Benefits Partner Meeting

August 15, 2024

AGENDA

- Workday Updates
- BCBSTX Network Update
- 65 Plus MAP Update
- 65 Plus Age Ins
- Retiree Identity Verification
- Duo Bypass for Retirees
- GSE Waivers
- Grad Plan Discrepancies
- Wellness Credits
- Wellness Portal Update
- Insurance Billing Update
- SBA Updates
- Reminders
- Current/Upcoming Projects
- Support Tickets

Workday Updates

- Please run your OE Discrepancy Reports!
  - **260 employees as of Wednesday – that is a LOT!**
  - Run without company filter to see if you have any terminated employees that need their OE rescinded
- New Report coming this afternoon: Possible Employees Missing ACA Offer
  - This report should ONLY return employees who are ACA eligible and have not received any kind of benefit event
  - They should all be researched to determine if there is an issue
  - Only 7 employee results system-wide, so you shouldn't have many (if any)!
  - Common Scenario: Rehires into non-benefit eligible positions that are ACA eligible due to their prior position

Workday Updates, cont.

- EOI
  - The EOI steps that are part of OE will not trigger until 3 days after the SUBMIT BY date of the OE event (even if they submit it prior to this date)
  - When adding new OE events, make sure the submit by date is appropriate (7 days)
- Workday Release: 2024R2
  - Coming in September
  - The next 3 weeks are “No Release” weeks for TAMUS Workday Services so no changes will be going in while we prepare for the Workday updates

BCBSTX Network Update

- BCBSTX and **Hendrick Health in Abilene** are negotiating new contracts.
- If an agreement is not reached by **September 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 **October 1, 2024 (contract extended),** their physicians, hospitals and other facilities in Central and North Texas will be out of network
- Notices have been mailed by BCBSTX
- A microsite with information for members is available at https://www.bcbstx.com/bsw

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 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

65 Plus 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

65 Plus Medicare Advantage Plan Reminder

- The 65 Plus Medicare Advantage Plan (PPO) is an **Open Access Plan** and it should ***NOT*** matter whether a provider is considered, "*In-Network*" or "*Out-of-Network*"
- Criteria that must be met for all providers regardless of facility:
  1. Accepts Medicare
  2. MUST be willing to bill the BCBSTX 65 Plus Medicare Advantage Plan (PPO), ***AND***
  3. MUST be willing to see the member

65 Plus Medicare Advantage Plan "Age In's"

- Retirees, eligible dependents, and/or Survivors turning 65 ("Aging In") need to be transitioned to the 65 Plus MAP plan when they become Medicare eligible.

- Please be sure to complete the following:
  1. Obtain Medicare Information, i.e. *a copy of their Medicare card*
  2. Complete the appropriate benefit event with a **<u>prospective</u>** effective date
  3. Confirm the retiree and dependent addresses are updated with the appropriate usage(s)
  4. Submit separate tickets to SBA Benefits and Insurance Billing
     - **SBA Ticket**: Copy of the Medicare card for imaging
     - **Insurance Billing Ticket**: Billing updates

Retiree Identity Verification

1. Legal Name (First and Last)
2. Date of Birth (DOB)
3. Social Security Number
4. Physical Address/Mailing Address
5. Phone Number
6. Email Address (*if applicable*)

– The information MUST, be verified by the retiree **ONLY**; **AND** should match Workday profile (prior to ANY changes being made)

– If the retiree is unable to provide identifiers (1-6) via phone or email, they must mail documentation confirming/verifying their identity to their workstation for records purposes.

Retiree Identity Verification, cont

- **Important Reminders**
  - Dependents are NOT authorized to access/change information
  - Verbal consent MUST be given by the retiree ONLY
  - Power of Attorney (POA) should present a copy of the POA each time
    - Power of Attorney (POA) are **NOT** allowed to change beneficiary designations
- When should the following rules apply? EACH time the retiree, dependent, OR POA reaches out to the workstation

Process for Duo Bypass Codes for Retirees

- SSO support contacts retiree's HR/Benefits department for assistance verifying the identity of the retiree
- Retiree's HR/Benefits department:
  - Contacts the retiree
  - Verifies the requester is the retiree (following process on previous slides)
  - Advises SSO support that the request is legitimate
- SSO support creates Duo passcodes with a lifetime of 6 months
- SSO support provides the Duo passcodes to the retiree's HR/Benefits department to pass along to the retiree

Process for Duo Bypass Codes (cont.)

- Example email to SSO support – support@tamus.edu

Send

To support@tamus.edu;

Cc

Subject SEA DevOps – Retiree SSO Duo Security Support

For SEA DevOps.

I am requesting a Duo Bypass Code for [retiree's name], UIN [retiree's uin].

I acknowledge that I have verified this individual's identity as required and that I will not share the Duo Bypass Code I receive with any other person.

[your name]

[your job title]

[your department]

[your institution]

[your email address]

- SSO will respond to ticket with the 9-digit Duo Bypass Code
  - Relay to the retiree verbally, through Workday verified email, or verified address

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.

Graduate Student Fall Waivers

- Run **Workers With Other IDs** report to review the Alien Work Authorization Expiration Dates
  - Report can be run by Custom ID Type (Alien Work Authorization Expiration Date) and Employee Type (Graduate Assistant)
  - Do you have any GAs with **expired** AWAE dates? If so, get with the I-9 person to update the student's ID in Workday
- Run **Workers With No Other ID for Specified ID** to review the Alien Work Authorization Expiration Dates
  - Report can be run by Custom ID Type (Alien Work Authorization Expiration Date), and Employee Type (Graduate Assistant)
  - Do you have any foreign national GAs with **missing** AWAE dates? If so, get with the I-9 person to update the student's ID in Workday

Graduate Student Fall Waivers

- Waiver Reports will be run by SBA at the start of the workday, starting August 13th
  - Tuesday, August 20th
  - Tuesday, August 27th
  - Tuesday, September 3rd
  - Tuesday, September 10th
  - Tuesday, September 17th- Last waiver report, no exceptions

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 **108 discrepancies**

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
- Two-Step Wellness Program FAQ on SBA website: https://assets.system.tamus.edu/files/benefits/website/Flyers/TwoStepProgramGuide.pdf

Wellness Portal Update

- Employees and covered spouses will be able to register for WebMD ONE approximately 6-8 weeks after coverage start date
- Personal checklist for FY25 will be available on the portal dashboard through December 31, 2024. Thus, both FY25 and FY26 will be visible from September – December 2024.
- Catch-up files for FY24 will be processed through the end of December
- **REMINDER – MOST items on the personal checklist (STEP TWO) can be self-certified**
  - From the checklist item, expand it and at click **ADD EXAM** at the bottom of the section, then add the date and update the checklist.

System Insurance Billing

- 11,611 July invoices generated on 7/18/24, 396 paper bills were mailed via USPS by 7/19/24.
  - Invoices are created mid month, usually on Wednesday afternoon
  - All Benefit Events that may affect billing require a support ticket submitted to SBA at sba-support@tamus.edu
  - 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/invoices 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

- REMINDER:
  - Invoice generation for the September 1, 2024, benefit period will be delayed to allow for verification of Open Enrollment Changes.
- Invoices will be generated and mailed on August 30th.
- September check/online payments will be due to the IB office by September 15th
- September ACH bank draft and TRS annuity deduct will process as normal

System Insurance Billing

Billing Update // Dwight Baker // 620002442

Service Request ID: 20831799 0

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 uploa
A maximum of 20 MB can be uploaded at or

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

- TAMUS SSO/WebMD update – the link to WebMD has been removed for retirees enrolled in the 65 Plus Medicare Advantage Plan and graduate student employees enrolled in the Grad Plan.
- FY25 SGIP Eligibility Chart has been updated and is available on the secured section of the SBA website

Benefits & Wellness Conference - Save the Date!

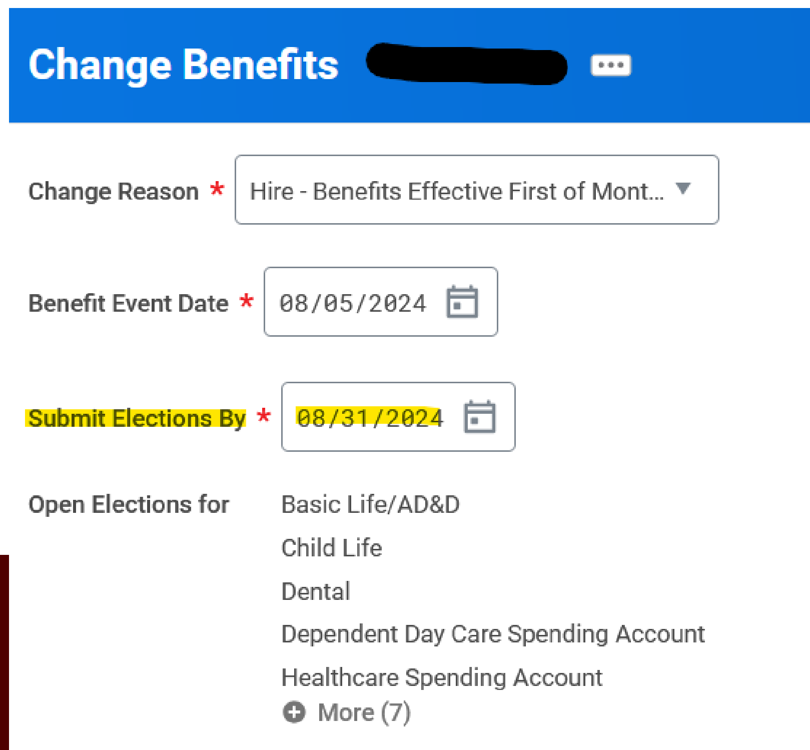
- Mark your calendar, the Benefits & Wellness Conference will be held **Tuesday, November 5 (full day) and Wednesday, November 6 (half day)**
- What type of topics would you like?
- Would you like vendors to come in to do presentations?
- We are open to suggestions!
- More information will be forthcoming…..

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

- Hire and Job Change benefit events for newly eligible employees
  - If the employee elects **First of Month After Date of Hire** as their effective date, be sure to set the "**Submit By**" date to the end of the month in which they are hired.



Reminders cont'd

- Death Claims Audit Findings
  - Be sure to enter the steps in the correct order whether for an employee, retiree or dependent – the order matters
  - Be sure to enter the date of death
  - When stopping coverage, be sure to verify that the coverage stop date reflects the end of the month in which the individual passed away
  - If the dependent has passed and is named as the beneficiary, enter the date of death for the beneficiary record as well and ask the employee/retiree to update their beneficiary designation

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**
- Pending EOI (absorbing from workstations) – **Complete**
- Grandchild Certification – **Complete**
- Arrears Clean Up – **In Progress**
- Training Development – **In Progress**
- BCBSTX Double Coverage – **on deck**
- HIPAA Access Audit – **on deck**
- Summer SHIP Waivers - **Complete**
- Disability Retiree Audit - **In Progress**
- TRS Letter Audit - **on deck**
- 65 Plus Medicare Advantage Plan age-ins – **on deck**
- Fall SHIP Waivers – **In Progress**
- Fall SHIP Audit – **on deck**

SBA Ticketing System

- June/July Report
  - Total = 1,528 tickets
  - 1,427 resolved/closed
  - 93 work in progress
- Total number of current active tickets = 262


QUESTIONS