



Benefits Partner Meeting

September 18, 2025

AGENDA

- Open Enrollment Update
- 65 Plus MAP Update
- ESI Updates
- Grad Plan Discrepancies
- Grad Plan Fall Waivers
- Wellness Credits
- Wellness Webinars
- 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**.

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)
 - August: 40 members, 4 Medicare cards still not received, letter mailed.
 - September: 45 members, 15 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 **weight 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

ESI Update

- Effective 10/13/2025, **One Touch** blood glucose test strips and all other test strips will be excluded from the formulary to prefer **Abbott** and **Trividia** blood glucose strips
 - 84 members impacted
 - Notices will be sent out starting 10/13/2025
 - Preferred products:
 - Abbott products: Freestyle, Freestyle Insulinx, Freestyle Lite, Precision Xtra
 - Offer for free meter from Abbott – see flyer for more information
 - Trividia products: True Metrix, Truetrack

ESI Update

- Effective 10/27/2025, brand **Entresto** will be excluded from formulary to prefer generic sacubitril/vastaran tablets
 - 80 members are impacted by this change
- Effective 1/1/2026 Formulary will be updated
- Effective 1/1/2026, brand **Stelara** will be excluded from the formulary to prefer the biosimilar product
 - 24 members are impacted by this change
 - Member communication will be mailed out 60 days in advance

Grad Plan Discrepancies

- **FY25 in progress** – currently there are **148** discrepancies
- **Deadline to address Grad Plan Discrepancies for FY25**
 - Biweekly – 10/17/2025 pay date
 - Monthly – 11/1/2025 pay date
- Goal is to close out FY25 and have invoices/refunds generated to the workstations in January 2026, with invoices paid by February 2026

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

Wellness Credits

- **Missing Step 1 or Step 2?**

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.

Screenshots are helpful so I can review and help resolve efficiently.

2. The 2024-2025 TAMUS Two-Step Wellness Program dashboard will remain visible until 1/31/2026. The 2025-2026 dashboard is now visible as of 9/1/2025.

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

(This web page will be updated with the 25-26 Program Guide & Checklist)

<https://www.tamus.edu/benefits/webmdone/>

- **Wellness Incentive Q&A:** Remind employees to inform their provider that the visit is a “Wellness Exam” when scheduling and at the appointment.

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

Wellness Webinars



Women's Mental Health: Fostering Understanding and Support Thursday October 2, 2025 3-4 pm Presented by Headway Explore unique aspects of women's mental health. Understand how women's competing roles and responsibilities can impact emotional wellbeing. Discover tools to build emotional resilience. Link to Register	Healthy Aging Series: Managing Menopause & Andropause Wednesday October 8, 2025 2-3pm Presented by WIN Fertility Explore the physical and emotional aspects of menopause and andropause in this informative session. Gain insights into managing symptoms and maintaining well-being while embracing this stage of life. Link to Register	Get to Know Your Pelvic Floor: Understanding Pelvic Health Thursday October 9, 2025 3-4 pm Presented by Hinge Health Learn the ins and outs of the pelvic floor and its function. Know the signs and symptoms of pelvic floor disorder and when to see a physical therapist for care. Link to Register	Women's Wellness: From Breast Cancer Awareness to Family Planning Wednesday October 15, 2025 2-3 pm Presented by WIN Fertility In honor of Breast Cancer Awareness Month, this session addresses proactive strategies for fertility preservation and family planning. Experts provide guidance on reproductive health, empowering women to make informed wellness choices. Link to Register	Long Live Women Thursday October 16, 2025 3-4 pm Presented by Hello Heart Celebrate the women in your life by learning about women's heart health and the unique risks they face. Link to Register
--	--	---	--	---

System Insurance Billing

- **October 2025 invoices generated 9/17/2025, and paper bills will be mailed via USPS on 9/18/2025 with a due date of 10/1/2025.
 - 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

- Survivor Rates changing effective 9/1/2025
 - Survivor Only - \$352.47
 - Survivor + Children - \$704.93
- BPM 300 State Group Insurance Premium Contribution has been updated
- **NEW – Diabetes Resource Guide** is now available on the SBA website under Booklets & Brochures

SBA Updates, cont'd

- 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
- Risk, Benefits, Wellness & Safety Conference
 - October 21 – 22, 2025 (two full days) at the 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, cont'd

- Workday Reports
 - 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 Claims

- **Verification of premiums:**
 - Premiums must be current and paid before we can initiate the death claim to the Hartford
 - ACH and TRS death claims will be held until mid month, pending billing confirmation that premiums have been verified

Reminders, cont'd

- **Dependent Enrollment/Change Form (HR 101):**
 - If the Benefit Partner is entering the benefit change in Workday to drop a dependent due to death, the HR 101 form signed by the employee/retiree/POA is required
 - Must obtain signed benefit change form from employee/retiree/POA
 - The signed HR 101 form must be obtained before initiating & completing the Death of Dependent benefit event in Workday
- **HR 103 - Beneficiary Designation Form:**
 - Ensure all updates are completed in Workday before submitting forms for imaging
 - For beneficiary change only benefit events, use the date the form was received
 - Always use the most current form available on the SBA website
 - Beneficiary changes take effect as of the date received, not the first of the following month

Reminders, cont'd

- **HR 113 - Workstation Notice of Death:**
 - If manner of death is not known, please mark Unknown and reach out to the family for confirmation – we don't want to miss paying out AD&D, if applicable.
 - Please provide a response via the ticketing system.
- **Death of Child Update:**
 - The Hartford has confirmed that a birth certificate is not required for dependent child death claims, as the necessary information is included on the death certificate.
 - The birth certificate is required for dependent verification purposes.

Current/Upcoming Projects

- Missing Medicare Info – **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**
- Fall SHIP Waivers – **Complete**
- 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

- August Report
 - Total = 771 tickets
 - 736 resolved/closed
 - 35 work in progress
- Total number of current active tickets = 228



QUESTIONS

