



# Benefits Partner Meeting

September 19, 2024

# AGENDA

- Workday Updates
- BCBSTX Network Update
- ESI At Home Pharmacy Update
- ESI EncircleRx Update
- Hinge Health Update
- 65 Plus MAP Update
- 65 Plus Age Ins
- Inflation Reduction Act – MP3
- Grad Plan Discrepancies
- Wellness Credits
- Wellness Portal Update
- Insurance Billing Update
- SBA Updates
- Reminders
- Current/Upcoming Projects
- Support Tickets

# Workday Updates

- Workday Release: 2024R2
  - Coming September 21
  - Benefit Elections User Experience Redesign (Demo)
    - Workday is changing the way current elections display for employees to be more similar to the experience when enrolling in benefits (Card View)
    - Current Benefits on the Benefits and Pay Hub as well as on the Benefit Elections Tab in the Benefits Section of the Employee Profile will now display as “cards” for employees and retirees viewing their benefits.
    - The Grid View is still available by clicking the “View as Grid” button
    - Benefits Partners will still see benefits in grid view when reviewing benefits on the EE’s profile (no changes)
  - Video and more details about 2024R2 on Workday Help
    - [News and Updates > Biannual Workday Releases](#)

# BCBSTX Network Update

- BCBSTX and **Hendrick Health in Abilene** are negotiating new contracts.
- If an agreement is not reached by **October 31, 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>

# BCBSTX Network Update

- BCBSTX and **Texas Tech Physicians of El Paso** are negotiating new contracts.
- If an agreement is not reached by **November 6, 2024 (contract extended)**, their physicians will be out of network for the A&M Care and J Plans
- They will **stay** in network for the Medicare Advantage (PPO) plan
- Notices will be mailed by BCBSTX if an agreement is not reached by 10/4
- A microsite with information for members is available at <https://www.bcbstx.com/ttpelpaso>

# BCBSTX MAP Network Update

- **MD Anderson** will be leaving the BCBSTX network for the Medicare Advantage Plan only.
- Effective **November 1, 2024**, MD Anderson will be out of network
- Notices have been mailed by BCBSTX
- We are working with BCBSTX and MD Anderson on a possible solution for A&M System participants in the 65 Plus Medicare Advantage (PPO)

# ESI At Home Pharmacy Update

- Beginning October 1, 2024, Express Scripts Pharmacy will no longer be stocking a limited set of medications.
- Patients that have filled an impacted medication in 2024 were notified 30 days in advance of the change
- Patients will have the option to fill an alternative drug at home delivery
- For those patients who want to continue filling the same medication will need to do so at an alternate pharmacy, such as an in-network retail pharmacy
- ESI will outreach to the physician and/or patient to inform that the medication is not stocked, and support seeking a physician approved alternative covered medication that is stocked by Express Scripts Pharmacy or direct the patient to utilize retail.



# ESI At Home Pharmacy Update, cont'd

NDC	BRAND_NAME
00173087410	ARNUITY ELLIPTA
00173087610	ARNUITY ELLIPTA
00173088810	ARNUITY ELLIPTA
00006000530	BELSOMRA
00006003330	BELSOMRA
00006032530	BELSOMRA
00006033530	BELSOMRA
68968051408	COMBIPATCH
68968052508	COMBIPATCH
00597002402	COMBIVENT RESPIMAT
00078065967	ENTRESTO
00078069667	ENTRESTO
00078077767	ENTRESTO
57599000101	FREESTYLE LIBRE 14 DAY
57599080000	FREESTYLE LIBRE 2 SENS
57599081800	FREESTYLE LIBRE 3 SENS

NDC	BRAND_NAME
00430042014	LO LOESTRIN FE
59310030240	QVAR REDIHALER
59310030480	QVAR REDIHALER
70727049725	RHOPRESSA
70727052925	ROCKLATAN
00456150055	SAVELLA
00456151060	SAVELLA
00456151260	SAVELLA
00456152560	SAVELLA
00456155060	SAVELLA
64764072030	TRINTELLIX
64764073030	TRINTELLIX
64764075030	TRINTELLIX
65649000330	TRULANCE
24208050402	VYZULTA
24208050405	VYZULTA

# ESI EncircleRx Program Update

- Flow chart developed for Benefit Partners to help answer questions when employees/retirees reach out
- This is an **internal facing document** and should not be shared with employees
- The employee/retiree facing communication pieces are the:
  - EncircleRx Omada Member Facing Communication flyer
  - EncircleRx Patient FAQ

# Hinge Health Update

- Effective September 1<sup>st</sup> TAMUS launched the Women's Pelvic Health product offering with Hinge Health
- WPH offers care for the full continuum of pelvic floor disorders:
  - Pelvic strength – focus on pelvic muscle strengthening
  - Bladder Control – focused on mind-body connection to reduce incontinence
  - Pelvic Pain – focused on pelvic muscle relaxation and control
  - Pregnancy & postpartum – supporting women through pregnancy and postpartum
- Launch Communication Plan – WPH email will be sent out on 10/17, and a mailer will be sent in November
- Available to all TAMUS members and their dependents age 18+ enrolled in the A&M Care and J Plans.

# 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 **prospective** 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



# Inflation Reduction Act (IRA) - Medicare Prescription Payment Plan (M3P)

- The 65 Plus Medicare Advantage plan has an EGWP Part D prescription plan
- All Medicare Part D plans are required to provide a Medicare Prescription Payment Plan (M3P) effective 1/1/2025
- The A&M System must provide the option to pay out-of-pocket prescription drug costs in monthly payments instead of all at once
- ESI is managing the M3P program, including communications and billing for the 65 Plus participants
- Communications will go out October 15<sup>th</sup>
- If you receive questions regarding the program, direct the member to ESI

# Grad Plan Discrepancies

- **FY23 is closed** – **3 Invoices** are still outstanding. Payments were due within 30 days of receipt.
- **FY24 in progress** – currently there are **172 discrepancies**
- Deadline to address Grad Plan Discrepancies for FY24
  - Biweekly – 10/18/2024 pay date
  - Monthly – 11/1/2024 pay date
- Goal is to close out FY24 and have invoices/refunds generated to the workstations in January 2025, with invoices paid by February 2025

# Wellness Credits

- Deadline for employees/spouses to complete two activities to earn the wellness credit effective 9/1/2024 was 8/31/2024
- If employee/spouse failed to complete two activities by 8/31/2024, they can still 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 FY24 will be available on the portal dashboard through December 31, 2024. Thus, both FY24 and FY25 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 click **ADD EXAM** at the bottom of the section, then add the date and update the checklist.


# System Insurance Billing

- October invoices generated on 9/18/24, paper bills will be mailed via USPS by 9/20/24.
  - 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](mailto: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



## 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 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

- Vacant Senior Employee Benefit Representative – interviews completed, should expect hire sometime in October
- Vacant Student Worker position – selection made, new student worker will begin on 9/30/2024

# 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)**
- Thank you for the feedback on sessions!
- More information will be forthcoming.....

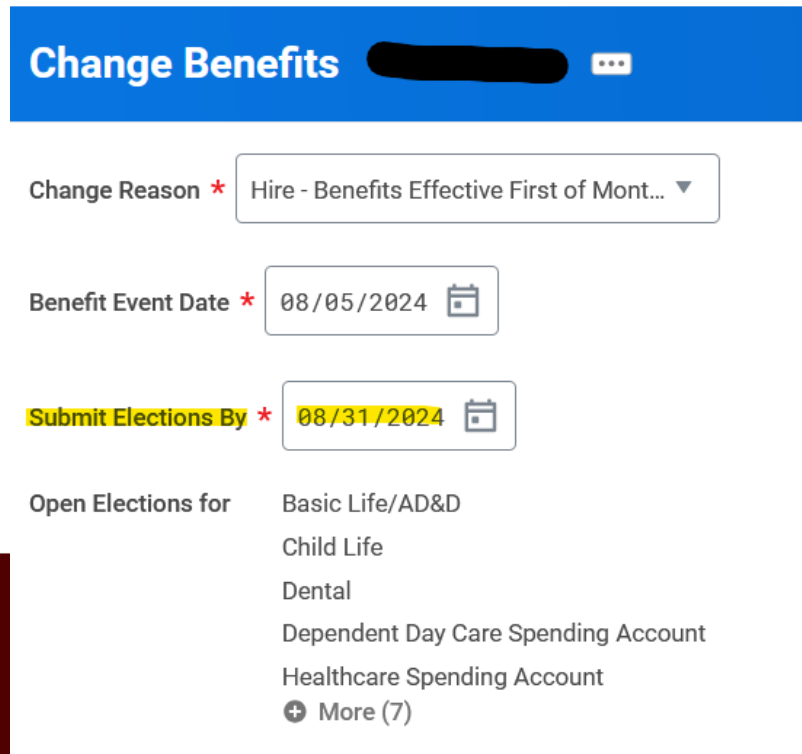


# Reminders

- 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](mailto: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.



**Change Benefits** [Redacted] [More Options]

Change Reason \* Hire - Benefits Effective First of Mont... ▼

Benefit Event Date \* 08/05/2024 [Calendar Icon]

**Submit Elections By \*** 08/31/2024 [Calendar Icon]

Open Elections for

- Basic Life/AD&D
- Child Life
- Dental
- Dependent Day Care Spending Account
- Healthcare Spending Account
- + More (7)

# 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**
- Arrears Clean Up – **In Progress**
- Training Development – **In Progress**
- BCBSTX Double Coverage – **on deck**
- HIPAA Access Audit – **on deck**
- Disability Retiree Audit - **In Progress**
- TRS Letter Audit - **on deck**
- 65 Plus Medicare Advantage Plan age-ins – **on deck**
- Fall SHIP Waivers – **Complete**
- Fall SHIP Audit – **on deck**
- Superior Vision by MetLife implementation - **In Progress**

# SBA Ticketing System

- August Report
  - Total = 709 tickets
  - 682 resolved/closed
  - 25 work in progress
- Total number of current active tickets = 196



# QUESTIONS

