

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

March 20, 2014

Upgrades to EmployeeDirect

On Monday, March 24, 2014 DHRM will launch improvements to the EmployeeDirect Portal. Most of the upgrades are the result of behind-the-scenes re-engineering efforts that are intended to improve overall functionality, reliability, and end user satisfaction.

The most noticeable change for employees will be the opportunity to link their EmployeeDirect accounts to their Commonwealth of Virginia (COV) accounts, eliminating the need for a separate EmployeeDirect username and password. Choosing the option to link these accounts means that employees who are logged onto the COV network will be able to access EmployeeDirect without the additional, customary login.

Employees accessing EmployeeDirect for the first time following the deployment of these improvements will receive a prompt, asking if they wish to link their accounts. Employees choosing **not** to link their accounts will continue to use their current EmployeeDirect username and password. We hope the convenience of one less password and the improved functionality of the application will enhance the EmployeeDirect experience.

Please advise your staff and agency employees that EmployeeDirect will be down from 5:00 PM Friday, March 21 through 7:00 AM Monday, March 24 while we deploy these upgrades.

If employees have any problems accessing or using EmployeeDirect please refer them to support@dhrm.virginia.gov.

Reminder: Use BES Transaction PSB100 to Update Contact Information

With Open Enrollment approaching, it is crucial that agencies receive important health benefits communications and materials. A BES transaction, PSB100, is available for each Agency/Group to view and update their Contacts Database information. In general, PSB100 transactions keyed by the end of the month will be reflected in the database for the following month. **If your contact name(s), mailing or shipping address, telephone number, e-mail address or fax number have changed, please be sure to use this transaction to provide the updated information.**

Required Contacts: Each Agency/Group must have a primary Benefits Administrator contact (**Benefits1**). The **Benefits1** contact receives communications from the OHB Communications Manager, health benefits notices from EmployeeDirect, and is shipped bulk materials such as member handbooks for distribution to employees. The **Benefits1** contact information must include a mailing address, shipping address, phone number, fax number, and e-mail address.

Other Optional Contacts: Three additional contacts are optional in the Contacts Database – those for **Benefits2**, **Payroll1** and **Payroll2**.

- **Benefits2** – This secondary benefits contact receives only e-mails from the OHB Communications Manager in order to stay informed on health benefits news and issues.
- **Payroll1** – This primary payroll contact receives inquiries related to health benefits payroll issues.
- **Payroll2** – This secondary payroll contact also receives inquiries related to health benefits payroll issues.

If others within your agency require information on health benefits, it is your responsibility to forward the applicable communications to them.

Delta Dental Mails Postcards on Dental Check-ups

According to Delta Dental research, approximately one-third of state plan members did not see a dentist at all during the 2013 fiscal year. In an effort to stress the importance of regular dental care, Delta Dental has developed a series of postcards that are being mailed to COVA Care and COVA HDHP members every two weeks through early April. The first postcard, on the importance of dental preventive care, was mailed in late February. See the attached file. Other postcard topics include fluoride and sealants for children (mailed March 13), periodontal disease (scheduled mailing on March 27) and dental care for pregnant women (scheduled for mailing April 10).

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.