



COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

COMMONWEALTH OF VIRGINIA DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

Benefits Administrator Memo #21-02

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 14, 2021
Re: Open Enrollment Instructions

Open Enrollment is May 3 -17, 2021

During Open Enrollment, changes in health care coverage and flexible spending account (FSA) elections are permitted for the plan year that begins July 1, 2021 and ends June 30, 2022. Employees may submit Open Enrollment election requests beginning May 3 using EmployeeDirect or by using the Enrollment Form for Employees.

EmployeeDirect will be available through 11:59 pm on May 17. All enrollment forms must be postmarked, emailed or faxed by May 17, 2021.

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.

Health Benefits Direct for Open Enrollment

Health Benefits Direct, which resides in EmployeeDirect, will be available to employees for Open Enrollment from May 3 through May 17. Please see the separate **BA Memo #21-03** for additional information on this tool.

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. An enrollment form will be included in this year's Open Enrollment package.

Be sure to provide your contact information to employees so that they are clear where to submit their enrollment form. The enrollment form should be postmarked, emailed or faxed no later than May 17.

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

If the enrollment form includes a plan change and/or an FSA election for the new plan year, you can process those requests since no additional documentation is needed.

Keying BES for Enrollment Form Requests

The deadline for keying Open Enrollment requests submitted by enrollment form is 5:30 pm on Monday, May 31. While we realize that this is the Memorial Day holiday, we wanted to give Benefits Administrators as much time as possible for BES keying. Access to benefits that take effect on July 1 is likely delayed if the May 31 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 31
- Reason Code 47 after May 31 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 31 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 7/1/2021, 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 7/1/2021 election requests will need to be submitted to OHB for BES entry.

Premium Rewards Tracked in BES

Current premium rewards end June 30, 2021. 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/open-enrollment2021-22>.

New rewards earned for July 1, 2021 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, 10th, 17th, and 24th 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 7/1/2021 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?

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| EmployeeDirect access: | Email: edirectissues@dhrm.virginia.gov |
| HuRMan access: | Email: ihelp@dhrm.virginia.gov |
| BES or BES Reports: | Email: ohb@dhrm.virginia.gov |
| General Open Enrollment questions: | Email: openenrollment@dhrm.virginia.gov |
| Policy, eligibility and general questions: | Email: ohb@dhrm.virginia.gov |
| | 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.