



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

Benefits Administrator Memo #20-01

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 17, 2020
Re: 2020 Open Enrollment Communications and Materials

Open Enrollment Will Be May 1 - 15, 2020

Open Enrollment for health benefits and flexible spending accounts (FSAs) will take place from **May 1 through May 15** this year for elections effective on July 1, 2020. **EmployeeDirect** will be available for online employee elections, and paper forms may be used by those who do not have online access. You will receive a separate communication regarding non-Medicare retiree materials.

Using EmployeeDirect/Health Benefits Direct

Employees must submit their elections on EmployeeDirect no later than 11:59 p.m. on May 15, 2020 to be accepted. Instructions for enrolling online are enclosed.

Using a Paper Enrollment Form

Enrollment forms must be postmarked no later than May 15 to be accepted. Forms may be obtained from:

- **Benefits Administrators** - A limited supply of paper enrollment forms will be available to order using the Commonwealth of Virginia online ordering portal.
- **Online** (fillable form) on the DHRM website.
- **In a separate mailing** - Due to the unique circumstances surrounding COVID-19 social distancing and teleworking, an enrollment form will be mailed to the address of record for all eligible employees

to be used if online access is unavailable. This will be mailed separately from the standard Open Enrollment package.

Employees must submit their elections on **EmployeeDirect no later than 11:59 p.m. on May 15, 2020**. **Enrollment forms** must be submitted to Benefits Administrators and should be postmarked no later than May 15.

Please see the separate BA Memo #20-02 on instructions for *Health Benefits Direct*, enrollment forms and BES.

Employee Communications

The [Spotlight newsletter](#) will be mailed to employees at their home addresses beginning April 16, 2020, 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 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 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 27. An **Open Enrollment Presentation** will be available on the Open Enrollment web page the week of April 27 for agency use.

- The **member handbooks** will be posted on the DHRM website as soon as they are available. 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 27. You may also download materials from the PayFlex website at www.payflex.com or the DHRM website.

Ordering and Accessing Materials

New materials will be available for order beginning the week of April 20 from Anthem and IngenioRx on the materials ordering portal and each vendor as shown below. Materials ordering information is at <https://www.dhrm.virginia.gov/hr-partners/benefits-administration/baforms>.

- [2020 Commonwealth of Virginia Materials Ordering Portal](#) (Anthem and IngenioRx)
See the instructions in the Health Benefits E-News dated [March 25, 2020](#).
- [2020 Delta Dental Materials Order Form](#)
- **2020 Aetna Materials Order Form (coming soon!)**

- **Contact Kaiser and Optima Health directly to order materials.**
 - **Kaiser:** 301-609-1184 or Valerie.Frank-Solorzano@kp.org
 - **Optima Health:** [Use order form](#) or 804-510-7477 or mktrimm1@sentara.com

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.covahealthaware.com>, <http://www.optimahealth.com/cova>, <http://my.kp.org/commonwealthofvirginia>, www.deltadentalva.com and www.payflex.com.

[Commonwealth of Virginia Materials Order Forms](#)

[Open Enrollment page](#)

Find links to:

Spotlight

Enrollment Forms

Using Health Benefits Direct for Open Enrollment

State Health Benefits Program Brochure

Flexible Spending Account Sourcebook (posted week of April 27)

FSA Worksheets (posted week of April 27)

Important Health Benefits Notices

Language Assistance Notice

CHIP Annual Notice

Plan Brochures – COVA Care, COVA HDHP, COVA HealthAware, Optima Health, Kaiser
Summaries of Benefits and Coverage