH form is also on the For Retirement webpage, under Forms. We'll look at this though and see if we can put the form under the main Forms webpage under Retirement.

LOCAL EDUCATION QUESTIONS

Local Ed: Is this a required biometric screening (with the wellness program)? I'm sorry but I am not sure about this program.

- **Answer:** The biometric screening is not required. With the Sharecare wellness program, all employees, spouses and adult dependents and retirees who are enrolled in medical insurance with Partners for Health have access to wellness resources. You can find more information for local education health plan members on the Sharecare website here under the Engagement Materials tab: https://www.sharecare.com/tnwellness/ and then click on the Engagement Materials header at the top of the page.

Local Ed: When a member's last name changes, even though we as the ABC can make this change in Edison, does BA need a copy of the Social Security card with the new name?

- **Answer:** No. We do not need a copy of the card. You would just make the change on your end.

Local Ed: What is the best way to send the LEA forms to BA? I have only historically sent them to TCRS.

- **Answer:** You can upload it into Zendesk, or you can send an email to retirement.insurance@tn.gov.

Local Ed: I missed the first part of the meeting. Do we have any updates concerning Cigna and Covenant Health?

- **Answer:** Yes. Cigna and Covenant Health System have reached a verbal agreement and are working to finalize and sign a new contract. BA will post updated information on our Carrier Network Updates webpage when we have more to share: https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html

Local Ed: What is the best way to contact Caremark? I have lots of calls this year from employees having problems with prescriptions.

- **Answer:** Members can call CVS Caremark at 877.522.TNRX (8679), 24/7. The website is: info.caremark.com/stateoftn

Local Ed: I needed to run a June 2023 Collections Applied Report in CSV form. I ran the report, and it had our name on it and a higher ed name. How do we get this corrected?

- **Answer:** We will have a trainer reach out to you.

LOCAL GOVERNMENT QUESTIONS

Local Gov: When will PPACA reports be available to pull for 1095s?

- **Answer:** They're available now. Instructions are on the ABC website. Here is the link: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_run_ppaca.pdf

Local Gov: I am brand new to Partners for Health. Is there an introductory website or material resource?

- **Answer:** We'll have a trainer reach out to you. You can find general information about the plans and benefits offered at tn.gov/partnersforhealth. On this site, there is an ABC webpage, specific to ABCs. Here you'll find the weekly Friday ABC update when you click the red button, the archives for our previous updates and conference call notes, ABC conference call schedule, link to the ABC Guide and more information you'll need as an ABC.

Local Gov: What is special qualifying event benefits training about?

- **Answer:** We have a new SQE form where you submit enrollment requests for birth, loss of coverage, etc., so you can now submit the SQE in Edison. The process is similar to the New Hire benefit enrollment. The SQE training shows you how to complete the enrollment.

STATE QUESTIONS

State: No questions.

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

Communications

- **Materials and Communications**
  - **2024 Retirement Insurance Eligibility Guides:** We're finalizing the 2024 Retirement Insurance Eligibility Guides and they're scheduled to be published Jan. 19. We'll include a notice in an upcoming ABC Friday update.

  - **BlueCross BlueShield Fitness Your Way Offer:** Last Friday, we posted a flyer with the Friday ABC update for those enrolled in health coverage with BlueCross BlueShield about a limited-time enrollment offer in Fitness Your Way®. The information members need to join this program is included in the flyer. This offer ends Jan. 31, 2024. You're welcome to download and share this flyer with your members enrolled with BCBS as their carrier.

  - **State Offices and Benefits Administration Service Center Closed Monday, Jan. 15:** State offices and the BA service center will be closed Monday, Jan. 15 for the Martin Luther King Jr. holiday. We also know that the Optum Financial offices and customer service center will be closed on this date. We'll include this information and any information we have about other vendors' closings in the Friday ABC update.

  - **Important HIPAA Training Announcement:** This information was not included during calls, but we did have questions about it. We shared this information in the Jan. 5 Friday ABC update:
    - This year, we've automated the enrollment for HIPAA training. You may have received an email from Edison about the class. The 2024 HIPAA training schedule will start in April. You can complete the training now if you would like; however, you don't have to as it will not be due until mid-summer. We'll announce when the training should be completed in upcoming weekly ABC emails and conference calls. Thank you for your dedication to keeping our members' protected health information secure.

- **This webinar has been held. State:** We shared this information last week, including sending a flyer you could share with your employees. **4Mind4Body Webinar – Healthy Habits:** Presented by Optum Health, employees can join Partners for Health for the **Healthy Habits** webinar, Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.
  - This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.
  - Preregistration is required. *Session will be recorded and available a few days after the session.*

Presentations

- **Sharecare Presentation:** Ginger Maloy, Sharecare's Senior Account Manager, gave a brief overview of the Sharecare wellness program. Sharecare will also join us during the February and March ABC calls to share more information about the new program with Sharecare, including new options to complete a biometric screening**.**
    - Here is where members can get started/sign in: https://stateoftn.sharecare.com/
    - Here is the Sharecare splash page that has information and the ABC engagement materials link: https://www.sharecare.com/tnwellness/

- **Local Ed/Local Gov*:* Consolidated Appropriations Act Reporting Requirements and Survey:** Christa Martin, BA's director of financial management and program integrity, went over CAA reporting and survey requirements.
    - The Consolidated Appropriations Act, 2021, known as CAA, requires insurance companies and employer-based health plans to submit information about prescription drug and health care spending to the federal Departments of Health and Human Services, Labor and Treasury.

      BA completed reporting for calendar years 2020 and 2021 in December 2022, and calendar year 2022 on May 15.

      Information Required to be Reported by BA:
      - Number of members as of 12/31
      - Administrative Fees Paid by the Health Plan
      - Total Costs Paid by the Health Plan (Claims and Administrative Costs)
      - Medical Spending by Category (Hospital, Primary Care, Specialty Care, Other Medical Services, Known Medical Drug Cost, and Estimated Medical Drug Costs)
      - Average Member Premium Paid – for Plan Year 2022 going forward
      - Average Employer Premium Paid – for Plan Year 2022 going forward

      Important Dates:
      - The deadline to compile information and report to the federal government is June 1 each year for the prior calendar year.
      - BA will be surveying participating local agencies in February 2024 for calendar year 2023 data.

      The CAA reporting requirement is for medical plans only. The carriers for the medical plans are BCBST and Cigna. Dental, vision and The Tennessee Plan *are not* included. Calendar year 2023 data included in the request:
      - The total amount of premiums your agency paid on behalf of active employees (including dependents);
      - The total amount of premiums your agency paid on behalf of pre-65 retirees (including dependents); and
      - The total amount of premiums your active employees paid for medical insurance (usually through payroll deduction).

Operations

- **Parental Leave Reminder:** Paula Vetter, BA's insurance benefits manager, went over a parental leave reminder.

- When employees reach out to discuss parental leave, you should use this opportunity to advise of the Special Qualifying Event enrollment information and deadlines.
- The deadline for a birth event is 30 days. If the enrollment is not received within 30 days of birth, the newborn can ONLY be enrolled if there is another special qualifying event or Annual Enrollment.
- We do not have to have the Social Security number to enroll the newborn into coverage. This can be submitted within 90 days of birth outside of the enrollment process.

- **Local Gov: Other Post-Employment Benefits Opt-out Emails:** Melissa Wiseman, BA's director of operations, discussed OPEB opt-out emails.
  - All agencies who are currently opted-in to retirement insurance should have received an email Monday about your annual opportunity to opt out of retiree coverage for future years. The email was sent to agency directors, finance officers and primary ABCs. If your agency has already opted out, you will not receive an email. If you want to remain opted in, then no additional action is needed. If you have any questions about the process, you can respond back directly to the email.

HIGHER EDUCATION QUESTIONS

Higher Ed: Do we know when the imputed income report will be made available? I have been running the report daily with zero results. I'm using these dates: 01/01/2024-01/31/2024.
Answer: You can run the report now for January. The query is TN_BA162_PAYCHECK_IMPUTED_INC. More information about the query can be found in the weekly email archive, dated Nov. 17. I would recommend trying to run the report with these dates, 12/1/23 to 12/31/23, since the pay end day was 12/31. If you are still having trouble, submit a Zendesk ticket. Here is the link to the ABC weekly updates:
https://www.tn.gov/content/dam/tn/partnersforhealth/documents/abc_weekly_updates/abc_email_2023_jul_dec.pdf
Follow up: This fixed the issue, thank you!

Higher Ed: Edison is sending out web-based training to employees, and we are getting a lot of questions about this. It's an email about enrolling employees in F&A Title IV web-based training.
Answer: The email your staff received was intended for Finance & Administration employees and was sent out in error. You and your staff should not have been enrolled in this class. No further notifications will be sent, and you are not required to take this course. You can tell your employees to disregard this email.

Higher Ed: I have been enrolled in HIPAA training, but I just did that training in August of 2023.
Answer: The HIPAA training email went out earlier than expected. This year, we've automated the enrollment for HIPAA training. You may have received an email from Edison about the class. The 2024 HIPAA training schedule will start in April. You can complete the training now if you would like; however, you don't have to as it will not be due until mid-summer. We'll announce when the training should be completed in upcoming weekly ABC emails and conference calls. Thank you for your dedication to keeping our members' protected health information secure.

Higher Ed: What is the age for an adult dependent for Sharecare? Is it 18 or 21 years of age?

Answer: It is 18 and older.

Higher Ed: We had an employee choose to switch from Cigna to BlueCross BlueShield due to special enrollment and we have not heard back.
Answer: Please send a follow-up to the service center, and we'll research this for you.

Higher Ed: I may have missed this in is the presentation, but will new credentials be established for Sharecare or will the old ActiveHealth credentials be used?
Answer: Because Sharecare is a new provider, you will need to create new credentials. One of the things you'll hear about in an upcoming presentation is that you won't have to create a separate account with Quest to set up your biometric screening; it will be a single sign on in the Sharecare platform. Also, if you're getting questions about the status of 2023 incentive payments, we do still have access to our account team with ActiveHealth. We can work with them to research the status of an incentive. If you have someone who wants to check the status of an incentive payment, email the wellness box at partners.wellness@tn.gov, or you can submit a Zendesk ticket and we will research it.

LOCAL EDUCATION QUESTIONS

Local Ed: We received an email about Title VI training, and we are not sure what this is and what is needed. Should ABCs be doing this training?
Answer: The email your staff received was intended for Finance & Administration employees and was sent out in error. You and your staff should not have been enrolled in this class. No further notifications will be sent, and you are not required to take this course. You can tell your employees to disregard this email.

Local Ed: What about the HIPAA training? I've been trying to complete this and can't get in.
Answer: This year, we've automated the enrollment for HIPAA training. You may have received an email from Edison about the class. The 2024 HIPAA training schedule will start in April. You can complete the training now if you would like; however, you don't have to as it will not be due until mid-summer. We'll announce when the training should be completed in upcoming weekly ABC emails and conference calls. Thank you for your dedication to keeping our members' protected health information secure.

Local Ed: When did you all send the PPACA report for COBRA members? If we don't have anyone on COBRA, would we get an email regarding the COBRA PPACA report?
Answer: We sent the PPACA COBRA report on Dec. 14, 2023. We did not send emails to agencies that don't have anyone on COBRA.
Follow up question: Thank you. I can't find an email for PPACA COBRA report., Could it be resent?
Answer: Yes. We can resend it.

Local Ed: Do we have an update regarding Cigna and Covenant Health System?
Answer: Currently, we do not have any new information. We are posting carrier network updates on our web page, but we do not have any new information about this negotiation.
You can find carrier network updates here: https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html

Local Ed: The premiums that you will be requesting (CAA reporting and survey), will it be by employee or by plan?

Answer: We are requesting the total aggregate amount your agency paid toward your employees' and pre-65 retiree premiums and the total aggregate amount your employees paid toward their premiums. We do not need this information by plan or individual.

LOCAL GOVERNMENT QUESTIONS

Local Gov: Will this (Sharecare URL) replace the Here4TN website?
Answer: No. Sharecare replaces ActiveHealth, who was our wellness vendor. Here4TN is our Emotional Wellbeing Solutions (formerly Employee Assistance Program) vendor and our behavioral health services vendor, so employees can still use the Here4TN program and services. Optum Health administers both benefits.

Local Gov: Will ActiveHealth deactivate us, or do we need to do this ourselves?
Answer: The ActiveHealth accounts are deactivated and are no longer available. You can set up a new account with Sharecare.

Local Gov: Can you go over the HIPAA training email?
Answer: This year, we've automated the enrollment for HIPAA training. You may have received an email from Edison about the class. The 2024 HIPAA training schedule will start in April. You can complete the training now if you would like; however, you don't have to as it will not be due until mid-summer. We'll announce when the training should be completed in upcoming weekly ABC emails and conference calls. Thank you for your dedication to keeping our members' protected health information secure.

Local Gov: Can we ever opt in to retiree coverage if your agency originally opted out?
Answer: No. If your agency opted out of retiree coverage, it is a permanent decision. Agencies that opted out are no longer able to opt back in to retiree coverage.

Local Gov: Has the full 2024 ABC conference call calendar been released yet?
Answer: Yes. You can find the 2024 calendar on the ABC webpage, under Conference Call Notes Archives and Resources found here:
https://www.tn.gov/content/dam/tn/partnersforhealth/documents/2024_jan_dec_abc_conf_call_schedule.pdf

Local Gov: Some of our staff received an email regarding training for FAHR-TitleVI-2024 training confirmation. Can you explain what this is?
Answer: The email your staff received was intended for Finance & Administration employees and was sent out in error. You and your staff should not have been enrolled in this class. No further notifications will be sent, and you are not required to take this course. You can tell your employees to disregard this email.

Local Gov: If the agency leaves and then later returns to state benefits can they add retiree benefits at that time?
Answer: No. Once your agency opts out, you are not permitted to opt back in even if you leave the state plan and later rejoin.

Local Gov: Is the ACA report information ready?

Answer: You can run the ACA report at any time as it is now available for calendar year 2023. We do recommend that you if you have any retroactive transactions for births or anything like this, please account for those on this report. Also, ACA information for anyone on COBRA from your agency was emailed out on Dec. 14, 2023.

Local Gov: Will information for pre-65 retirees be sent or does BA handle that?
Answer: If you offer pre-65 coverage, these retirees will show up on your report, and you are responsible for reporting these individuals. Not all ABCs within each agency have access to this information. If you think you should see this information on the report and do not, then call our service center and we'll look into this for you.

STATE QUESTIONS

State: No questions