COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

Benefits Administrator Memo   **#15-03**

To:	Benefits Administrators
From:	State and Local Health Benefits Programs
CC:	All OHB
Date:	April 27, 2015
Re:	Open Enrollment Instructions

Open Enrollment is May 1 – 22, 2015

Open Enrollment permits changes in health care coverage and flexible spending account (FSA) elections for the plan year that begins July 1, 2015 and ends June 30, 2016. Employees may submit Open Enrollment election requests using EmployeeDirect or by enrollment form beginning May 1. The deadline for agencies to receive enrollment forms is by the close of business on Friday, May 22. EmployeeDirect continues to be available through 11:59 p.m. on May 22.

The Spotlight newsletter contains Open Enrollment information including premiums and plan changes. It is mailed to home addresses and will be distributed electronically this month to those with emails in BES. All Open Enrollment information, access to EmployeeDirect, and enrollment forms may be found on the DHRM website at www.dhrm.virginia.gov.

Newly-Eligible Employees and QME Requests for May 1 and June 1

Newly-eligible employees and current employees with a qualifying mid-year event (QME) with coverage effective May 1 or June 1 may make a separate election request for July 1. While the health care coverage election made for May 1 or June 1 will carry over to the next plan year beginning July 1, if the employee enrolls in the FSA, the FSA election ends on June 30. If the employee wants an FSA for the new plan year, they will need to submit an enrollment form with their July 1, 2015 FSA election(s). The form will need to be forwarded to the Office of Health Benefits for BES keying.

Handling EmployeeDirect Open Enrollment Requests

Most Open Enrollment requests made in EmployeeDirect automatically create a July 1 suspense record in BES. However, a request to add a dependent, which requires proof that the dependent qualifies, creates a pending record. If the request to add a dependent includes an FSA election, both requests will be on the pending record. Use PSBPEN in BES to accept a pending record when the participant provides proof that the dependent qualifies, or use it to reject a pending record. It is important to handle pending records by May 29 when possible and not later than June 30. When you accept or reject the pending record, it applies to both the health care and FSA election requests. If part of the request is to be accepted and another part rejected, (for example, the FSA request is okay, but the request to add a dependent is not), it is necessary to print the pending record for documentation, then reject it and key the accepted request directly in BES.

A successful EmployeeDirect transaction sends a notification email to the Benefits Administrator and creates a BES Turnaround document posted to the agency's HuRMan folder the following business day.

Keying BES for Enrollment Form Requests

All Open Enrollment requests submitted by enrollment form are keyed in BES using Reason Code 56. Health care coverage elections are keyed using PSB301 and FSA elections using PSB200. It is important to review and certify the entire enrollment form and key all changes accurately. The deadline for keying Open Enrollment requests submitted by enrollment form is 6:00 p.m. on Thursday, May 28. Send Open Enrollment requests for employees in Layoff Leave Codes 21, 22, 23, 24, or 25 to the Office of Health Benefits by the deadline for entry into BES. Access to benefits that take effect on July 1 is likely delayed if the May 28 keying deadline is missed.

A successful BES transaction creates a BES Turnaround document that is posted to your agency's HuRMan folder on the following business day. If a mistake is found on an Open Enrollment transaction before the May 28 deadline, do not delete the transaction from BES. Key the correction using Reason Code 56 again. After the May 28 deadline and until July 1, use Reason Code 47 to enter a valid Open Enrollment election. RC 47 may also be used to correct an agency's Open Enrollment error or to replace an Open Enrollment election deleted to enter a transaction with an earlier effective date.

Premium Reward Tracked in BES

BES calculates and reports the premium: State amount, Participant amount, and Reward Amount. The sum of the three parts will be the total standard premium based on the participant's status, plan, membership and reward indicator.   The premium amounts are found on the PSB305 as "PrRate", on the BES Turnaround Document, on the weekly BES Enrollment Report and the corresponding flat file named PM9103-BOM-Enrollment. Be sure to monitor these reports for reward updates beginning June 24 and routinely after July 1.

BES will display the reward and its effective date once it is approved by DHRM. If a reward shown in BES is not reflected in the participant's paycheck, contact your payroll office.

Open Enrollment Data Exchanges Schedule

June 6:   Plan Administrators begin to receive Open Enrollment elections from BES and will mail health care coverage ID cards, FSA confirmation statements and Health FSA VISA benefit cards to home addresses prior to July 1.

June 6:   The BES-Open-Enrollment-Rpt and corresponding PM9103-BOM-Open-Enrollment flat file are posted to agency HuRMan folders. These report July 1 changes entered in BES as of June 6.

July 2:   The Department of Accounts receives the July 1 elections for CIPPS. New plan year payroll deductions begin on the first paycheck following July 1.

July 3:   The BES-Monthly-Enrollment-Rpt and corresponding PM9103-BOM-Enrollment flat file for total July 1 enrollment are posted weekly to agency HuRMan folders.

August: The annual Open Enrollment Activity Report will be posted on the DHRM Website.

Need Help?

- **EmployeeDirect login/password issues or HuRMan access:**
  - Email: **edirect@dhrm.virginia.gov**

- **General Open Enrollment questions:**
  - **openenrollment@dhrm.virginia.gov**

- **EmployeeDirect Health Benefits and Enrollment issues, BES, or BES reports:**
  - Email: **ohb@dhrm.virginia.gov**

- **Policy, eligibility and general questions:**
  - Email: **ohb@dhrm.virginia.gov**
  - Fax: (804) 371-0231
  - Phone: 888-OHB-4414 (888-642-4414) or (804) 225-3642 in Richmond

When you contact the Office of Health Benefits (OHB) about specific issues, be sure to include the ID number, name, and a brief description of the issue. The Agency Request for Assistance Form is available on the DHRM Web site.