



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

**Benefits Administrator Memo**

**#20-02**

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**To:** Benefits Administrators  
**From:** State and Local Health Benefits Programs  
**CC:** All OHB  
**Date:** April 20, 2020  
**Re:** Open Enrollment Instructions

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**Open Enrollment is May 1 – 15, 2020**

During Open Enrollment, changes in health care coverage and flexible spending account (FSA) elections are permitted for the plan year that begins July 1, 2020 and ends June 30, 2021. Employees may submit Open Enrollment election requests beginning May 1 using EmployeeDirect or by using the Enrollment Form for Employees.

EmployeeDirect will be available through 11:59 pm on May 15. All enrollment forms must be postmarked by May 15, 2020.

The Spotlight newsletter contains Open Enrollment information including premiums and plan changes. It is mailed to the home address of record and will be distributed electronically to those employees with an email address in BES. All Open Enrollment information, access to EmployeeDirect, and enrollment forms may be found on the DHRM website at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov).

**Health Benefits Direct for Open Enrollment**

Health Benefits Direct, which resides in EmployeeDirect, will be available to employees for Open Enrollment from May 1 through May 15. This tool permits employees to review their health benefits record and make Open Enrollment changes online, including updates to address, phone, and email.

Employees will need to register or log in with their EmployeeDirect user name and password to get to Health Benefits Direct. Employee-specific information, as it is recorded in BES, is needed when they are a new user or have forgotten their EmployeeDirect credentials. Please review the attached reference sheet for information on handling EmployeeDirect transactions.

## **Enrollment Forms**

If employees want to submit an enrollment form, please encourage them to use the fillable form which is available on the DHRM web site. Due to the COVID-19 pandemic, an enrollment form and cover letter will be sent in a separate mailing this week to all eligible employees (separate information will be provided regarding non-Medicare retirees). We are also allowing the following options this year for submitting Open Enrollment requests:

1. If obtaining a “signed” fillable form is not possible during Open Enrollment, agencies can temporarily accept the enrollment form with authorizing names typed in the signature fields. These forms can be saved with a new document name and emailed securely. Please be advised that Benefit Administrators are responsible for obtaining a signed form for their permanent records as soon as possible.
2. If obtaining an enrollment form from the employee is not possible during Open Enrollment you may instruct employees to mail a written statement to the agency including ID number, health plan, membership and Flexible Spending Account (FSA) elections. Have the employee sign and date the statement.
  - The employee should understand that the written statement is binding and changes cannot be made after the Open Enrollment period ends.
  - Upon returning to work, the employee should complete an enrollment form reflecting the elections previously mailed and the Benefits Administrator should attach the written statement to the enrollment form.
  - The Benefits Administrator may key elections upon receipt of the written statement since it includes the employee’s signature, unless receipt of supporting documentation is pending.

Be sure to provide your contact information to employees so that they are clear where to submit their written statement or enrollment form. The enrollment form or written statement should be postmarked no later than May 15.

**Reminder:** Supporting documentation must be received in order to continue processing elections. The enrollment form can be accepted and held until the supporting documentation is received.

## **Keying BES for Enrollment Form Requests**

The deadline for keying Open Enrollment requests submitted by enrollment form is 5:30 pm on Friday May 29. Access to benefits that take effect on July 1 is likely delayed if the May 29 deadline is missed. BES is available daily but is generally down from 5:30 pm – 7:00 pm each day. It is also unavailable on Sunday mornings.

It is important to review and certify the entire enrollment form and key all changes accurately. Send Open Enrollment requests for employees in Layoff (Leave Codes 21, 22, 23, 24, or 25) to the Office of Health Benefits by May 31 for entry into BES.

Use the following BES transactions:

- PSB301 Health care coverage elections and personal information changes
- PSB200 FSA elections

Use the following reason codes:

- Reason Code 56 until May 29
- Reason Code 47 after May 29 and until July 1
- Reason Code 37 for personal information changes

A successful BES transaction creates a BES turnaround document that is posted in the agency's HuRMan folder on the following business day. If a mistake is found on an Open Enrollment transaction before the May 29 deadline, do not delete the transaction from BES. Key the agency's error correction using Reason Code 56 again.

After the May 29 deadline and until July 1, Reason Code 47 may 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. Note: To delete a suspense transaction that added a new family member, send a request for assistance to the Office of Health Benefits.

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

Newly-eligible employees and employees with a qualifying mid-year event with coverage effective May 1 or June 1 may also make a separate FSA election for July 1. While the health care coverage election carries over to the next plan year, the FSA election ends on June 30. FSAs require an election each plan year.

- Newly-eligible employees may elect to enroll in one or both of the FSAs for the remainder of the current plan year, the plan year beginning 7/1/2020, or both plan years. BAs should confirm the employee's intent and request a separate form for each plan year's election.
- The election requests must be received within the employee's newly-eligible or QME election window.
- All 7/1/2020 election requests will need to be submitted to OHB for BES entry.

### **Premium Rewards Tracked in BES**

Current premium rewards end June 30, 2020. Employees must complete and submit a health assessment during Open Enrollment to receive a Premium Reward for July 1. Additional information on Premium Rewards is available in the Spotlight and on the Open Enrollment page at <https://www.dhrm.virginia.gov/employeebenefits/openenrollment2020-21>.

New rewards earned for July 1, 2020 will be posted to BES as reported from Anthem and Aetna and approved by DHRM. The reward description, *No Reward, Participant Only, Spouse Only, or Participant and Spouse* is found on the PSB305. In addition, the premium amounts (State, Participant, and Reward) are on the PSB305 marked as "PRRate". If a reward shown in BES is not reflected in the employee's paycheck, contact your payroll office.

Premium amounts are also found on BES Turnaround documents and the BES Enrollment Report. BES Turnaround documents are created the day after the transaction is keyed in BES. The BES Enrollment Report is created on the 3rd, 10<sup>th</sup>, 17<sup>th</sup>, and 24<sup>th</sup> of each month. The BES Enrollment Report created on June 24 will begin showing the July 1 elections and premium amounts.

### Open Enrollment Data Exchanges Schedule

- June 4: Plan Administrators begin to receive Open Enrollment elections from BES and will mail health care coverage ID cards, FSA confirmation statements and Health FSA MasterCard benefit cards (as required—see Spotlight for more information) to home addresses prior to July 1.
- June 24: The BES-Enrollment-Rpt and the corresponding PM9103-BOM-Enrollment flat file for July 1 enrollment and premiums are posted in HuRMan. Sort the report by the column titled “Last Update Effective” to see the 7/1/2020 changes.
- 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 3.

### Need Help?

EmployeeDirect access:	Email: <a href="mailto:edirectissues@dhrm.virginia.gov">edirectissues@dhrm.virginia.gov</a>
HuRMan access:	Email: <a href="mailto:ihelp@dhrm.virginia.gov">ihelp@dhrm.virginia.gov</a>
BES or BES Reports:	Email: <a href="mailto:ohb@dhrm.virginia.gov">ohb@dhrm.virginia.gov</a>
General Open Enrollment questions:	Email: <a href="mailto:openenrollment@dhrm.virginia.gov">openenrollment@dhrm.virginia.gov</a>
Policy, eligibility and general questions:	Email: <a href="mailto:ohb@dhrm.virginia.gov">ohb@dhrm.virginia.gov</a>
	Fax: 804-371-0231
	Phone: 888-OHB-4414 (888-642-4414) 804-225-3642 in Richmond

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