

HEALTH BENEFITS E-NEWS

**Department of Human Resource Management
Office of Health Benefits**

June 15, 2009

Participants May Now Submit FRA Claims Online!

Flexible Reimbursement Account participants have a new online option for submitting their claims to Flexible Benefits Management Company (FBMC) for reimbursement. An e-mail blast will be sent the week of June 22 to FRA participants with active online accounts at www.myFBMC.com.

By visiting www.myFBMC.com, participants in Medical Reimbursement and Dependent Care Reimbursement Accounts may send in a scanned image of a completed claim form along with scans of supporting documents. Since FBMC is able to receive reimbursement requests faster, reimbursement funds can be released earlier back to participants. More information and instructions are available on the FBMC Web site. A copy of the instructions is attached for your use with employees. If you have questions, please contact the FBMC Customer Care Center at 1-800-342-8017 (M-F/ 7:00AM-10:00PM).

Deadline to Correct Addresses in the Benefits Eligibility System (BES)

The Office of Health Benefits needs your help by July 15 to correct employee addresses in BES. We have developed a report of current addresses as of June 10 that fail the current USPS Standard Format test or that have resulted in return mail. If your agency has incorrect addresses, you will find a report titled "Incorrect Addresses" in your FTP folder.

- Listings with an E700 or E800 series error have had at least one mailing returned to us. Those with an E800 series have been returned within the last month. Some of these have had returned mail for multiple years.
- Listings with an E400 series error are recent additions. They may not yet be in the USPS database or they have been incorrectly entered.

Please check your agency's records first, then, check with the employee and enter the correct address in PMIS/BES. Remember, if an employee does not want to use their home address for mailings, they may use a valid work address. Contact Herb Boyd or Linda Walton in the Office of Health Benefits if you have questions or difficulty updating PMIS/BES.

Update on Member Handbooks and Health Plan ID Card Mailings

The new 2009 COVA Care Member Handbook is now available on the DHRM Web site and will be mailed to state agencies for distribution to employees the week of June 22. It may be accessed on the DHRM Web site directly at <http://www.dhrm.virginia.gov/hbenefits/hbhandbooks/COVACareMemberHandBk2009.pdf>. The online version of the COVA Connect Member Handbook should be posted on the Web site before July 1. More details will be available soon. COVA Care health plan ID cards will be mailed to employees, retiree group members not eligible for Medicare and Extended Coverage (COBRA) participants from Wednesday, June 17 through Friday, June 19. Approximately 28,000 will be mailed per day. COVA Connect plan ID cards were mailed beginning in late May and the mailing was completed on Friday, June 5.