



COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

COMMONWEALTH OF VIRGINIA DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

Benefits Administrator Memo **#23-02**

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 10, 2023
Re: 2023 Open Enrollment Communications and Materials

Open Enrollment Will Be May 1 - 15, 2023

Open Enrollment (OE) for health benefits and flexible spending accounts (FSAs) will take place from **May 1 through May 15** this year for plan year elections effective July 1, 2023 through June 30, 2024. Cardinal Human Capital Management (HCM) will be available for online employee elections, and paper forms may be used by those who do not have online access. The DHRM OE webpage at www.dhrm.virginia.gov/employeebenefits/open-enrollment2023-24 is available, to find links to the *Spotlight* newsletter, Premiums, Summaries of Benefits and Coverage (SBC), and Important Health Benefits notices.

Upcoming communications and forum:

- Expect a separate **BA Memo #23-03** regarding non-Medicare retiree communications and materials during the week of April 10.
- A detailed **BA Memo #23-04** regarding OE instructions will be sent the week of April 24.
- Cardinal Open Enrollment Forum for Benefit Administrators (BA) has been scheduled for Wednesday, April 26 and will be recorded for anyone who cannot attend, but we highly encourage your attendance (*Cardinal HCM sent an email Invitation to BAs on April 3*).

Using Cardinal HCM

Employees can submit their online elections in Cardinal HCM beginning on Monday, May 1 and no later than 11:59 p.m. on Monday, May 15, 2023, 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 by reviewing the *Spotlight* newsletter, pages 4-5 **and** use Cardinal's [Open Enrollment](#) web page to access the Cardinal's Quick Guide to Open Enrollment.
- Ensure emails are updated for OE employee population! A communication (*from Cardinal HCM*) to BAs will be sent on Tuesday, April 11 regarding maintaining emails in Cardinal.
- 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 [Cardinal Portal page](#) 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](#).

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 Cardinal password? Employees should use the [Cardinal Portal page](#) on the Cardinal website for support!

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 Enrollment2023-24 \(virginia.gov\)](#) on the DHRM website.

Employee Communications

The **Spotlight** newsletter will be mailed to benefit eligible employees at their home address of record beginning the week of April 10 and is posted at [Open Enrollment2023-24 \(virginia.gov\)](#). The mailing list for the *Spotlight* newsletter includes benefit eligible employees **as of** March 10. DHRM will send the *Spotlight* newsletter electronically in a separate communication to all benefit eligible employees with valid emails in Cardinal as appropriate the week of April 17, make sure your employees check their spam folder (if using personal emails and/or Non-COV agencies).

Included in this year's mailing will be:

- A sheet with special health benefits notices, including a Wellness Notice, Women's Health and Cancer Rights, HIPAA Special Enrollment, and information about the employee's option to

review or request paper copies of the Summary of Benefits and Coverage (SBC) for the State' health plans;

- The Children's Health Insurance Program Reauthorization Act of 2009 (CHIP) annual notice required by the Department of Labor, and
- Language Assistance Notice.

Additional support materials include:

- DHRM's OE webpage [Open Enrollment2023-24 \(virginia.gov\)](https://www.dhrm.virginia.gov/open-enrollment-2023-24) with all related information will be posted the week of April 10.
- **Open Enrollment Presentation** will be available for agency use.
- Updated **member handbooks** and/or amendments will be posted on the DHRM OE web page as soon as they are available. Employees should keep a copy of their *Spotlight* newsletter as a reference for plan changes until the new member handbooks are available.
- **Kaiser Permanente and Optima Health** will post their **Evidence of Coverage (EOC)** online, and instructions for accessing the information and the EOC will be mailed to enrolled employee home addresses of record.
- **FSA Sourcebooks** will be available for order. No supplies will be sent in advance. The electronic version will be posted the week of April 10. You may also download materials from the PayFlex website at www.payflex.com or the DHRM OE webpage.

Ordering and Accessing Materials

New materials will be available for order beginning the week of April 10 from each vendor as show below. Materials ordering information can also be located at <https://www.dhrm.virginia.gov/hr-partners/benefits-administration/baforms>.

- **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 4/10/23. If you need access to HurMan see [ITECH Web - Home Page \(virginia.gov\)](https://www.dhrm.virginia.gov/itech-web-home-page) for more information.
- **Delta Dental Materials Order Form**
- **Aetna & PayFlex Materials Order Form**
- **Contact Kaiser and Optima Health directly to order materials:**
 - **Kaiser:** Call 202-823-2803 or email Joi.X.Alston@kp.org
 - **Optima Health:** Use order form, call 804-510-7477 or email covamaterials@optimahealth.com

Additional, **State Health Benefits Program materials** available from the plan administrators may be accessed electronically at <https://www.dhrm.virginia.gov/employeebenefits/health-benefits/active-employees> with links to individual administrators: www.anthem.com/cova, <http://www.covahealthaware.com>, <http://www.optimahealth.com/cova>, <http://myhealth.kp.org/commonwealthofvirginia>, www.deltadentalva.com and www.payflex.com.