



Benefits Partner Meeting

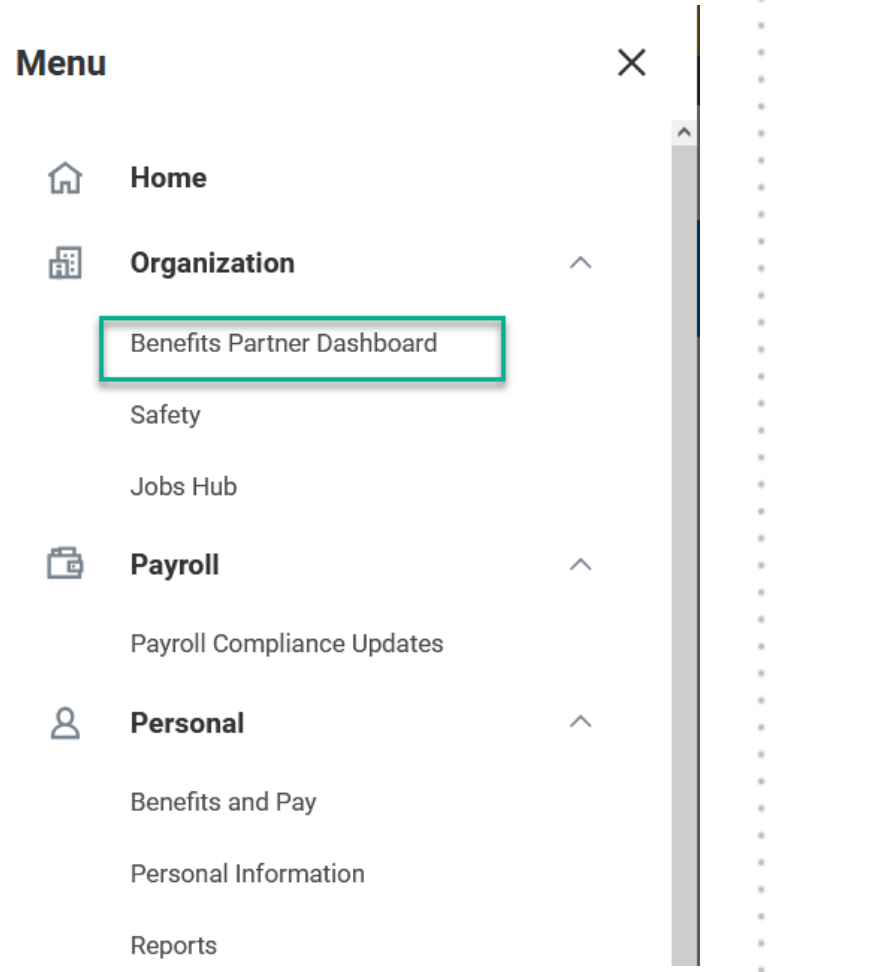
April 17, 2025

AGENDA

- Workday Updates
- BCBSTX Network Update
- 65 Plus MAP Updates
- ESI Update
- Grad Plan Discrepancies
- Annual Grandchild Certification
- Wellness Credits
- The Invitational Step Challenge
- Insurance Billing Update
- SBA Updates
- Reminders
- Current/Upcoming Projects
- Support Tickets

Workday Updates

- Demo: New Benefits Partner Dashboard!



Benefits Partner Dashboard

MENU

THE TEXAS A&M
UNIVERSITY SYSTEM

Search



Benefits Partner Dashboard

Common Reports & Tasks

Other Benefits Reports

Benefits Reports to be Run Weekly

Report Name

[Benefit Eligible Employees Missing Benefit Event](#)

[Dependents Not Tied to a Benefit Plan](#)

[Dependents Requiring Documentation](#)

[Employees Missing an SGIP Date Driver](#)

[Retirement Eligible not enrolled in ORP/TRS](#)

[View More ...](#)

Benefits Reports to be Run Biweekly

Report Name

[ACA Eligible Workers](#)

[Benefit Events Status Report - Pending Events](#)

[Benefit Events Status Report - TAMUS](#)

[Late Staffing Events](#)

[Possible Employees Missing ACA Offer](#)

[View More ...](#)

Benefits Reports to be Run Monthly

Report Name

[Beneficiaries Not Tied to a Benefit Plan](#)

[Dependent Events in Progress](#)

[Dependent Life Exceeds Limit](#)

[Dependents Missing SSN](#)

[Employees No Longer Eligible for TRS](#)

Benefits Reports to be Run Annually

Report Name

[Employee Letters for Summer Deductions](#)

[Expiring ACA Eligibility](#)

[New Hires Not in 12/9 Pilot Program](#)

[Open Enrollment Discrepancies](#)

[View More ...](#)

Benefits Tasks

[Finalize Open Benefit Events](#)

[Manage Dependent Verification Status](#)

External Links

[Workday Help](#)

[SBA website](#)

[SBA Protected Site](#)

[More \(4\)](#)

Other Reports


[Pay Calculation Results - Outstanding Arrears Balance Composite](#)

Benefits Partner Dashboard

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  63  40 

← Benefits Reports to be Run Weekly - Details 

If no results are returned, there are no reports within your permission to run.

5 items



Report Name	Report Description
Benefit Eligible Employees Missing Benefit Event	Returns employees with a Hire or Change Job event into a benefit eligible position in the specified company but with no benefit event initiated.
Dependents Not Tied to a Benefit Plan	Returns dependents added in the date range who are not covered by a benefit plan.
Dependents Requiring Documentation	Returns active and retired employees who have un-verified dependent(s) in Workday.
Employees Missing an SGIP Date Driver	Returns benefit eligible employees that are missing an SGIP date driver.
Retirement Eligible not enrolled in ORP/TRS	This report identifies people who are Retirement Eligible, but not enrolled in ORP/TRS. Per state regulations, they need to be enrolled in a mandatory retirement plan if eligible.

Benefits Partner Dashboard

Common Reports & Tasks

Other Benefits Reports

Benefits Reports to be Run as Needed



Report Name	Report Description
All Jobs as of Date	Returns compensation details for all positions the prompted worker has as of the effective date.
BAR (Benefit Annual Rate) Audit	Returns benefit annual rates for Benefits Salary and Optional Life Insurance prior to annual enrollment (September 1).
Benefit Census - TAMUS	TAMUS Custom Benefit Census Report - View workers enrolled in specific benefit plan(s) as of a specified date. Details include demographic and job-related information about workers and their current benefit elections.
Benefit Data for Worker	Returns employee data that are related to benefits.

Workday Updates

- Demo: Scheduling Reports

Schedule a Report [X]

Report * Benefit Eligible Employees
Missing Benefit Event

Run Frequency * Weekly Recurrence

Populate Default Prompt Values ☒ ←

Cancel OK

Scheduling Reports

Schedule a Report

Request Name  Benefit Eligible Employees Missing Benefit

Report Name Benefit Eligible Employees Missing Benefit Event


Run Frequency Weekly Recurrence

Report Criteria


Schedule

Output

3 items

Field	Value Type	Value
 Company	<div>Specify Value</div>	<div><div>×</div> Texas A&M University <div>...</div></div> <div><div>×</div> Texas A&M University at Galveston <div>...</div></div> <div><div>×</div> Texas A&M University Health Science Center <div>...</div></div>

Scheduling Reports

Schedule a Report 

Request Name *

Report Name

Run Frequency

Report Criteria

Schedule

Output

Priority

Weekly Recurrence Criteria

Rekurs Every x Week(s) *

Day(s) of the Week *

Start Time *

Time Zone *

Catch Up Behavior *


Range of Recurrence

Start Date *

End Date *

OK

Cancel

Schedule a Report 

Request Name *

Report Name

Run Frequency

Report Criteria

Schedule

Output

Output Type (empty)

☒ Excel

☐ Report (PDF)

☐ Text (CSV)

Report Tags

File to be Deleted After (Days) *

Do Not Output an Empty Report ☐

Hide Prompt Values ☐

OK

Cancel

Scheduling Reports

- Reports Show up In your Notifications

The screenshot displays the System Benefits Administration interface. At the top, there is a navigation bar with a 'MENU' icon, 'THE TEXAS A&M UNIVERSITY SYSTEM' logo, a search bar, and notification icons. A red arrow points to the notification bell icon, which has a red badge with the number '63'. Below the navigation bar is a blue header labeled 'Notifications'. The main content area shows a notification titled 'Document Available' with a timestamp of '1 second(s) ago'. The notification text states: 'Benefit Eligible Employees Missing Benefit Event 2025-04-16 10_32 CDT.xlsx is now available in My Reports'. Below the notification text is a 'Details' link with a document icon and the file name 'Benefit Eligible Employees Missing Benefit Event 2025-04-16 10_32 CDT.xlsx'. On the right side of the notification, there are icons for 'XLSX' and 'PDF'.


Notifications

Viewing: All Sort By: Newest From Last 30 Days

Document Available

1 second(s) ago

Benefit Eligible Employees Missing Benefit Event 2025-04-16 10_32 CDT.xlsx is now available in My Reports

Details  [Benefit Eligible Employees Missing Benefit Event 2025-04-16 10_32 CDT.xlsx](#)

XLSX PDF

BCBSTX Network Update

- BCBSTX and **Cornerstone Specialty Hospitals** have **reached an agreement**
- Cornerstone Specialty Hospitals will remain in-network.

Facilities	City	County
Cornerstone Specialty Hospital	Austin	Travis
Cornerstone Specialty Hospital	Conroe	Montgomery
Cornerstone Specialty Hospital	Round Rock	Williamson
Resolute Rehabilitation at Cornerstone Hospital	Round Rock	Williamson
Solara Specialty Hospital	Harlingen-Brownsville	Cameron
Solara Specialty Hospital	Harlingen	Cameron
Solara Specialty Hospital	McAllen	Hidalgo

BCBSTX Network Update

- BCBSTX and **Southwestern Health Resources (SWHR) in North Texas** have **reached an agreement**
- SWHR will remain in-network, agreement is retroactive to 4/1/2025
- Any claims processed as out-of-network on or after 4/1/2025 will be reprocessed at the in-network benefit level
- A microsite with information for members is available at <https://www.bcbstx.com/swhr>

65 Plus Medicare Advantage Plan Update

- CMS Approval Timeline
 - **BCBSTX MAP:** Once the file is received, it takes about 24-72 hours for CMS to approve/deny the enrollment. This can depend on the submission date. For example, it's going to be a lot faster if submitted on a Tuesday, than if submitted on a Friday. Once CMS approves the enrollment, ID cards are received within 7-10 days.
 - **EGWP:** Once the file is received, it takes about 3-5 days for CMS to approve/deny the enrollment. Once CMS approves the enrollment, ID cards are received within 7-10 days.

65 Plus Medicare Advantage Plan Update, cont'd

- MAP Stars Campaign Announcement

- The **2025 Everlywell In-Home Test Kit (IHTK) Campaign** was deployed in March.

Objective: Provide a safe and convenient preventative screening option for Medicare Advantage members with Colorectal Cancer Screening (COL), Diabetic Blood Glucose Screening (A1c), and/or Kidney Health Evaluation (KED) gaps in care.

Care gaps are determined based on the absence of necessary services, screenings, or follow-up care as identified through health records claims data, preventative health assessments, and chronic disease management.

Targeted Members:

1. By Gap in Care - Medicare Advantage members with an open gap in any of the three measures: A1c, COL, and/or KED.
2. It will auto-ship to members new to the program or past participants.
3. Excludes hospice, and palliative care members, if applicable.

ESI Update – Patient Assurance Program

- Manufacturer Participation Updates and Member Impact
- Brilinta®, manufactured by AstraZeneca, will lose its patent protection on April 30, 2025, and will no longer participate in the Patient Assurance Program
- Effective 5/1/2025, members will no longer receive a point-of-sale reduction through the Patient Assurance Program when filling Brilinta
- The following medications will remain in the program

BASAGLAR®	INSULIN GLARGINE-YFGN	LYUMJEV®	TRIJARDY® XR
ELIQUIS®	INSULIN LISPRO	MOUNJARO®	TRULICITY®
FARXIGA®	JARDIANCE®	SEMGLEE® (YFGN)	XIGDUO® XR
GLYXAMBI®	JENTADUETO®	SYNJARDY®	
HUMALOG®	JENTADUETO® XR	SYNJARDY® XR	
HUMULIN®	LANTUS®	TRIJARDY®	

ESI Update

- Mid-year National Preferred Formulary (NPF) update
 - 7/1/2025 – will exclude 22 additional products from the NPF
 - Full list of changes is available online – [July 1 Exclusion List](#)
 - Current full list of exclusions is available online and will be updated on 7/1 to include all changes – [2025 NPF Exclusions](#)

Grad Plan Discrepancies

- **FY23 Closed** – one payment is still outstanding
- **FY24 Closed** – 2 of 4 invoices have been paid- Thank you!
- **FY25 in progress** – currently there are **74 discrepancies**

Annual Grandchild Certification

- **Total Dependent Grandchildren to be recertified: 149**
- Process began Tuesday, 4/08/2025
 - Letters have been sent to retirees,
 - Emails have been sent to active employees & retirees with email addresses in Workday
- Deadline to submit documentation 06/30/2025
- SBA will collect the Grandchild Certification documentation and update Workday
- If you receive the forms, be sure to confirm dependent is listed on the certification form and the current filed 2024 tax returns
- 2024 tax returns must include signature pages **OR** the e-filing confirmation
- Forms and tax returns should be sent to SBA for processing and imaging via the ticketing system – **please do not upload to HRConnect.**

Wellness Credits

- **Wellness Exam Credit is Missing?**

1. Ask the member if they can locate the wellness visit in the "Health Record" section of their WebMD portal (*note: this is separate from the Dashboard Incentive area*). This helps determine whether the issue is related to the claim processing or if it's a recognition issue on WebMD's end.

OR

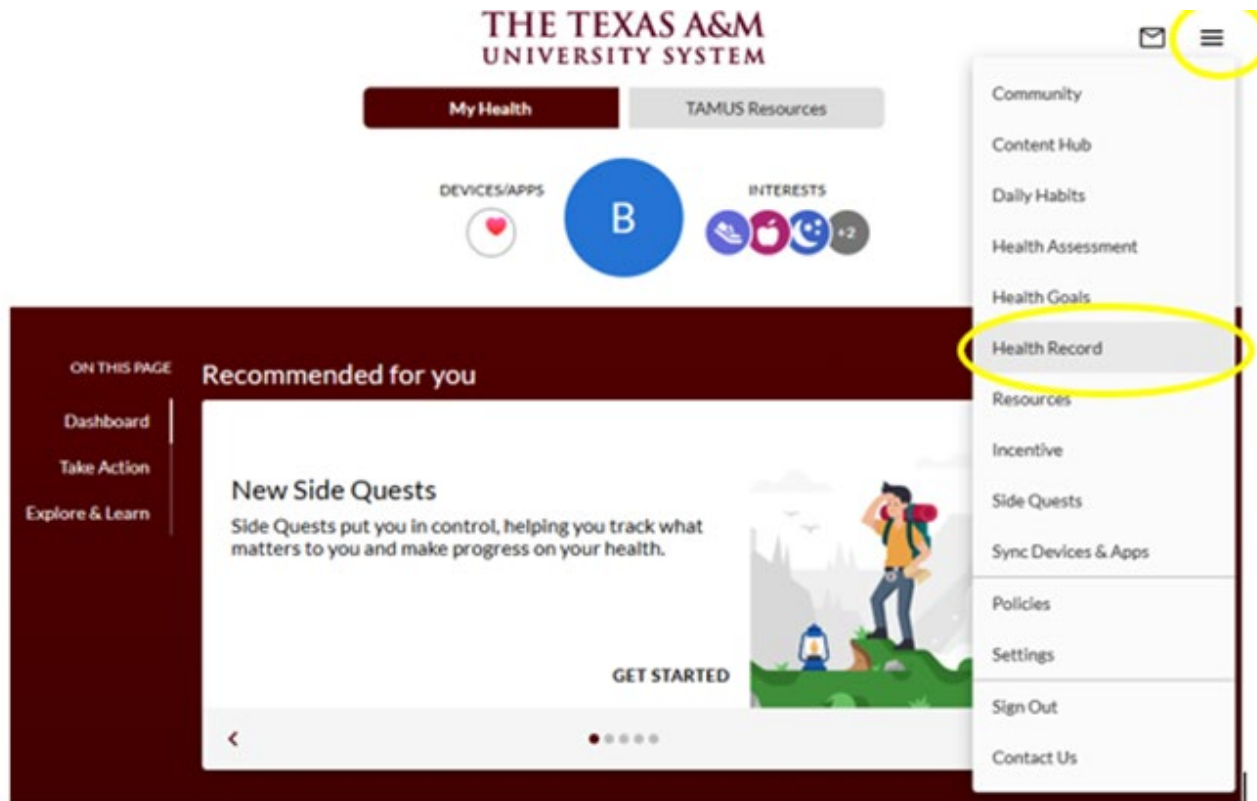
2. Ask the member to provide the EOB for the visit. This will serve as sufficient documentation and replaces the need to check the Health Record.

- **Two-Step Wellness Program FAQ on SBA website:**

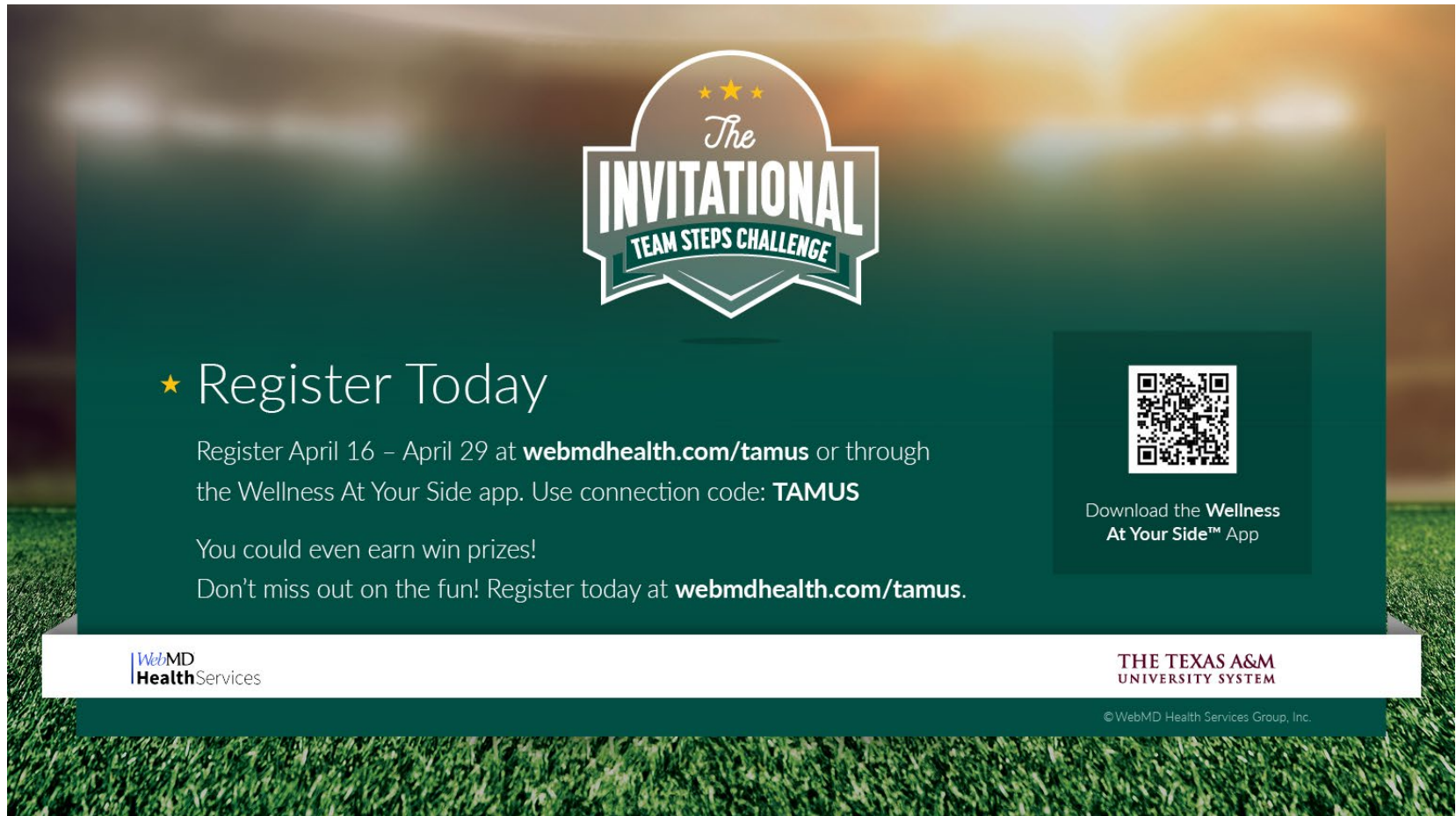
<https://assets.system.tamus.edu/files/benefits/website/Flyers/TwoStepProgramGuide.pdf>

Wellness Credits, cont'd

- How to locate the Health Record in WebMD ONE



The Invitational Step Challenge

A promotional graphic for 'The Invitational Step Challenge'. The background is a blurred image of a green field with a bright sun in the sky. At the top center is a logo with three stars and the text 'The INVITATIONAL TEAM STEPS CHALLENGE'. Below the logo, the text '★ Register Today' is displayed. Underneath, it says 'Register April 16 – April 29 at webmdhealth.com/tamus or through the Wellness At Your Side app. Use connection code: **TAMUS**'. Further down, it says 'You could even earn win prizes!' and 'Don't miss out on the fun! Register today at webmdhealth.com/tamus.' To the right of this text is a QR code. Below the QR code, it says 'Download the **Wellness At Your Side™** App'. At the bottom left is the 'WebMD Health Services' logo, and at the bottom right is 'THE TEXAS A&M UNIVERSITY SYSTEM'. A small copyright notice '©WebMD Health Services Group, Inc.' is at the very bottom right.

The INVITATIONAL TEAM STEPS CHALLENGE

★ Register Today

Register April 16 – April 29 at webmdhealth.com/tamus or through the Wellness At Your Side app. Use connection code: **TAMUS**

You could even earn win prizes!

Don't miss out on the fun! Register today at webmdhealth.com/tamus.

Download the **Wellness At Your Side™** App

WebMD Health Services

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System Insurance Billing

- 11,549 May 2025 invoices generated on 4/16/25, 336 paper bills were mailed via USPS on 4/17/25.
 - Invoices are created mid month, mid week
 - All Benefit Events that may affect billing require a support ticket submitted to SBA at sba-support@tamus.edu with the subject 'Billing Update//Name//UIN'.
 - Changes to any active ACH/TRS invoice will require a support ticket submitted to IB 24 hours prior to the last working day of the month.
- Customers profiles refresh nightly from Workday to the Billing App.
- Benefit events completed outside of the 90-day event date window will not update to IB. Member will show as ineligible.
- IB cannot bill individuals that are not in a billing eligible position, nor can we bill for less than a full month's premiums.

System Insurance Billing



Billing Update // Dwight Baker // 620002442

Service Request ID: 20831799



General

Tasks/Activities

People

T&E

My Alerts (1)

Assets/CIs (0)

Read By (4)

Code (0)

▼ Actions

+ Add

↻ Refresh

🖨 Print View

16 hours old

Drag and drop attachments here to upload
A maximum of 20 MB can be uploaded at one time.

Reviewer

Latoya Meriweather

Responsibility

SBA Insurance Billing / Leah Schroeder

Estimated Hours

0.00

Actual Hours

0.00

Date(s)

Starts Tue 7/19/22

Tags ⓘ ✎

Description

Dwight Baker is retiring 9/1/2022 with last day on payroll being 8/31/2022. Attached is his HR 116. He completed his Retirement Benefit Event 7/11/2022.

SBA Updates

- Vacant – R-082534 - Financial Specialist II – currently accepting applications
- Benefit Partner Office Hours – will be hosted weekly starting Friday, April 4th at 10am
 - [Meeting Link](#)
 - **No pre-set agenda**, opportunity to log on to ask questions and get guidance from the SBA team
 - Different SBA host each week
 - Host will have the ability to pull in anyone from our team or Workday Benefits team if question is beyond their area of expertise

SBA Updates, cont'd

- HR 112 – Survivor Health/Dental/Vision Continuation Form
 - We will be redesigning/updating this form.
 - What updates would you like to see or do you need for this form?
- BCBSTX Mental Health Hub webinar for Benefits Partners and Wellness Champions – preferred date/time?

Reminders

- BVN and BSW discounts end on April 30, 2025.
 - Copays and coinsurance will be at the regular BCBS network level.
 - Primary Care Physician visits \$20, Specialists \$30. Coinsurance is plan pays 80% and the member pays 20%.
- If employees/retirees are reaching out to you regarding an issue with a claim, eligibility, etc. submit a ticket to sba-support@tamus.edu
- When rescinding/redoining benefit events or correcting existing benefit events – please be sure to add **descriptive comments/remarks**. If an SBA ticket is related to the change you made, please include the SBA ticket number.

Reminders

- When you have a Benefit Partner separate employment or transfer out of their Benefit Partner role, please be sure to notify SBA so we can disable vendor portal accesses.
- Workday Reports
 - Please be sure you are running and working your reports at the recommended frequency
 - Not sure which ones to run? Refer to the ***Benefit Partner Dashboard (coming soon!)*** on the **Benefits and Pay Hub** in Workday

Current/Upcoming Projects

- Missing Medicare Info – **In Progress**
- WebMD ONE implementation - **In Progress**
- Benefit Procedure Manual 9/1 Updates - **In Progress**
- Benefits Documents 9/1 Updates (SPD's, forms) - **In Progress**
- Arrears Clean Up – **In Progress**
- Training Development – **In Progress**
- BCBSTX Double Coverage – **In Progress**
- HIPAA Access Audit – **on deck**
- TRS Letter Audit - **on deck**
- Disability Retiree Audit – **In Progress**
- 65 Plus Medicare Advantage Plan age-ins – **In Progress**
- 65 Plus Missing Medicare Info – **In Progress**
- Hello Heart implementation – **Completed**
- Rx Savings Solution implementation – **In Progress**
- Spring SHIP Waivers – **Completed**
- Spring SHIP Audit - **Completed**
- Legislative Bill Review – **In Progress**
- EAP RFP - **In Progress**
- Dental RFI – **In Progress**

SBA Ticketing System

- March Report
 - Total = 606 tickets
 - 584 resolved/closed
 - 22 work in progress
- Total number of current active tickets = 196



QUESTIONS

