



Benefits Partner Meeting

August 21, 2025

AGENDA

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

Open Enrollment

- **Open Enrollment is closed**
- Employees hired in August with coverage start dates in August
 - Once the Hire benefit event is completed, the employee will need an Open Enrollment Event to bring their elections forward to the new plan year
 - If employee is electing coverage as of Date of Hire – they have 7 days to complete the Hire benefit event
 - Once completed, their Open Enrollment event needs to be launched and completed to bring their elections forward, the employee cannot make new elections that are not on the Hire benefit event
 - The **only change** they are allowed to make that is different from their Hire elections is enrolling in an FSA. All other changes are **not allowed**.

BCBSTX Network Update

- BCBSTX and **Christus Health** have reached an agreement.
- **Christus health doctors, hospitals and other facilities** will remain in-network.
- A microsite with information for members is available at <https://bcbstx.com/christusnegotiation>

BCBSTX Network Update

- BCBSTX and **Covenant Health** have reached an agreement.
- **Covenant Health physician groups, hospitals and other facilities** will remain in-network.
- A microsite with information for members is available at <https://bcbstx.com/covenant>

65 Plus Medicare Advantage Plan Update

- Retiree Address Update
 - **Home Address** - This will be the **PHYSICAL** address where the retiree lives. PO Boxes **are not** allowed by CMS. The address must be marked as **Permanent ONLY** under usage in Workday. Permanent will indicate this is **BOTH** the **physical** and **mailing** address. **If mailing address is different from the home address, you will then mark as Residence ONLY.**
 - **Mailing Address** - This should be marked as **Mailing** under usage in Workday. **ONLY** if different from the home address. PO Boxes are allowed.
 - Address must also be marked as applicable on each enrolled dependent profile.

Residence and Mailing indicators should be used only when needed.

Usage



☐ Mailing

☐ Permanent

☐ Residence

65 Plus Medicare Advantage Plan Update, cont'd

- Medicare Cards Update (Retirees, Dependents and/or Survivors Aging In)
 - June: 31 members, all Medicare cards received.
 - July: 30 members, 7 Medicare cards still not received, letter mailed.
 - August: 40 members, 11 Medicare cards still not received.

As a friendly reminder, Benefit Partners should actively work the appropriate Workday reports and request/obtain Medicare cards for retirees & spouses turning 65. SBA will audit this process monthly.

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 previously provided to Benefit Partners

Grad Plan Discrepancies

- **FY24 Closed** – All invoices have been paid - thank you!
- **FY25 in progress** – currently there are **91** discrepancies

Graduate Student Fall Waivers

- Waiver Reports will be run by SBA at the start of the workday:
 - ~~= Tuesday, 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.

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

Wellness Credits

- **Wellness Exam Completion Missing?**

1. When submitting a ticket, please provide the date of service. It can take 60-90 days for the claim to be processed and updated in the WebMD One portal. Please ensure this time has passed before submitting a ticket.
2. The 2024-2025 TAMUS Two-Step Wellness Program dashboard will remain visible until 1/31/2026. The 2025-2026 dashboard will become visible on 9/1/2025.

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

(This guide will be updated for the 25-26 PY)

<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>

System Insurance Billing

- **September 2025 invoices will generate on 8/31/2025, and paper bills will be mailed via USPS on 9/2/2025 with a due date of 9/15/2025.
 - 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.

SBA Updates

- New Benefit Partner for the soon-to-be Texas A&M University – Victoria (effective 9/1/2025)
 - Welcome, Cristyan Carrizales!
- 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 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 has been redesigned
- Risk, Benefits, Wellness & Safety Conference
 - October 21 – 22, 2025 (two full days)
 - College Station Hilton Hotel
 - **Deadline to Register: Monday, September 15, 2025**
 - Conference Registration Link:
<https://sites.google.com/view/riskybusiness2025/registration>

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
 - 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
 - Exception: The **Multiple Coverages Report** will continue to be sent monthly
 - **Action Required:** Each system member must return the **Multiple Coverages Report** on the last Friday of every month
 - Please be sure you are running and working your Workday 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

Death Claim Reminders

- **Death of a Dependent Child:**
 - **Basic Child Life: \$5,000 for each eligible dependent child**
 - Automatic enrollment: Coverage applies if enrolled in the A&M System medical plan
 - Action required: Submit the **WNOD** for basic child life if a child death is reported (child needs to meet eligibility requirements, but the child does NOT need to be enrolled in the medical plan)
- **Death of an Active Employee:**
 - Do **NOT** terminate the employee in Workday until SBA approval is received
 - Do **NOT** send the WNOD if the termination has already been processed in Workday.
 - Please work with the appropriate department to reverse the termination before submitting
 - **Before submitting WNOD:** confirm with payroll that premiums are current and final paycheck includes all applicable deductions

Current/Upcoming Projects

- Missing Medicare Info – **In Progress**
- WebMD ONE implementation - **Complete**
- 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**
- Fall SHIP Waivers – **In Progress**
- Fall SHIP Audit - **on deck**
- Legislative Bill Review – **In Progress**
- BCBSTX Health Advocacy Solution implementation – **In Progress**
- UHV to TAMUV Transition – **In Progress**
- Health Plan RFP – **on deck**
- Life Insurance/AD&D RFP – **on deck**

SBA Ticketing System

- July Report
 - Total = 776 tickets
 - 733 resolved/closed
 - 43 work in progress
- Total number of current active tickets = 198



QUESTIONS

