



Benefits Partner Meeting

May 15, 2025

AGENDA

- SAVI Presentation
- BCBSTX Network Update
- 65 Plus MAP Update
- 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



Your Student Loan Benefit from Texas A&M University System

BCBSTX Network Update

- BCBSTX and **Shannon Medical Center Texas** are negotiating a new contract. If an agreement is not reached by May 23rd, **Shannon Medical Center** and **Shannon Medical Center South Campus** in **San Angelo** will no longer be in network
- Shannon Medical Center will still participate in the BCBSTX Medicare Advantage networks.
- Post cards were mailed out on April 16th
- A microsite with information for members is available at <https://bcbstx.com/shannon>

Alternate In-Network Providers	
Ballinger Memorial Hospital	Martin County Hospital District
Coleman County Medical Center	Midland Memorial Hospital
Concho County Hospital	Midland Memorial Hospital West Campus
D M Cogdell Memorial Hospital	Mitchell County Hospital District
Heart of Texas Memorial Hospital	North Runnels Hospital
Hendrick Medical Center	Rankin County Hospital District
Hendrick Medical Center Brownwood	Reagan Memorial Hospital
Hendrick Medical Center South	Rolling Plains Memorial Hospital
Iraan General Hospital District	Scenic Mountain Medical Center
Lillian M Hudspeth Memorial Hospital	Schleicher County Medical Center

BCBSTX Network Update

- BCBSTX and **Christus Health** are negotiating a new contract. They are terminating their physician and hospital agreements.
- If an agreement is not reached by July 1st, **Christus health doctors, hospitals and other facilities** will no longer be in-network.
- 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://bcbstx.com/christusnegotiation>
- Alternate providers listing attached to meeting invite

65 Plus Medicare Advantage Plan Update

- Disabled Dependent Verification Form
 - If you have a disabled dependent who will be enrolling in the 65 Plus Medicare Advantage plan, you must complete the Disabled Dependent Verification Form and submit it to SBA for processing.
 - Disabled Dependent Verification Form can be located on the TAMUS 65 Plus Medicare Advantage Plan microsite
Link: <https://www.bcbstx.com/tamus-retiree-medicare/tools-and-resources>

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** – All payments made, thank you!
- **FY24 Closed** – 2 of 4 invoices have been paid - thank you!
- **FY25 in progress** – currently there are **59 discrepancies**

Annual Grandchild Certification

- **Total Dependent Grandchildren to be recertified: 149**
 - 68 recertifications complete.
 - Benefit Partners can run the Employees and Retirees with Dependent Grandchildren report for live updates.
- Process began Tuesday, 4/08/2025
 - 2nd notice emails were sent out on 5/6/2025.
 - 3rd and final notice to be sent out in June.
 - Deadline to submit documentation 06/30/2025.
- Forms and tax returns should be sent to SBA for processing and imaging via the ticketing system – **please do not upload to HRConnect.**
 - 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.

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

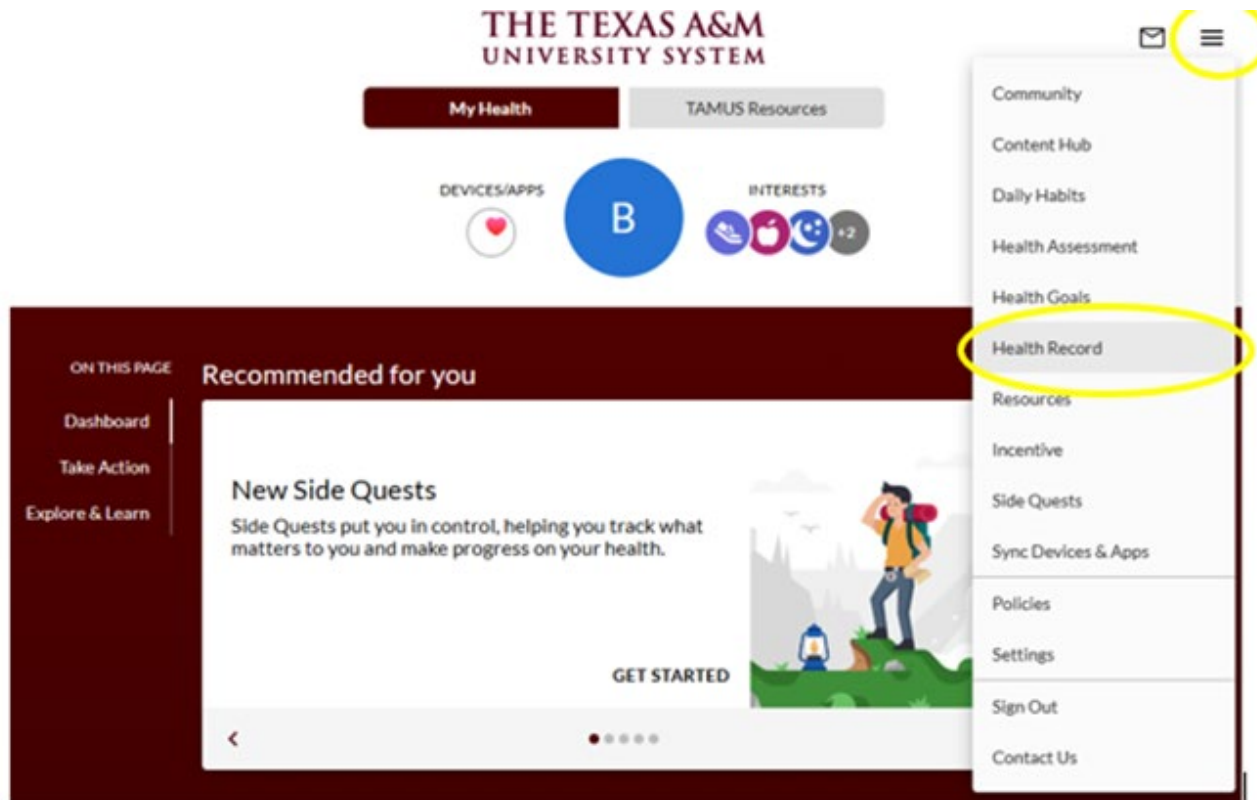
2. Ask the member to provide the EOB for the visit. This will serve as sufficient documentation and replaces the need to check the Health Record.

- **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

We are currently in Round 3: 5/14 – 5/20

Round 4: 5/21 – 5/27

Round 5: 5/28 – 6/3

Results revealed: 6/5



Registered Participants

699



Number of Teams

140



Total Steps (all participants)

76,044,167



Steps / Participant (average)

108,789



Total Steps / Day (average)

5,431,726



Steps / Participant / Day (average)

9,336

Data as of 5/14/2025

System Insurance Billing

- 11,621 June 2025 invoices generated on 5/14/25, 396 paper bills were mailed via USPS on 5/15//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 – applicant selected
- Open Enrollment – vendors have been notified of in-person events and have been directed to inform the location contact if they will be able to attend or not
- Benefit Partner Office Hours – hosted weekly on Fridays 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?
- SAVE THE DATE!
 - Risk, Benefits, Wellness & Safety Conference
 - October 21 – 22, 2025
 - College Station Hilton Hotel
 - **What topics would you like to see presented?**

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

- 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*** 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**
- Rx Savings Solution implementation – **Completed**
- Summer SHIP Waivers - **on deck**
- Fall SHIP Waivers – **on deck**
- Fall SHIP Audit - **on deck**
- Legislative Bill Review – **In Progress**
- EAP RFP - **In Progress**
- Dental RFI – **Completed**
- Grandchild Certification – **In Progress**

SBA Ticketing System

- April Report
 - Total = 608 tickets
 - 573 resolved/closed
 - 35 work in progress
- Total number of current active tickets = 190



QUESTIONS

