



Benefits Partner Meeting

June 12, 2025

AGENDA

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

Workday Updates

- Going into Production this afternoon (6/12):
 - Premiums for FY26
 - ACA Configuration for FY26 (measurement period ending 6/30/25)
 - New Report: Employees Certifying Other Medical
 - Includes email addresses
 - Use to communicate with employees how to update their OBQs prior to OE launching if their situation has changed

Workday Updates

- Open Enrollment in Workday Updates:
 - We plan to host weekly virtual meetings beginning the week of 7/14 to allow for questions and updates
 - All new full-time employees with an SGIP date driver of “C” and hire date between 8/2-9/1/2025 will be put into a Non-OE benefit group
 - This group previously only included 9/1 hires
 - If an employee begins benefits mid-August, they will need an Alternate Open Enrollment Event
 - A reporting solution will be available before August to help identify any employees missing OE events

BCBSTX Network Update

- **Shannon Medical Center Texas** has rescinded their termination notice
- There will be no interruption of in-network care to our employees/retirees.
- Also, will still be in network for the 65 Plus Medicare Advantage Plan (PPO)
- 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.
- A microsite with information for members is available at <https://bcbstx.com/christusnegotiation>
- Alternate providers listing provided during last month's meeting

BCBSTX Network Update

- BCBSTX and **Covenant Health** are negotiating a new contract. They are terminating their physician and hospital agreements.
- If an agreement is not reached by August 1st, **Covenant Health physician groups, hospitals and other facilities** will no longer be in-network.
- A microsite with information for members is available at <https://bcbstx.com/christusnegotiation>
- Covenant Health and Alternate providers listings are attached to meeting invite

65 Plus Medicare Advantage Plan Update

- Medicare Cards
 - Medicare Cards should be submitted via ticketing system to SBA. Workday is not a document management system, and they should not be uploaded into Workday. Our official insurance master file is HRConnect and that is where these documents should live.
- CMS Reports – RFI Status (Request for Information)
 - Once RFI is determined, the member is put in RFI Status and worked within 21 days from file submission, utilizing 3 calls including a letter. RFI Status holds up the CMS approval and if not received the member will show on the CMS report as “member is termed never effective for no response to RFI”.
 - RFI Status Reasons: Missing Part A and B, Bad MBI, and/or Invalid Permanent Address.
 - ***Ensure there is a physical address in Workday for the retiree & dependents (if enrolled) when entering Medicare information OR moving to 65 Plus Medicare Advantage Plan.***

65 Plus Medicare Advantage Plan Update cont'd



Blue Cross Group Medicare Advantage™

c/o Member Services
P.O. Box 4555
Scranton, PA 18505

39



May 22, 2025

[Redacted Address]

Dear [Redacted Name],

Thank you for applying with 65 Plus Medicare Advantage Plan (PPO)SM. We need additional information from you. Please see the checked items below.

We cannot process your application until we get the following things from you:

- ☐ Proof of Medicare coverage. Please provide us your Medicare Number. Your Medicare Number is printed on your Medicare card. You can also get your number by:
 - Logging into your ssa.gov/myaccount or MyMedicare.gov accounts;
 - Calling Medicare at 1-800-MEDICARE (1-800-633-4227);
 - TTY: 1-800-486-2048; or
 - Calling Social Security at 1-800-772-1213 (TTY: 1-800-325-0778).
- ☐ During certain times of the year, Medicare doesn't let you enroll unless you meet certain special exceptions, such as if you qualify for extra help with your prescription drug costs. Please call us at the number below to help us determine if you're able to enroll at this time.
- ☒ Other: Proof of Permanent Residence in the Service Area.

You will need to send this information to Blue Cross Group Medicare AdvantageSM, P.O. Box 4555, Scranton, PA 18505 by June 14, 2025. You can contact us by phone with this information by calling the phone number below. Or, you may also fax it to us at 1-855-895-4747. If we don't get this information by June 14, 2025, we will have to deny your request to enroll in our plan.

If you have any questions, please call Blue Cross Group Medicare Advantage at 1-855-476-4149. TTY users should call 711. We are open 8 a.m. – 8 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

Thank you.

Blue Cross Group Medicare Advantage

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**
 - **95 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 was sent out 06/06/2025
 - 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-file confirmation

Wellness Credits

- **Wellness Exam Completion 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

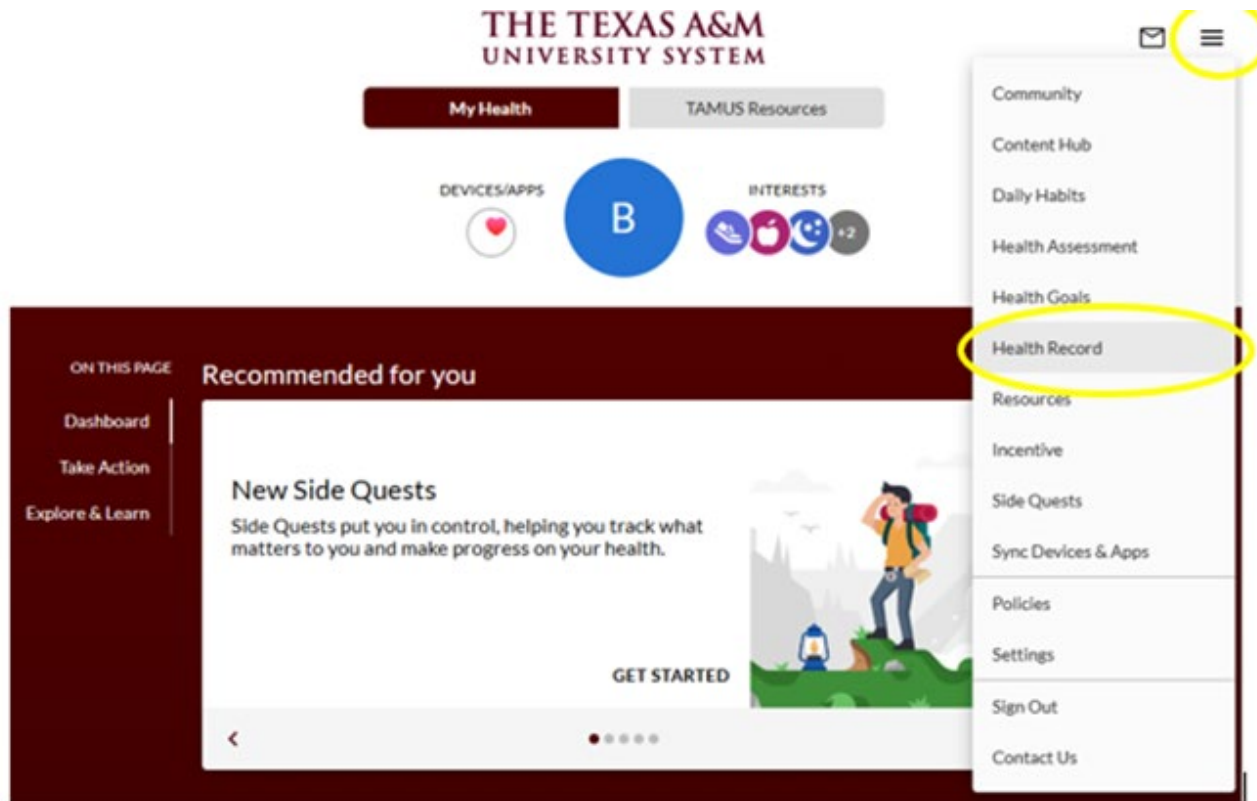
2. Ask the member to provide the EOB for the visit. This will serve as sufficient documentation and replaces the need to check the Health Record.

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

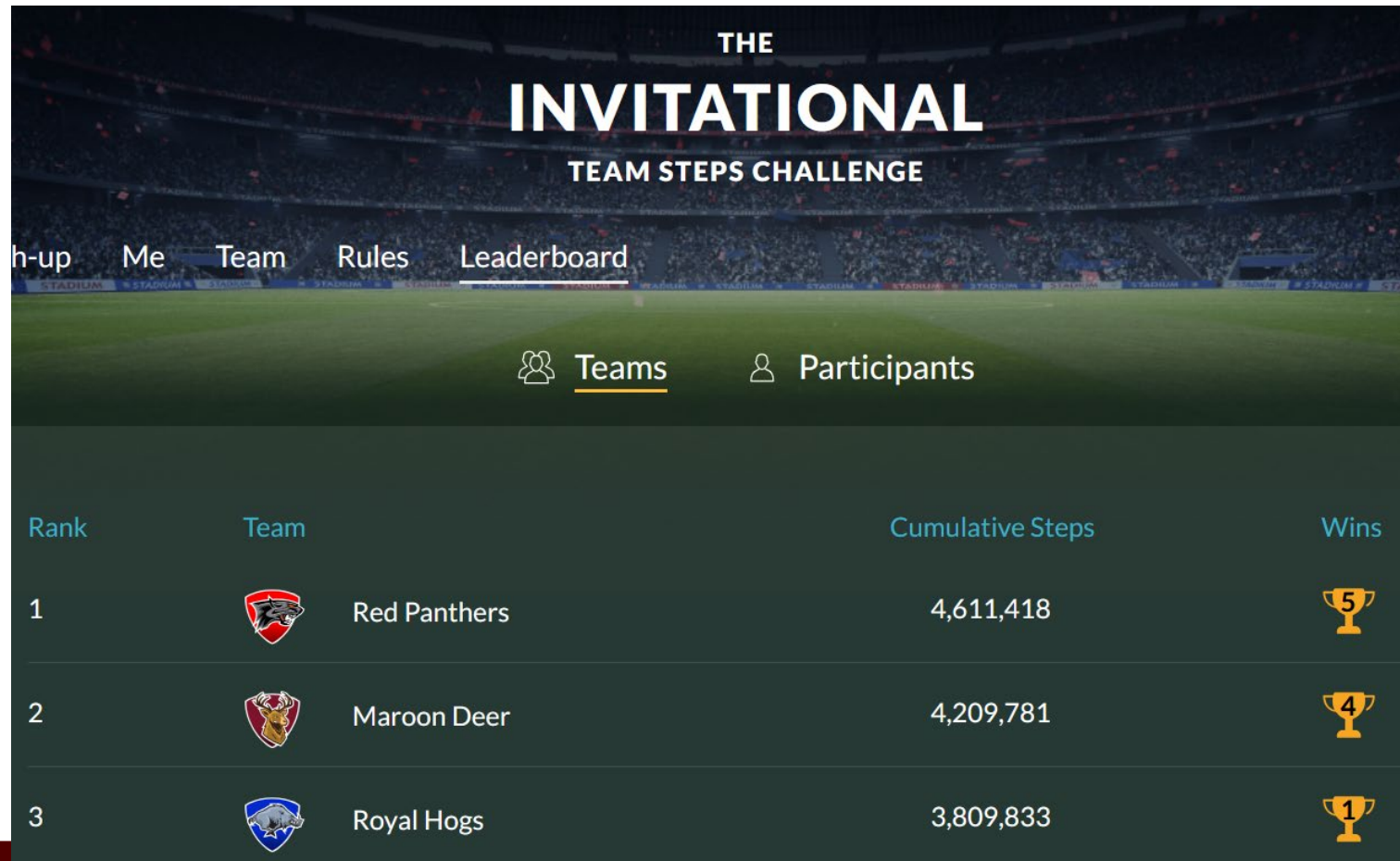
<https://assets.system.tamus.edu/files/benefits/website/Flyers/TwoStepProgramGuide.pdf>







Wellness Credits, cont'd

- How to locate the Health Record in WebMD ONE



The Invitational Step Challenge



Rank	Team	Cumulative Steps	Wins
1	 Red Panthers	4,611,418	
2	 Maroon Deer	4,209,781	
3	 Royal Hogs	3,809,833	

System Insurance Billing

- July 2025 invoices will generate on 6/17/25, and paper bills will be mailed via USPS on 6/18/25. (Due to Emancipation Day Holiday)
 - 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.
- **Participants must be in a billing eligible position.**
- **IB cannot bill for less than a full month's premium or bill separate line-item benefits.**

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.

Open Enrollment Virtual Meetings

July 2nd (All Locations):

Registration Link:

<https://tamus.webex.com/weblink/register/r5e9012d38600a5c78b9b98d4451f9645>

Webinar Link:

<https://tamus.webex.com/tamus/j.php?MTID=mf64b5b620631e2c5880c3d63323eb94c>

Webinar number: 2663 827 9316

Password: benefits (23633488 when dialing from a phone or video system)

Open Enrollment Virtual Meetings

July 11th (Retirees):

Registration Link:

<https://tamus.webex.com/weblink/register/r066b6ddd7ddeb5568f3ebdc8da0eafa9>

Webinar Link:

<https://tamus.webex.com/tamus/j.php?MTID=mca92d7c0ff61edbb6bfc14746f13e721>

Webinar Number: 2660 244 8432

Password: benefits (23633488 when dialing from a phone or video system)

Open Enrollment Virtual Meetings

July 18th (All Locations):

Registration Link:

<https://tamus.webex.com/weblink/register/r409984d8c06ae6e21fd78283e6119e4a>

Webinar Link:

<https://tamus.webex.com/tamus/j.php?MTID=mb5e677d0c67ea112902a06c65a92aa46>

Webinar number: 2661 638 9745

Password: benefits (23633488 when dialing from a phone or video system)

SBA Updates

- Financial Specialist II – position filled – Whitney Lapaglia
- 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
 - Form is being redesigned
 - Draft attached to meeting invite
- Dependent Documentation updated for OE and FY26 – see document attached to meeting invite
- SAVE THE DATE!
 - Risk, Benefits, Wellness & Safety Conference
 - October 21 – 22, 2025
 - College Station Hilton Hotel
 - **What topics would you like to see presented?**

Life Insurance Reminders



Death Processing Updates:

- Hartford Update: For employee and retiree life insurance claims (WNOD), the Hartford will now provide the death certificate to SBA directly.
- Dependent deaths: Workstations should continue to request death certificates for dependents who are removed from benefits (death certificate is required documentation for QLE).
- Death of Employee benefit events: use the actual date of death for the benefit event, unless the death occurred on the first of the month, then use the 2nd of the month
- The order of steps is what ensures the benefits terminate on the last day of the month.
- HR 113 Form (WNOD): Always use the most current HR 113 – Workstation Notice of Death form from the protected website.

Reminders

- 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**
- Summer SHIP Waivers - **In Progress**
- Fall SHIP Waivers – **on deck**
- Fall SHIP Audit - **on deck**
- Legislative Bill Review – **In Progress**
- EAP RFP - **In Progress**
- Grandchild Certification – **In Progress**
- TAMU – Victoria transition – **In Progress**
- BCBSTX Health Advocacy Solution implementation – **In Progress**

SBA Ticketing System

- May Report
 - Total = 637 tickets
 - 582 resolved/closed
 - 55 work in progress
- Total number of current active tickets = 160



QUESTIONS

