



Benefits Partner Meeting

October 17, 2024

AGENDA

- BCBSTX Network Update
- ESI Formulary Update
- ESI Propeller
- ESI At Home Pharmacy Update
- ESI HUMIRA Update
- Hinge Health Update
- New Digital Partners
- Delta Dental Communications
- 65 Plus MAP Updates/Reminders
- Grad Plan Discrepancies
- Wellness Credits
- Wellness Portal Update
- TRS Trainings
- Insurance Billing Update
- SBA Updates
- Reminders
- Current/Upcoming Projects
- Support Tickets

BCBSTX Network Update

- BCBSTX and **Hendrick Health in Abilene** are negotiating new contracts.
- If an agreement is not reached by **November 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** have reached an agreement on new contracts that will keep BSW in the BCBSTX network
- A microsite with information for members is available at <https://www.bcbstx.com/bsw>

BCBSTX Network Update

- **Texas Tech Physicians of El Paso** have rescinded their termination notice.
- Their doctors and other health care professionals will stay in the BCBSTX networks.
- A microsite with information for members is available at <https://www.bcbstx.com/ttpelpaso>

BCBSTX MAP Network Update

- **MD Anderson** will be staying in-network for the TAMUS BCBSTX 65 Plus Medicare Advantage Plan (PPO)
- Corrected letters will be going out to impacted members soon
- MD Anderson website with MAP information indicating the TAMUS 65 Plus Medicare Advantage Plan (PPO) will remain in-network:
 - <https://www.mdanderson.org/patients-family/becoming-our-patient/planning-for-care/insurance-billing-financial-support/medicare-medicaid.html>

ESI National Preferred Formulary Update

- Effective 1/1/2025 ESI will update the National Preferred Formulary (NPF)
- Changes include exclusion of 21 additional products from the NPF
- The full list of exclusions is available online at:
 - [Exclusion List Changes Coming January 1, 2025](#)

ESI Propeller Program Ending

- Propeller Health's parent company, ResMed, informed ESI that they are sunsetting their Propeller program offering effective 12/31/2024
- Targeted communications ceased in July, and already targeted members were allowed to enroll through 9/30/2024.
- Effective 10/1/2024 no new members will be eligible to enroll
- The Propeller program and related member support will continue through 12/31/2024
- Members enrolled in Propeller will be emailed additional information regarding the change

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 Update - HUMIRA

- Effective 1/1/2025 ESI will prefer the following biosimilar products over HUMIRA
 - CYLTEZO® and its unbranded adalimumab-adbm version (Boehringer Ingelheim), the first low concentration interchangeable biosimilar with HUMIRA, now also available in high concentration formulations
 - SIMLANDI® (adalimumab-ryvk) (Teva), the first interchangeable biosimilar with HUMIRA, high concentration, 40mg strength
 - ADALIMUMAB-ADAZ (Sandoz), high-concentration formulation, unbranded with interchangeable 10mg, 20mg, and 80mg strengths and noninterchangeable 40mg strength

ESI Update – HUMIRA, cont'd

- Effective 1/1/2025 ESI will prefer the following biosimilar products over HUMIRA, cont'd
 - High- and low-concentration interchangeable biosimilar products produced for Quallent Pharmaceuticals through agreements with multiple manufacturers
- In addition, effective 1/1/2025, HUMIRA will be excluded on the National Preferred Formulary (NPF) for patients **new to therapy**
- Effective 7/1/2025, HUMIRA will be excluded on the NPF for both **new and existing patients**, no continuation therapy will be offered

Hinge Health Update

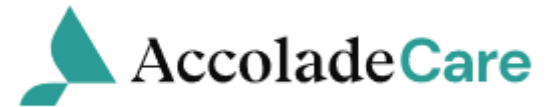
- Effective September 1st TAMUS launched the Women's Pelvic Health product offering with Hinge Health
- WPH offers care for the full continuum of pelvic floor disorders:
 - Pelvic strength – focus on pelvic muscle strengthening
 - Bladder Control – focused on mind-body connection to reduce incontinence
 - 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.

Hello Heart Launch



- Hello Heart target launch date - February 2025
- Digital leader in preventive heart health, with best-in-class clinical outcomes
- Includes a Bluetooth-enabled blood pressure cuff and easy-to-use mobile app that makes it easy to manage the heart's most important metrics. Available at no-cost to eligible members.
- Members can track their blood pressure, cholesterol and medications all in one place, in addition to a digital coach providing personalized tips
- Hello Heart **will replace** Livongo for Hypertension

Accolade Virtual Care Launch



- Accolade Virtual Care target launch date – December 2024
- Enables nationwide access to relationship-based primary care and mental health services.
- Provides members with preventive health, urgent care, chronic care, and integrated behavioral health.
- Members receive support from an integrated Care Team that coordinates with virtual practitioners before, after, and between physician visits.
- Care Team engages with members to facilitate symptom triage, treatment decision support, and post-visit follow up, including guiding members to in-network specialists and preferred clinical programs based on TAMUS benefit offerings.

Delta Dental Communications Update

- Delta Dental will be implementing two out-of-network member notification email campaigns to proactively notify members of their options when visiting an out-of-network dentist.
 1. **OON Claims Communications**: this email notification notifies members who visit an OON provider of the benefits of staying in the Delta Dental network, including how to search for and locate an in-network provider.
 2. **Provider Termination**: this email notification notifies members when their dentist leaves our network and explains how to search for and locate a new in-network provider.

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

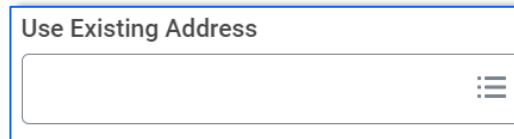
65 Plus Medicare Advantage Plan Address Updates

- 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 Address Updates, cont.

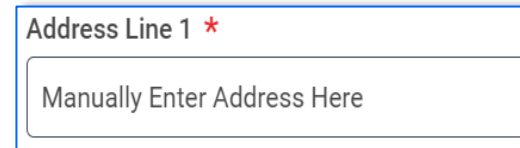
- If a retiree OR dependent spouse has “**Shared With**” associated with the subscriber's name, complete the following steps to correct it:

1. Edit Address > Deselect the checkbox under “*Use Existing Address*” so it is blank (see below)



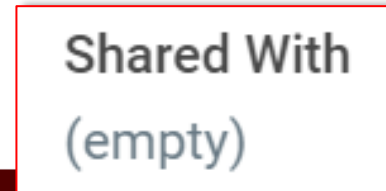
A screenshot of a form field labeled "Use Existing Address". The field is currently empty and has a blue border. A small menu icon (three horizontal lines) is visible in the bottom right corner of the field.

2. Manually enter address in “Address Line 1*”



A screenshot of a form field labeled "Address Line 1 *". The field contains the text "Manually Enter Address Here" and has a blue border.

3. Select the “Details” dropdown to check to make sure the “Shared With” option says (**empty**)



A screenshot of a dropdown menu showing the text "Shared With (empty)". The text is displayed in a grey font on a white background, and the entire dropdown is enclosed in a red border.

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 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) and the “Shared With” is not marked
 4. Submit separate tickets to SBA Benefits and Insurance Billing
 - **SBA Ticket:** Copy of the Medicare card for imaging
 - **Insurance Billing Ticket:** Billing updates

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 **160 discrepancies**
- Deadline to address Grad Plan Discrepancies for FY24
 - Biweekly – 11/15/2024 pay date
 - Monthly – 12/1/2024 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.

TRS Trainings

- TRS is offering the following virtual one-hour trainings in October
- Attendees must register through the [RE Portal Virtual Training webpage](#) to gain access to the zoom meeting link.
 - Substitute Employment: Tuesday, Oct. 22, 2024
 - Creditable Compensation: Thursday, Oct. 24, 2024
 - Employer Contributions Non-Higher Ed: Tuesday, Oct. 29, 2024
 - Statutory Minimum Contribution: Thursday, Oct. 31, 2024

System Insurance Billing

- 11,477 November invoices generated on 10/16/24, 313 paper bills will be mailed via USPS by 10/17/24.
 - 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 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/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 – selection made - new hire, Ashley Garcia (formerly at TAMUCC) will begin 11/1/2024
- Student Worker position – filled – Luz Leal
- Vacant Senior Employee Benefit Representative – job posting coming soon

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)**
- **If you have not registered, please do so as soon as possible!**
- Detailed agenda coming soon.....

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.

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 – **In Progress**
- Superior Vision by MetLife implementation - **In Progress**
- Hello Heart implementation – **In Progress**
- Accolade Care implementation – **In Progress**

SBA Ticketing System

- September Report
 - Total = 714 tickets
 - 686 resolved/closed
 - 28 work in progress
- Total number of current active tickets = 179



QUESTIONS

