



**COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**Benefits Administrator Memo**

**#19-01**

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**To:** Benefits Administrators  
**From:** State and Local Health Benefits Programs  
**CC:** All OHB  
**Date:** April 11, 2019  
**Re:** 2019 Open Enrollment Communications and Materials

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***Open Enrollment Will Be May 1-15, 2019***

Open Enrollment for health benefits and flexible spending accounts (FSAs) will be between **May 1 and May 15** this year for elections effective on July 1, 2019. **EmployeeDirect** will be available for online employee elections. Employees will log in to **EmployeeDirect** and select *Health Benefits Direct*. Please see the separate BA Memo #19-02 on instructions for *Health Benefits Direct* and BES.

Employees must submit their elections on **EmployeeDirect no later than 11:59 p.m. on May 15, 2019**. **Enrollment forms** must be submitted to Benefits Administrators no later than the close of business on May 15.

Information regarding non-Medicare retiree materials will be provided separately.

**Starting July 1**

The state health benefits program will offer a new HMO plan in the Hampton Roads area, and there will be changes in dental and pharmacy administrators. There is also a new administrator for Flexible Spending Accounts (FSAs). See more in the *Spotlight* newsletter.

## Instructions for Employees

Employees can use *Health Benefits Direct*, the new online Open Enrollment tool for health plan changes or FSA enrollment for the new plan year beginning July 1, 2019. Just visit **EmployeeDirect**, register if you are a new user or log in with your user name and password. *Health Benefits Direct* will be available May 1- May 15 for Open Enrollment

New EmployeeDirect users or employees who have forgotten their user credentials should check with their Benefits Administrator ahead of time to be sure their BES ID, date of birth and email address are correct.

**Employees should submit elections early and no later than May 15, 2019.**

If employees want to submit an enrollment form, please encourage them to use the fillable form. A limited supply of enrollment forms will be available to Benefits Administrators to order using the Commonwealth of Virginia Materials Order Form. Be sure to provide your contact information to employees so that they are clear where to submit their enrollment form.

### ***Employee Communications***

- The [Spotlight newsletter](#) will be mailed to employees at their home addresses the week of April 22, 2019 and will be posted on the DHRM website. We also will send *Spotlight* electronically to all employees with emails in BES during April. See the link to Spotlight below for this year's Open Enrollment information.
- Also included in this year's mailing will be:
  - A "State Health Benefits Program" brochure with information on COVA Care, COVA HealthAware, COVA HDHP, the Kaiser Permanente HMO and the new Optima Health Vantage HMO health plan;
  - A Summary of Benefits and Coverage (SBC) for the employee's current plan;
  - A Language Assistance Notice;
  - A sheet with special health benefits notices, including a revised Wellness Notice, Women's Health and Cancer Rights, HIPAA Special Enrollment, and a notice for employees not currently enrolled in a state health plan about the employee's option to review on the website or request paper copies of the State's SBCs; and
  - The Children's Health Insurance Program Reauthorization Act of 2009 (CHIP) annual notice required by the Department of Labor.
- An **Open Enrollment link** with all information will be posted on the [DHRM website](#) the week of April 22.
- An **Open Enrollment PowerPoint** will be available on the Open Enrollment web page the week of April 30 for agency use at employee meetings.
- Every employee enrolled in **COVA Care, COVA HDHP or COVA HealthAware** should receive a **2019 Member Handbook**. The member handbooks will be posted on the DHRM website as soon as possible. Employees should keep a copy of their Spotlight as a reference for plan changes until the new Member Handbooks are available. The **Kaiser Permanente and Optima Health Evidence of Coverage** will be mailed to enrolled employee home addresses.
- **FSA Sourcebooks** will be available for orders soon. No supplies will be sent this year in advance. The electronic version will be posted the week of April 22. You may also download materials from the PayFlex website at [www.payflex.com](http://www.payflex.com) or the DHRM website.

## **Ordering and Accessing Materials**

New materials will be available for order beginning the week of April 22 from each vendor as shown below. The materials order forms are at [www.dhrm.virginia.gov/benefitsadministration/baforms](http://www.dhrm.virginia.gov/benefitsadministration/baforms).

### **2019 Commonwealth of Virginia Materials Order Form (Anthem and Delta Dental)**

- A limited number of **extra Spotlights** – write in “Spotlight” and the quantity
- **COVA Care and COVA HDHP** brochures
- **2019 COVA Care Member Handbook\***
- **2019 COVA HDHP Member Handbook\***
- **Other brochures, forms and flyers**
- **Delta Dental materials** - call the telephone number included on the form

\*2019 member handbooks will be available at a later date

### **2019 Aetna Materials Order Form**

- **COVA HealthAware** brochure
- **2019 COVA HealthAware Member Handbook\***
- **2019 Flexible Spending Account (FSA) Sourcebook (PayFlex –delivery date TBD)**
- **Other brochures** and flyers

\*2019 member handbook will be available at a later date

**IngenioRx Pharmacy forms** will be available online soon at [www.anthem.com/cova](http://www.anthem.com/cova).

**Contact Kaiser and Optima Health directly to order materials.**

- **Kaiser:** 703-287-4645 or [Valerie.Frank-Solorzano@kp.org](mailto:Valerie.Frank-Solorzano@kp.org)
- **Optima Health:** 757-252-8516, contact Janeal Downs

**State Health Benefits Program materials** available from the plan administrators may be accessed electronically on the DHRM website with links to individual administrators: [www.anthem.com/cova](http://www.anthem.com/cova), <http://www.covahealthaware.com>, <http://www.optimahealth.com/cova>, <http://my.kp.org/commonwealthofvirginia>, [www.deltadentalva.com](http://www.deltadentalva.com) and [www.payflex.com](http://www.payflex.com).

Links To:

- [Spotlight](#)
- [Active Enrollment Form](#)
- [Using Health Benefits Direct for Open Enrollment](#)
- [State Health Benefits Program Brochure](#)
- Flexible Spending Account Sourcebook (posted week of April 22)
- [FSA Worksheets](#)
- [Commonwealth of Virginia Materials Order Forms](#)
- [Important Health Benefits Notices](#)
- [Language Assistance Notice](#)
- [CHIP Annual Notice](#)
- Plan Brochures – [COVA Care](#), [COVA HDHP](#), [COVA HealthAware](#), [Optima Health](#), [Kaiser](#)
- [Summary of Benefits and Coverage](#)