

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

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Fringe Benefits Electronic Customer Satisfaction Survey

There have been a number of questions regarding an email some employees have received from Fringe Benefits on a survey about Flexible Reimbursement Accounts (FRAs). Each year Fringe Benefits randomly surveys Commonwealth of Virginia employees who participate in Medical and Dependent Care FRAs to determine customer satisfaction. Fringe Benefits decided this year to send the survey electronically to the email address that the participant provided during the online account enrollment process. This may not be a work email address. Please let employees know that this is a legitimate survey from a state health benefits vendor.

2012 BES Systems Guide Now Available Online

The BES Systems Guide has been updated and is now posted on the Benefits Administrator Resources page at <http://web1.dhrm.virginia.gov/itech/files/BESvolume1.pdf>. For your convenience, a new chart has been added on page 42. If you have questions or comments, please contact the appropriate OHB Systems Team representative as shown on pages 4 or 47.

Refresher on Collecting Premiums from Employees on Leave Without Pay (LWOP)

Employees on LWOP who continue health care coverage must pay their premiums (with or without a State contribution) on a timely basis. Premiums are due the first workday of the month for each month of coverage. If a premium is not received timely:

- Notify the employee in writing that there is a grace period of 30 days from the first of the month when the total premium was due.
- If the premium becomes over 30 days past due, terminate the coverage.
- Once terminated, coverage will not be reinstated for the duration of the leave without pay.