



Benefits Partner Meeting

July 10, 2025

AGENDA

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

Workday Updates

- Open Enrollment is LIVE!
- Demo

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 **August 1, 2025 (contract extended)**, **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 1, 2025 (contract extended)**, **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 Information

- The receipt of Medicare cards has been more sufficient with the monthly audit, and we are seeing very few each month that have not submitted by the end of their birthday month.
- As a reminder, Medicare cards should be submitted via ticketing system. 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.
- Please remember when entering the Medicare information into Workday that you are still completing the Medical Change Only Event as applicable even if there is a future effective date.

Ex: Medicare card received in July but not effective until 9/01/2025, cancel the Open Enrollment event and replace with an Alternate Open Enrollment event to move them to the MAP effective 9/1/2025

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](#)

ESI Update

- 30-day limit for weigh loss medications
 - Effective 9/1/2025 - 90-day fills for weight loss medications will no longer be allowed
 - Medications include but are not limited to: Wegovy, Zepbound, Contrave, Qysmia
 - Impacted members were sent a notification letter on 6/17
 - Sample letter attached to meeting invite

Grad Plan Discrepancies

- **FY24 Closed** – 3 of 4 invoices have been paid - thank you!
- **FY25 in progress** – currently there are **52** discrepancies

Graduate Student Fall Waivers

- Waiver Reports will be run by SBA at the start of the workday, starting August 12th
 - Tuesday, August 19th
 - Tuesday, August 26th
 - Tuesday, September 2nd
 - Tuesday, September 9th
 - Tuesday, September 16th- Last waiver report, no exceptions



Graduate Student Fall Waivers

The report looks at the following attributes. If the answer to 1-5 is yes, then they will appear on the report, unless #6 or #7 are applicable, then they will not appear on the report.

1. Is the employee in a benefits-eligible Graduate Assistant position or a Graduate Fellow?
2. Is the GA enrolled in benefits on or before the appropriate date, based on the semester?
3. Is the GA a foreign national?
4. Does the GA have their Visa information entered into Workday?
5. Is their Alien Work Authorization Expiration Date other ID entered into Workday, and is the work authorization expiration date not expired?
6. Is the student on leave without pay for the semester they are seeking the waiver? If so, they are not eligible for the waiver.
7. Is the student holding a non-Graduate Assistant position? If so, the waiver report does not include employees holding a Faculty, Staff, Student Worker or Temp/Casual positions. These students need to apply via the AHP online waiver portal.

Annual Grandchild Certification

- **Total Dependent Grandchildren to be recertified: 149**
 - **116 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:**

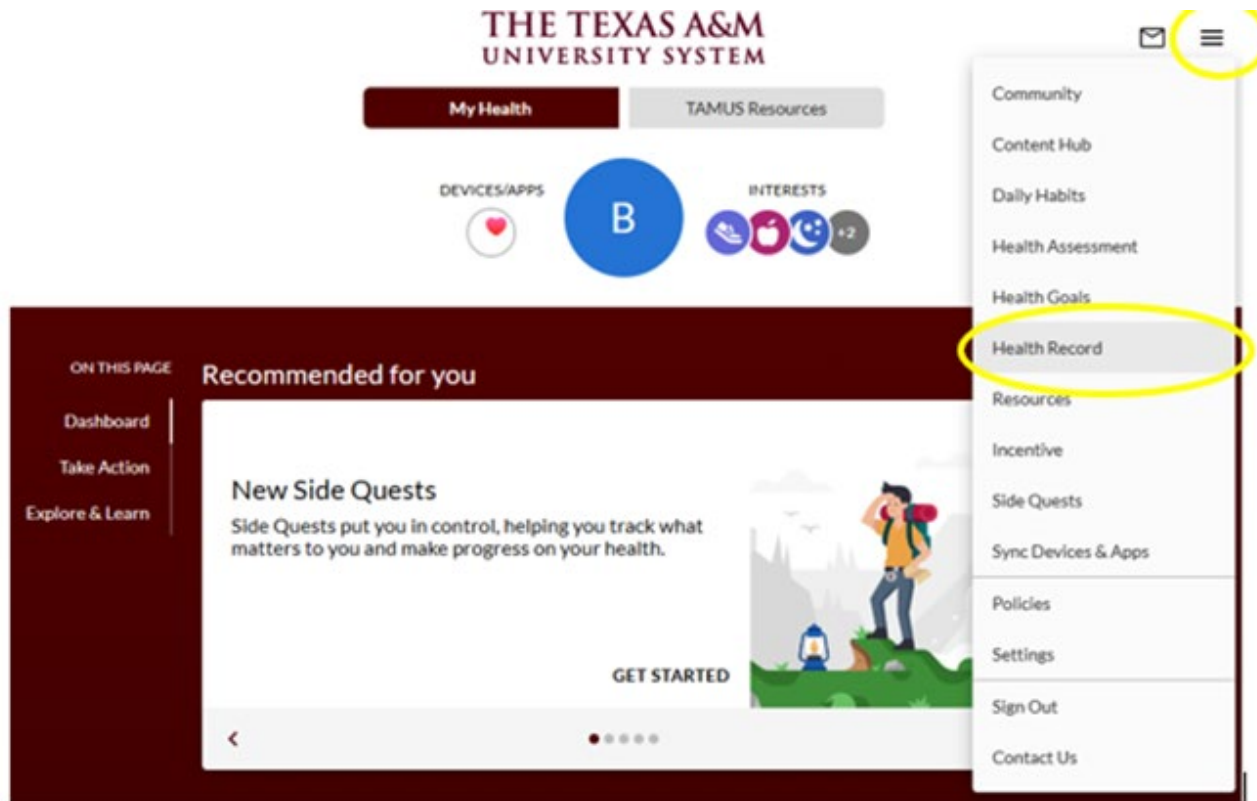
<https://assets.system.tamus.edu/files/benefits/website/Flyers/TwoStepProgramGuide.pdf>

- **Wellness Exam Tips:** As we prepare for the new plan year, please remind employees to let their doctor know their visit is for their “annual wellness checkup”.

<https://assets.system.tamus.edu/files/benefits/pdf/wellness/WellnessExamTips.pdf>

Wellness Credits, cont'd

- How to locate the Health Record in WebMD ONE



System Insurance Billing

- August 2025 invoices will generate on 7/16/25, and paper bills will be mailed via USPS on 7/17/25.
 - 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.
- **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 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

- 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 103 – Beneficiary Designation Form has been redesigned
- HR 112 – Survivor Health/Dental/Vision Continuation Form
 - Form is being redesigned
 - 2nd Draft 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?**

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
 - Effective 9/1/2025 – SBA will no longer run and email Workday reports that are available on the ***Benefit Partner Dashboard***. The only report we will continue to send out is the Multiple Coverages report.

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

SBA Ticketing System

- June Report
 - Total = 609 tickets
 - 566 resolved/closed
 - 43 work in progress
- Total number of current active tickets = 190



QUESTIONS

