



COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT (DHRM)

Benefits Administrator Memo

#24-02

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All Office of Health Benefits (OHB)
Date: April 16, 2024
Re: 2024 Open Enrollment Communications and Materials for Non-Medicare Retiree Group Participants

Open Enrollment will be May 1 – 15, 2024

The Annual Open Enrollment for non-Medicare Retiree Group Participants (Retirees, Survivors and Long-Term Disability Participants) for plan year beginning July 1, 2024, will take place from **May 1-15**. Any changes will be effective on **July 1, 2024 – June 30, 2025**. Booklets and related resources were mailed beginning April 1.

Non-Medicare Retiree Group Participants may enroll or make changes to their current plan and/or membership level by completing the fillable enrollment form that is available at the Department of Human Resource Management (DHRM) webpage at [Open Enrollment 2024-25](#) or complete the enrollment form enclosed in their Open Enrollment packet — see below for availability of paper forms.

Online enrollment will not be available for this population.

Using the Online Fillable Form

Non-Medicare Retiree Group Participants should follow the instructions included in their Open Enrollment Booklet to complete the form and submit to their Benefits Administrator no later than 11:59 PM on May 15, 2024.

Using a Paper Enrollment Form

Enrollment forms for Retiree Group Participants must be received by their Benefits Administrator or postmarked no later than May 15 to be accepted. Forms may be obtained from:

- **Benefits Administrators** - A limited supply of Retiree Group paper enrollment forms are available to Benefits Administrators to order using the Commonwealth of Virginia online ordering portal.
- **Online** (fillable form) on the DHRM website.
- **In the Open Enrollment mailing** – Just as last year, an enrollment form has been included in this year’s Open Enrollment package.

The DHRM OE webpage at [Open Enrollment 2024-25 \(virginia.gov\)](https://openenrollment2024-25.virginia.gov) is available to find links to the [non-Medicare Retiree notification](#), Benefits at a Glance, Premiums, Summaries of Benefits and Coverage (SBC), and Important Health Benefits notices. If you have employees who retire prior to or on July 1 and enroll in non-Medicare retiree coverage, please provide them a copy of the Open Enrollment materials to assist with their transition. Also, explain that any election that they make prior to July 1 but after the Open Enrollment period will apply for July 1. (New retirees eligible for Medicare must select a Medicare-coordinating plan.)

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 \(virginia.gov\)](#).

- **[Commonwealth Materials Ordering Portal](#)** Commonwealth Materials Ordering Portal (Anthem and CarelonRx)
 - 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 \(virginia.gov\)](#) for more information.
- [Aetna Materials Order Form](#)
- [Delta Dental 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
 - **Sentara Health Plans HMO (formerly Optima Health):** Email [order form](mailto:orderform@covamaterials@sentara.com) to covamaterials@sentara.com

Additional, State Health Benefits Program materials are available from the plan administrators and may be accessed electronically at DHRM website with links to individual administrators:

www.anthem.com/cova,
www.covehealthaware.com,
<https://myhealth.kaiserpermanente.org/commonwealthofvirginia>,
www.sentarahealthplans.com/group-pages/cova,
www.deltadentalva.com