



Benefits Partner Meeting

November 21, 2024

AGENDA

- BCBSTX Network Update
- BCBSTX Communication Campaign
- ESI Home Pharmacy Update
- ESI Formulary Update
- New Digital Partner
- GuidanceResources Update
- 65 Plus MAP Reminders
- Grad Plan Discrepancies
- Grad Plan Spring Waivers
- Wellness Credits
- Wellness Portal Update
- Insurance Billing Update
- IRS Update
- TDA/MCL
- 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 **January 31, 2025 (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 **Cornerstone Specialty Hospitals** are negotiating new contracts.
- If an agreement is not reached by **December 6, 2024 (contract extended)** 7 long-term acute care facilities will leave the network.
- This negotiation does not apply to the Medicare Advantage PPO Plans

| Facilities | City | County |
|---|-----------------------|------------|
| Cornerstone Specialty Hospital | Austin | Travis |
| Cornerstone Specialty Hospital | Conroe | Montgomery |
| Cornerstone Specialty Hospital | Round Rock | Williamson |
| Resolute Rehabilitation at Cornerstone Hospital | Round Rock | Williamson |
| Solara Specialty Hospital | Harlingen-Brownsville | Cameron |
| Solara Specialty Hospital | Harlingen | Cameron |
| Solara Specialty Hospital | McAllen | Hidalgo |

BCBSTX 3-6-9 Communication Campaign

- Launched Fall 2024
- Educate employees newly enrolled in the health plan with helpful ways to use their health benefits during the first year of coverage
- Consists of: Welcome message, 3-month, 6-month and 9-month messages

| Messages | Timing | Channel | Theme |
|--------------------------|---|------------------|--|
| Welcome Message | Sent about 30 days after a new subscriber's effective date | Email and letter | Welcome, getting started |
| 3-Month Campaign Message | Sent three months (90 days) after a new subscriber's effective date | Email and letter | Sign up for WebMD® One, explore wellness programs |
| 6-Month Campaign Message | Sent six months (180 days) after a new subscriber's effective date | Email and letter | Referral vs. prior authorization, where to go for care |
| 9-Month Campaign Message | Sent nine months (270 days) after a new subscriber's effective date | Email and letter | Health plan checkup, make the most of your first year |

BCBSTX New Employee Campaign, cont'd

- Campaign Calendar

| Eff. Date | Welcome | 3 Month | 6 Month | 9 Month |
|-----------|----------------|----------------|----------------|----------------|
| 9/1/2024 | October 2024 | November 2024 | February 2025 | May 2025 |
| 10/1/2024 | November 2024 | December 2024 | March 2025 | June 2025 |
| 11/1/2024 | December 2024 | January 2025 | April 2025 | July 2025 |
| 12/1/2024 | January 2025 | February 2025 | May 2025 | August 2025 |
| 1/1/2025 | February 2025 | March 2025 | June 2025 | September 2025 |
| 2/1/2025 | March 2025 | April 2025 | July 2025 | October 2025 |
| 3/1/2025 | April 2025 | May 2025 | August 2025 | November 2025 |
| 4/1/2025 | May 2025 | June 2025 | September 2025 | December 2025 |
| 5/1/2025 | June 2025 | July 2025 | October 2025 | January 2026 |
| 6/1/2025 | July 2025 | August 2025 | November 2025 | February 2026 |
| 7/1/2025 | August 2025 | September 2025 | December 2025 | March 2026 |
| 8/1/2025 | September 2025 | October 2025 | January 2026 | April 2026 |

ESI at Home Pharmacy Update

- Effective 12/1/2024 Express Scripts Home Delivery will no longer accept new patients who have not filled a GLP-1 medication in the past 180 days
- Member communication campaign will contact members with a GLP-1 prescription that has been in a pending status and/or not previously filled with a release date after 12/1/2024
- Patients currently receiving GLP-1 medications through the Express Scripts Home Delivery service are not impacted
- After 12/1/2024, new patients submitting GLP-1 prescriptions to Express Scripts Home Delivery will be contacted and directed to fill their prescription at an in-network retail pharmacy

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

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](#)

Rx Savings Solution



- Launch date pending – will be early 2025
- Helps employees and employer health plans reduce prescription drug costs through a combination of clinical technology, member engagement and concierge support.
- The program will alert members to savings opportunities via text (if they opt-in), email or direct mail
- Therapeutic alternatives, generic substitutions, generic clones, combination splits, dose form changes, and/or fulfillment
- Selected through RFP process and will replace Prescription Care Management

GuidanceResources Experience Update

- Launching January 1, 2025
- Reimagined GuidanceResources digital experience for both the web portal and app
- Ensures members have the right support, at the right time in the right way
- Ability to self-schedule services, individualized resources, personalized care recommendations
- [Informational flier](#)
- [Informational video](#)
- [Communication Toolkit](#)

65 Plus Medicare Advantage Plan Reminders

Provider Outreach

- Our MAP team will reach to any provider to educate them on our plan
- Submit a ticket to SBA with the following information:
 - Retiree name (UIN)
 - Provider Name
 - Clinic Name
 - Clinic Address
 - Phone Number

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 Reminders

- Retirees, eligible dependents, and/or survivors turning 65 (“Aging In”) need to be transitioned to the 65 Plus MAP when they become Medicare eligible.
- If Medicare information is already within Workday, confirm it is correct, and a copy of the card is within HRConnect Legacy
- Use the “Medical Change Only” benefit event to move the retiree, and any eligible dependents, to the 65 Plus MAP. The effective date is always prospective (future dated).

Grad Plan Discrepancies

- **FY23 is closed** – 3 Invoices are still outstanding. Payments were due within 30 days of receipt.
- **FY24 - final payroll month for corrections**
- **FY25 in progress** – currently there are **105 discrepancies**
- Deadline to address Grad Plan Discrepancies for FY24
 - Biweekly – **11/29/2024** 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

Graduate Student Spring Waivers

- Waiver Reports will be run by SBA at the start of the workday, starting Tuesday, January 7th
 - Tuesday, January 14th
 - Tuesday, January 21st
 - Tuesday, January 28th
 - Tuesday, February 4th
 - Tuesday, February 11th **Last waiver report, no exceptions**



Graduate Student Spring 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 Spring 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

- 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

- 11,445 December invoices generated on 11/13/24, 306 paper bills were mailed via USPS on 11/14/24.
 - 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.

IRS Cost of Living Adjustment

| Limit | 2025 | 2024 |
|--|-----------|-----------|
| Defined Contribution Plan 415 Dollar Limit | \$70,000 | \$69,000 |
| Elective Deferrals 403(b) | \$23,500 | \$23,000 |
| Age 50+ Catch-up Contributions 403(b)/457(b) | \$7,500 | \$7,500 |
| Compensation Limit 401(a)(17) | \$350,000 | \$345,000 |
| 457 Deferral Limit | \$23,500 | \$23,000 |
| Increased Catch-up Limit Age 60-63 | \$11,250 | N/A |

TDA/MCL

- Last two pay days for the 2024 calendar year
 - 12/2/24 monthly
 - 12/27/24 biweekly
- Maximum contribution limit (MCL) process will be completed by SBA prior to winter break
 - HR offices will receive list of affected employees
 - Any questions can be directed to SBA

SBA Updates

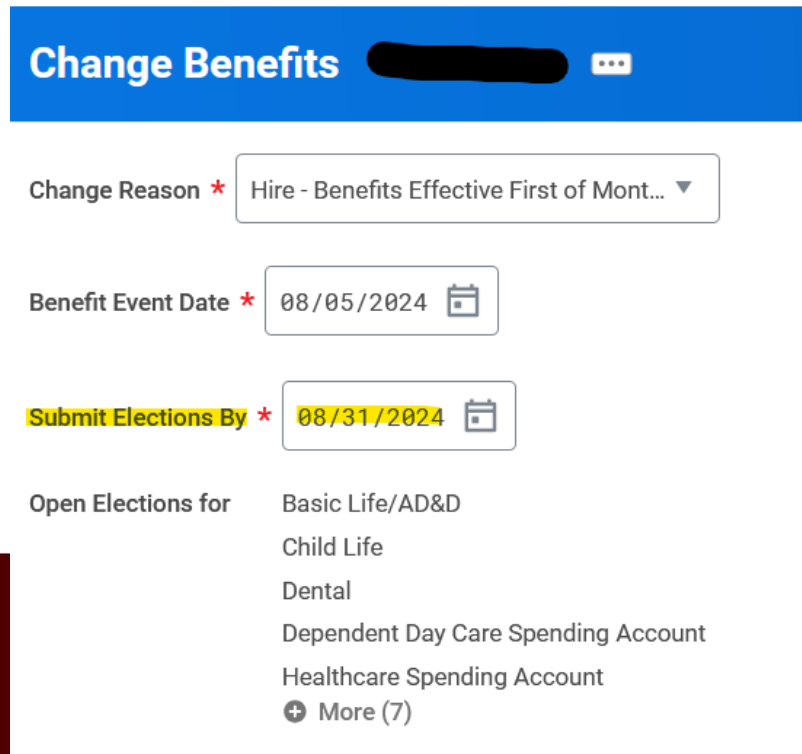
- Welcome - Ashley Garcia (formerly at TAMUCC) started 11/1/2024
- Laura Fritsch, last day will be 11/27/2024
- Vacant Senior Employee Benefit Representative –
 - R-078930 – Senior Employee Benefits Representative
 - R-079365 – Senior Employee Benefits Representative

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, 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**
- TRS Letter Audit - **on deck**
- Disability Retiree Audit - **In Progress**
- 65 Plus Medicare Advantage Plan age-ins – **on deck**
- Fall SHIP Audit – **Complete**
- Superior Vision by MetLife implementation - **Complete**
- Hello Heart implementation – **In Progress**
- Accolade Care implementation – **In Progress**
- Rx Savings Solution implementation – **In Progress**
- Spring SHIP Waivers – **on deck**
- Spring SHIP Audit - **on deck**
- Legislative Bill Review - **on deck**
- EAP RFP - **on deck**

SBA Ticketing System

- October Report
 - Total = 578 tickets
 - 548 resolved/closed
 - 30 work in progress
- Total number of current active tickets = 177



QUESTIONS

