



COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

Benefits Administrator Memo

#13-02

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 17, 2013
Re: Open Enrollment Instructions

Open Enrollment is May 1 – 24, 2013

During Open Enrollment, changes in health care coverage and flexible spending accounts for the 2013-2014 plan year are permitted. Employees and retiree group members who are not eligible for Medicare may submit Open Enrollment election requests using EmployeeDirect or by enrollment form beginning May 1. The deadline for agencies to receive enrollment forms is by the close of business on Friday, May 24. EmployeeDirect continues to be available through 11:59 p.m. on May 24.

Newly-eligible employees and current employees with a qualifying mid-year event (QME) with coverage effective May 1 or June 1 may make a second election for July 1. While the health care coverage election may carry over to the next plan year if a second action is not taken, the FSA election ends on June 30. FSAs require an election each plan year.

The Spotlight newsletter contains Open Enrollment information including premiums and plan changes. It is mailed to home addresses and distributed electronically to those with emails in BES in April. All Open Enrollment information, access to EmployeeDirect, and enrollment forms may be found on the DHRM website at www.dhrm.virginia.gov.

Handling EmployeeDirect Open Enrollment Requests

Most Open Enrollment requests made in EmployeeDirect automatically create a July 1 suspense record in BES. However, a request to add a dependent, which requires proof that the dependent qualifies, creates a July 1 pending record. Use PSBPEN in BES to accept or reject a pending record. It is important to handle pending records by May 30 when possible and not later than June 30.

When the EmployeeDirect request to add a dependent includes a FSA request, both will be on the pending record. When you accept or reject the pending record, it applies to both requests. If part of the request is to be accepted and another part rejected, (for example, the FSA request is okay, but the request to add a dependent is not), it is necessary to print the pending record for documentation, then reject it and key the accepted request directly in BES.

A successful EmployeeDirect transaction sends a notification email to the Benefits Administrator and creates a BES Turnaround document posted to the agency's HuRMan folder the following business day.

Keying BES for Enrollment Form Requests

Open Enrollment requests submitted by enrollment form are keyed in BES using Reason Code 56. Health care coverage elections are keyed using PSB301 and FSA elections using PSB200. It is important to review and certify the entire enrollment form and key all changes accurately. The deadline for keying Open Enrollment requests submitted by enrollment form is 6:00 p.m. on Thursday, May 30. Send Open Enrollment requests for employees in Layoff Leave Codes 21, 22, 23, 24, or 25 to the Office of Health Benefits by the deadline for entry into BES. Access to benefits that take effect on July 1 is likely delayed if the May 30 keying deadline is missed.

A successful BES transaction creates a BES Turnaround document that is posted to your agency's HuRMan folder on the following business day. If a mistake is found on an Open Enrollment transaction before the May 30 deadline, do not delete the transaction from BES. Key the correction using Reason Code 56 again. After the deadline and until July 1, use Reason Code 47 to make Open Enrollment corrections.

New Premium Reward Tracked Electronically in BES

Participants and spouses who are enrolled in COVA Care and COVA HealthAware effective July 1 and who complete the Health Assessment by May 24 qualify for a premium reward. BES will load the reward indicator electronically and display one of the following "Reward" descriptions on the PSB305: No Reward, Participant Only, Spouse Only, or Participant and Spouse.

In addition to displaying the "Reward" description, BES will calculate the premium and report it in three parts: State amount, Participant amount, and Reward Amount. The sum of the three parts will be the total standard premium based on the participant's status, plan, membership and reward indicator.

BES will display the premium amounts as "Pr Rate" on the PSB305, on the BES Turnaround Document, and on the monthly BES Enrollment Report that includes all eligible participants by agency/group and their elections for health care coverage and flexible spending accounts. A new corresponding flat file named PM9103-BOM-Enrollment will also be available in the HuRMan repository. The attached document maps the data from the BES Enrollment Report to the PM9103 flat file.

Open Enrollment Data Exchanges Schedule

- June 5:** Plan Administrators begin to receive Open Enrollment elections from BES and will mail health care coverage ID cards, FSA confirmation statements and Medical FSA VISA debit cards to home addresses prior to July 1.
- June 8:** The BES-Open-Enrollment-Rpt and corresponding PM9103-BOM-Open-Enrollment flat file is posted to agency HuRMan folders. These report all July 1 changes entered in BES as of June 7, including those with a premium reward.
- June 10:** The BES-Projected-Enrollment-Rpt and corresponding PM9103-BOM-Projected-Enrollment flat file is posted to HuRMan folders. These are full files that include all eligible participants, their elections, and premium amounts as of July 1 and entered in BES as of June 9.
- July 2:** The Department of Accounts receives the July 1 elections for CIPPS. New plan year payroll deductions begin on the first paycheck following July 1.
- July 3:** The regular monthly BES-Enrollment-Rpt and corresponding PM9103-BOM-Enrollment flat file for July 1 enrollment is posted to agency HuRMan folders.
- August:** The annual Open Enrollment Activity Report will be posted on the DHRM Website.

Need Help?

- **EmployeeDirect login/password issues or HuRMan access:**
 - Email: ihelp@dhrm.virginia.gov

- **EmployeeDirect Health Benefits and Enrollment issues, keying BES, or content of a BES report:**
 - Email: ohb@dhrm.virginia.gov

- **Policy, eligibility and general questions:**
 - Email: ohb@dhrm.virginia.gov
 - Fax: (804) 371-0231
 - Phone: 888-OHB-4414 (888-641-4414) or (804) 225-3642 in Richmond

When you contact the Office of Health Benefits (OHB), be sure to include the ID number, name, and a brief description of the issue. The Agency Request for Assistance Form is available on the DHRM Web site.

Enclosure:
PM9103 Mapping Document

