



COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

Benefits Administrator Memo **#21-01**

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 9, 2021
Re: 2021 Open Enrollment Communications and Materials

Open Enrollment Will Be May 3 - 17, 2021

Open Enrollment for health benefits and flexible spending accounts (FSAs) will take place from **May 3 through May 17** this year for elections effective on July 1, 2021. **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 17, 2021, to be accepted. Refer to BA Memo #21-03 for instructions on the online enrollment process.

Using a Paper Enrollment Form

Enrollment forms must be postmarked, emailed or faxed no later than May 17 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 the Open Enrollment mailing** - An enrollment form will be included in this year's Open Enrollment package to be used if online access is unavailable.

Separate **BA Memos #21-02 and #21-03** are coming soon 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 19, 2021, 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 Summary of Benefits and Coverage (SBC) for the employee's current plan;
- 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;
- The Children's Health Insurance Program Reauthorization Act of 2009 (CHIP) annual notice required by the Department of Labor;
- Bureau of Insurance Balance Billing Consumer Notice, and
- State Employee Enrollment Form with Language Assistance Notice.

An **Open Enrollment link** with all information will be posted on the [DHRM website](#) the week of April 19. An **Open Enrollment Presentation** will be available on the Open Enrollment web page the same week 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. **Kaiser Permanente and Optima Health** have posted their **Evidence of Coverage** online, and instructions for accessing the information 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 19. 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 19 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>.

- [2021 Commonwealth Materials Ordering Portal](#) (Anthem and IngenioRx)
- [2021 Delta Dental Materials Order Form](#)
- [2021 Aetna & PayFlex Materials Order Form](#)
- **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.

[Open Enrollment page](#)

Find links to Spotlight, Premiums, Summaries of Benefits and Coverage, and important Health Benefits notices.