



# COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT (DHRM)

## Benefits Administrator Memo #24-01

**To:** Benefits Administrators  
**From:** State and Local Health Benefits Programs  
**CC:** All Office of Health Benefits (OHB)  
**Date:** April 12, 2024  
**Re:** 2024 Open Enrollment Communications and Materials

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### Open Enrollment will be May 1 – 15, 2024

Open Enrollment (OE) for health benefits and flexible spending accounts (FSAs) will take place from **May 1 – May 15** this year for plan year elections effective **July 1, 2024 – June 30, 2025**.

Cardinal Human Capital Management (HCM) will be available for online employee elections, and paper enrollment forms may be used by those who do not have online access. The DHRM OE webpage at <https://www.dhrm.virginia.gov/employeebenefits/open-enrollment-2024-25> is available to find links to the new **Spotlight** publication, Premiums, Summaries of Benefits and Coverage (SBC), and Important Health Benefits notices.

### Upcoming Communications and Forum:

- Expect a separate **BA Memo #24-02** regarding **non-Medicare Retiree Communications and Materials** during the week of April 15.
- A detailed **BA Memo #24-03** regarding **OE Instructions** will be sent the week of April 22.
- **Cardinal Open Enrollment Forum** for Benefits Administrators (BA) has been scheduled for Wednesday, April 24 and will be recorded for anyone who cannot attend, but we highly encourage your attendance (*Cardinal HCM sent an email invitation to BAs on March 20*).

### Using Cardinal HCM

Employees can submit their online elections in Cardinal HCM beginning on Wednesday, May 1 and no later than 11:59 p.m. EDT on Wednesday, May 15 to be

**accepted.** BAs can prepare to support their employee population for online enrollment in Cardinal by completing the following:

- Familiarize yourself with the OE directions for your employees in the new **Spotlight** publication **and** use Cardinal's [Open Enrollment | Cardinal \(virginia.gov\)](https://www.virginia.gov) web page to access the Cardinal's Quick Guide to Open Enrollment.
- Ensure emails are updated for the OE employee population!
- Understand access to Cardinal: Do you have employees who have **not accessed Cardinal**?
- Does your agency want employees to complete OE online instead of using an enrollment form? Please ensure you understand the following details to support them:

**Who needs to register:** Depending on your agency and the type of email address that is documented for the employee in Cardinal (personal vs. agency-provided), your employee may be required to register before they can log into Cardinal for the first time.

Reference the [Portal | Cardinal \(virginia.gov\)](https://www.virginia.gov) on the Cardinal website for guidance on who needs to register in Cardinal.

### **How to register:**

- Cardinal **registration** is a complex, multi-step process. To succeed, employees who have not yet registered **MUST** follow the instructions in the [Cardinal Registration Quick Start Guide \(virginia.gov\)](https://www.virginia.gov).

**Important:** Before registration, your employees will need to know:

- **11-digit Cardinal Employee ID** – assigned in Cardinal upon hire and communicated to employees by their agency BA.
- **Primary Email Address** – documented in Cardinal and communicated to employees by their agency BA.

**Forgot the Cardinal password?** Employees should use the [Portal | Cardinal \(virginia.gov\)](https://www.virginia.gov) on the Cardinal website for support!

### **Important Cardinal Tips to Remind Employees:**

- Hit the “**Submit**” button to finalize transactions.
- Review their **Confirmation Statement** for health plan election, flexible spending account election, and eligible dependents enrolled or not.

### **Using a Paper Enrollment Form**

**Enrollment forms must be postmarked, emailed, or faxed 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) at [Open Enrollment 2024-25 \(virginia.gov\)](https://www.virginia.gov) on the DHRM website.

## **Employee Communications**

A new redesigned **Spotlight** publication will be mailed to benefit eligible employees at their home address of record beginning the week of April 8 and posted at [Open Enrollment 2024-25 \(virginia.gov\)](https://openenrollment2024-25.virginia.gov). The mailing list for the **Spotlight** publication includes benefit eligible employees as of March 22. DHRM will send the **Spotlight** publication electronically in a separate communication the week of April 22 to all benefit eligible employees with valid emails in Cardinal. Encourage your employees to check their spam folder particularly if your agency is a non-COV agency or if the employee's primary email address in Cardinal is a personal email address.

The new **Spotlight** publication will not be mailed in an envelope; all prior inserts are now included within the publication. This year's publication includes the Important Health Notices such as:

- The Children's Health Insurance Program Reauthorization Act of 2009 (CHIP) annual notice required by the Department of Labor;
- Language Assistance Notice;
- HIPAA Special Enrollment;
- Women's Health and Cancer Rights Act and
- The Summary of Benefits and Coverage (SBC) Notification and how employees can obtain information to review or request paper copies.

Additional support materials include:

- DHRM's OE webpage [Open Enrollment 2024-25 \(virginia.gov\)](https://openenrollment2024-25.virginia.gov) with all related information will be posted the week of April 8, 2024
- **Open Enrollment Presentation** will be available for agency use.
- Updated **member handbooks and/or amendments** will be posted on the DHRM OE webpage as soon as they are available. Employees should keep a copy of their **Spotlight** publication as a reference for plan changes until the new member handbooks are available.
- **Kaiser Permanente** will post their Evidence of Coverage (EOC) online, and a postcard with instructions for accessing the information will be mailed to enrolled employees' home address of record 30-days after the effective date.
- **Sentara Health Plans HMO** will post their Evidence of Coverage (EOC) online, and instructions for accessing the information and the EOC will be mailed to enrolled employee home address of record 60-days after the effective date.
- **FSA Sourcebooks** will be available for order. No supplies will be sent in advance. The electronic version will be posted the week of April 8. You may also download materials from the Inspira Financial (formerly PayFlex) website at [www.inspirafinancial.com](https://www.inspirafinancial.com) or the [Open Enrollment 2024-25 \(virginia.gov\)](https://openenrollment2024-25.virginia.gov).

## **Ordering and Accessing Materials**

New materials will be available for order beginning the week of April 8 from each vendor as shown below. Materials ordering information can also be located at [BA Forms \(virginia.gov\)](https://baforms.virginia.gov).

- [Commonwealth Materials Ordering Portal](#) Commonwealth Materials Ordering Portal (Anthem and CarelonRx). In addition, the **Spotlight** publication and the enrollment form can be ordered through the portal.
  - The user ID and password used for each agency to order materials will be placed in the agency's HuRMan folder named Agency Orders Login dated April 10, 2024.

If you need access to HuRMan see [ITECH Web - Home Page \(virginia.gov\)](https://www.virginia.gov/itech) for more information.

- [Aetna Materials Order Form](#)
- [Delta Dental Materials Order Form](#)
- [Inspira Financial Materials Order Form](#)
  
- **Contact Kaiser and Sentra Health Plans HMO directly to order materials:**
  - **Kaiser:** Call 202-823-2803 or email [Joi.X.Alston@kp.org](mailto:Joi.X.Alston@kp.org)
  - **Sentara Health Plans HMO (formerly Optima Health):** Email [order form](#) to [covamaterials@sentara.com](mailto:covamaterials@sentara.com)

Additional, State Health Benefits Program materials are available from the plan administrators and may be accessed electronically at [Active Employees \(virginia.gov\)](#) with links to individual administrators:

[www.anthem.com/cova](http://www.anthem.com/cova)

[www.covahealthaware.com](http://www.covahealthaware.com)

<https://myhealth.kaiserpermanente.org/commonwealthofvirginia>

[www.sentarahealthplans.com/group-pages/cova](http://www.sentarahealthplans.com/group-pages/cova)

[www.deltadentalva.com](http://www.deltadentalva.com)

[www.inspirafinancial.com](http://www.inspirafinancial.com)