



Benefits Partner Meeting

May 30, 2024

AGENDA

- BCBSTX Network Update
- ESI Update
- 65 Plus MAP Update
- Grad Plan Discrepancies
- Annual Grandchild Certification
- Wellness Credits
- Missing Wellness Credits
- Wellness Portal Update
- Insurance Billing Update
- Open Enrollment Updates
- SBA Updates
- Reminders
- Current/Upcoming Projects
- Support Tickets

BCBSTX Network Update

- BCBSTX and **Hendrick Health in Abilene** are negotiating new contracts.
- If an agreement is not reached by **June 30, 2024 (contract extended)** **Hendrick Medical Center** and **Hendrick Medical Center South** in Abilene, as well as Hendrick Health **doctors** and **home health services** will leave the network.
- Impacted members were notified 30 days prior
- A microsite with information for members is available at <https://www.bcbstx.com/hendrick>

BCBSTX Network Update

- BCBSTX and **Baylor Scott & White** are negotiating new contracts.
- If an agreement is not reached by **July 1, 2024**, their physicians, hospitals and other facilities in Central and North Texas will be out of network
- Notices will be mailed at least 30 days before the term date
- A microsite with information for members is available at <https://www.bcbstx.com/bsw>

ESI Update

- Effective July 1 - Express Scripts Pharmacy will be phasing out dispensing prescriptions written for less than a 35-day supply
- Focus on home delivery efforts which supports patients who are on long-term maintenance medications
- Patients who want or need to continue filling prescriptions written for a less than 35-day supply, rather than moving to an extended day supply, will be required to fill at one of the more than 65,000 retail pharmacies within the ESI network.
- Impacted members will be notified via email or letter (patients without email on file) starting the week of May 27th
- The communication will inform the patient to contact their prescriber and ask if a longer day supply is appropriate, and if not, advise them that they will need to transfer their existing prescription to the retail pharmacy of their choice.

65 Plus Medicare Advantage Plan Update

- Meeting recordings from the BCBSTX Educational Sessions can be found on the TAMUS BCBSTX MAP dedicated website at:
 - <https://www.bcbstx.com/tamus-retiree-medicare/education-sessions>

65 Plus Medicare Advantage Plan Update

- As you are processing retirements and placing retirees in the 65 Plus Medicare Advantage Plan, please be sure to provide the retiree with a copy of the following items:
 - Enrollment Kit
 - Part B & D Education flier
 - Open Access Provider Notice
- Items can be found on the dedicated TAMUS BCBSTX MAP website at: <https://www.bcbstx.com/tamus-retiree-medicare>
 - Coverage and Benefits tab

65 Plus Medicare Advantage Plan Open Enrollment

- Retirees and eligible dependents that **Opted Out**, but decide they want to come back into the plan can do so during **Open Enrollment**
- Retirees, Dependents, and/or Survivors who were removed via Administrative Correction (RFI), due to missing **Medicare Part A/B and/or Physical Address** will have the opportunity to re-enroll during Open Enrollment in July 2024
 - Please be sure to confirm that their contact information **and** Medicare information is up to date (*obtain a copy of their Medicare card*)

65 Plus Medicare Advantage Plan ID Cards

- Request for ID Cards (replacements)
 - Please utilize the **Blue Access for Members** flier available on the SBA website to guide the retiree on how to navigate BAM, or
 - Have them contact the BCBSTX MAP customer service team to request a card be mailed to them
 - Link to flier:
<https://assets.system.tamus.edu/files/benefits/pdf/publications/BlueAccess.pdf>

65 Plus Medicare Advantage Plan Address Updates

- Enrolled dependents' addresses
 - Same rules apply as for retirees
 - Required to have a Physical Address for their Home/Residence address
 - Separate/different Mailing Address? Ensure the address is updated for each enrolled dependent(s) as well
 - This will help avoid any enrollment issues with CMS

Medicare Advantage Plan Provider Concerns

- As a reminder, the MAP team is always available to reach out to any provider that informs our retirees they do not accept the MAP plan.
- Many times, this is related to **individual** MAP plans and not **group** MAP plans. Our plan is a **group** MAP plan.
- Submit a ticket to SBA with the following information:
 - Retiree name (UIN)
 - Provider Name
 - Clinic Name
 - Clinic Address
 - Phone Number
- Once we receive the ticket, we will reach out to the MAP team for provider outreach

Grad Plan Discrepancies

- **FY23 is closed**– No further adjustments may be submitted to payroll. Invoices have been emailed to workstations and should be processed for payment within 30 days of receipt.
- **FY24 in progress** – currently there are **54 discrepancies**

Annual Grandchild Certification

- **Total Dependent Grandchildren to be recertified: 142**
- **Certified: 43**
- **Pending: 99**
- Process began Monday, 4/22/2024
 - Letters were sent to retirees
 - Emails were sent to active employees & retirees with email addresses in Workday
 - Reminder Emails will be sent out 6/03/2024
- Deadline to submit documentation 06/28/2024
- 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 on the current filed 2023 tax returns
- 2023 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

- Deadline for employees/spouses to complete two activities to earn the wellness credit effective 9/1/2024 is 8/31/2024
- If employee/spouse fails to complete two activities by 8/31/2024, they can complete two activities on or after 9/1/2024
 - Credit will be effective the first of the month after the second activity is completed
 - Will also count as credit for FY25

Wellness Portal Update

- Employees and covered spouses will be able to register for WebMD ONE approximately 6-8 weeks after coverage start date
- Implementation is still a work in progress, and we are still working on:
 - Single sign on to insurance carriers – **in progress**
 - Historical files – **in progress**
 - Current FY claims files – **in progress**
- **All items on the personal checklist can be self-certified except for the annual wellness exam**
 - You can go to the item on the checklist, expand it and at the bottom of the section is **ADD EXAM**. Click here to add the date and update the checklist.

System Insurance Billing

- 11,575 June invoices generated on 5/15/24, 436 paper bills were mailed via USPS by 5/17/24.
 - Invoices are created mid month, usually on Wednesday afternoon
 - Benefit events that are completed 1 day prior to invoice creation will be reflected; events completed after invoice creation through the EOM will need a support ticket submitted to IB to correct the active mailed Paper invoice
 - Changes/corrections 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.
- All invoice data refreshes 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.
- Summer Bill 2024 participants have until 5/31 at noon to submit pymt form

Open Enrollment Updates

- Locations and meeting formats have been confirmed
- Calendar and meeting information has been sent to BCBSTX to coordinate vendors
- PENDING – location confirmation for Retiree **in-person** meeting
- Vendors will be required to confirm with the location contact as to whether they will or will not be able to participate/attend

SBA Updates

- BPM 330 COBRA has been updated
- RFPs in process – FSA and LTD
 - FSA will be completed today
 - LTD – will be completed by June 17th at the latest
 - This may affect employees hired in June who elect a 9/1 SGIP date benefit effective date since rates are not finalized.
 - Employees will be granted an exception beyond the 31 days to submit their benefit elections. The amount of time the employee will have to submit benefits will be determined by the number of days the benefit event is delayed due to the RFP. This exception will be granted to all employees in this situation.
- Promotions
 - Melanie Ramirez, Employee Benefits Consultant
 - Jennifer Navarro, Employee Benefits Representative II

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 ***Critical Reports for Benefits Partner*** on your Benefits app in Workday
- If employees/retirees are reaching out to you regarding an issue with a claim, eligibility, etc. submit a ticket to sba-support@tamus.edu

Reminders cont'd

- Active employees retiring:
 - Should be making benefit elections in Workday, please **do not** provide paper forms – **we are still receiving paper enrollment forms**
 - Should be encouraged to sign up for ACH or TRS deduct (if applicable) – we **should not** have new retirees electing paper bill
 - Electing 65 Plus Plan at retirement –
 - the retiree must already be enrolled in Medicare A&B and must provide you with a copy of their Medicare card **before** retirement.
 - If you do not have the card in-hand, you must enroll them in the A&M Care Plan, and when card is received you can move them to the 65 Plus Plan with a future effective date
 - Send copy of Medicare card to SBA for imaging

Current/Upcoming Projects

- Missing Medicare Info – **In Progress**
- Medicare Advantage Implementation - **Complete**
- WebMD ONE implementation - **In Progress**
- Virta implementation – **Complete**
- Vivante GITHrive implementation – **Complete**
- Benefit Procedure Manual 9/1 Updates - **In Progress**
- 1095-C's – **In Progress**
- Benefits Documents 9/1 Updates (SPD's, forms) - **In Progress**
- Training Development – **In Progress**
- Pending EOI (absorbing from workstations) – **In Progress**
- Grandchild Certification – **In Progress**
- Arrears Clean Up – **In Progress**
- BCBSTX Double Coverage – **on deck**
- HIPAA Access Audit – **on deck**
- Summer SHIP Waivers - **In Progress**
- Disability Retiree Audit - **In Progress**
- TRS Letter Audit - **on deck**
- 65 Plus Medicare Advantage Plan age-ins – **on deck**

SBA Ticketing System

- April Report
 - Total = 514 tickets
 - 487 resolved/closed
 - 27 work in progress
- Total number of current active tickets = 182



QUESTIONS

