



2021

ABC Virtual Training

Annual Enrollment Reminders




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Topics to Cover

- Dates and deadlines
- Edison tips
- Document uploads
- Queries
- Other helpful tips



Annual Enrollment Dates

- Local education and local government agencies have an annual enrollment period of **Friday, October 1, 2021 – Friday, October 29, 2021**



Annual Enrollment Deadlines

- Dependent verification for any new dependents must be submitted to BA **prior to 4:30pm CST on October 29, 2021.**
- **Dependents will be removed** if dependent verification documents are not received by this deadline.
 - The service center will notify the ABC via Zendesk email if this occurs.

i Ten additional days are allowed after Annual Enrollment if partial dependent verification is received before the deadline.



Communication is Key

- Edison login information, important dates and other annual enrollment information should be communicated to employees as soon as possible.
 - Waiting until the last minute to elect benefits can negatively impact your agency's employees.
- Annual enrollment information can always be found in the newsletter and on the Partners for Health website.

Why should you communicate early and often?

- Guarantees comparatively less hold times when calling the BA service center.
- Ensures employees have adequate time to elect benefits should they experience computer issues or missing documentation.



Password Resets & Locked Accounts

- Employees can utilize the **forgot password** link in Edison to reset their password.
- Attempting to login to Edison more than five times will lock the account.
 - If this occurs, the employee should contact Edison to have their account unlocked and password reset.

 www.edison.tn.gov
 615-741-4357

i Edison will handle account lockouts. This means **reduced wait times** for you and your agency's employees.



Dependent Verification

- Acceptable dependent verification can be found on page two of the enrollment change application.
- The form can be found on the ABC page of the Partners for Health website under **Forms**.



Dependent Verification

- BA does **not** accept the following items for dependent verification:
 - Car loans
 - Utility bills
 - Cell phone bills
 - Cable bills
 - Store credit card bills
 - Envelopes addressed to both names, regardless of sender
 - Voided checks



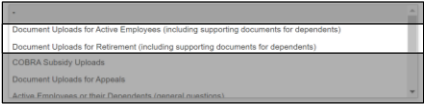
Social Security Number

- Dependent verification is processed by the service center faster when the employee's Social Security number and Edison ID number are written on all of the submitted documents.



Utilize Zendesk

- If you receive emails from benefits.administration@tn.gov requesting additional documentation, you can submit them **via Zendesk using document upload.**



- You can respond to the email if you have additional questions.

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Utilize Zendesk

- This year's step-by-step presentation on how to use Zendesk can be found on the ABC page of the Partners for Health website:
 - Click 2021 Virtual Roadshow
 - Select **An Overview of Zendesk**

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Enrolling in Benefits

- Remember, there are **two** main ways to enroll an employee in benefits:

Employee Self Service


Benefit eForms

- A step-by-step guide for eForms can be found on the ABC page of the Partners for Health website.
 - Click Training
 - Select **eForms**

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Benefit eForms

- When using a benefit eForm, please do not create multiple forms for the same employee.
- If you notice that you have made an error on a form, you have two ways to correct it:
 - 1 Update the form in Edison.
 - 2 Submit a Zendesk ticket for BA assistance.





Correcting an eForm

Update the form in Edison.

1. Nav Bar
2. Navigator
3. HCM
4. Benefits
5. Select Benefit eForm


6. Click the update option to make changes.





Eligible Employees and Edison

- All employees who are eligible for benefits should be entered in Edison.
 - Only employees entered in Edison can utilize ESS.
 - It is necessary to have all benefits-eligible employees in Edison for OPEB liability purposes and PPACA reporting.
 - Employees not enrolling in benefits should still be entered in Edison and **waive** should be selected for their enrollment.



New Hires After September 1, 2021

- New hires entered in Edison after 9/1/21 will need to elect benefits as soon as possible via ESS or an ABC's benefit eForm on behalf of that employee.
- Once the new hire event has been processed, it will close. This will trigger the annual enrollment event to open.
 - The employee will then be able to elect annual enrollment benefits, if he/she chooses to do so.



Queries

- ABCs should run several queries during Annual Enrollment.
 - TN_BA302_PERSON_AND_JOB
 - TN_BA133_AUD_ESS_AFTER_OCT_20
 - TN_BA219_AETP_INS_ELECTIONS
 - TN_BA219_OE_NOT_SUBMITTED
 - TN_BA265_OE_ELTSN_ESS_AF_OCT20
 - TN_BA311_ESS_NEW_DEPENDENTS
- Running queries during annual enrollment will drastically reduce the need for appeals.



TN_BA302_PERSON_AND_JOB

- **Prompt:** none
- **When to run:** as needed
- **Intended result:** shows all personal and job information for all active employees in an agency.



TN_BA133_AUD_ESS_AFTER_OCT_20

- **Prompt:** Edison Employee ID (00#####)
- **When to run:** during and after Annual Enrollment
- **Intended result:** shows an employee's elections made through ESS with a date/time stamp.
 - If the employee submits the enrollment multiple times, all the activity will show on this report.



TN_BA219_AETP_INS_ELECTIONS

- **Prompt:** use 01/01/2022 as the event date.
- **When to run:** during annual enrollment
- **Intended result:** shows who has made changes to their health insurance during annual enrollment.
 - It will show the old coverage and new coverage.



TN_BA219_OE_NOT_SUBMITTED

- **Prompt:** use 01/01/2022 as the event date.
- **When to run:** weekly during annual enrollment
- **Intended result:** shows everyone who has not submitted an enrollment, including those who have made changes in ESS but have not submitted their enrollment.
 - The employee will need to return to Edison and submit for the changes to take effect.
 - Look for the employees with **SAVED** in the "saved but not submitted" column in the query.



TN_BA265_OE_ELTSN_ESS_AF_OCT20

- **Prompt:** use the following schedule ID:
 - OEG21 for local government agencies.
 - OET21 for local education agencies.
- **When to run:** during and after annual enrollment
- **Intended result:** this is an audit of all elections made by your employees in ESS during annual enrollment.
 - If the employee submits an enrollment multiple times, each enrollment will show a date stamp.



TN_BA311_ESS_NEW_DEPENDENTS

- **Prompt:** NHR is the class for LE/LG New Employees
 - Beginning event date: MM/DD/YYYY
 - Ending event date: MM/DD/YYYY
- **When to run:** monthly
- **Intended result:** shows all new dependents that were added by the employee through ESS.
 - This can be used for new hires or during annual enrollment.



Query Manual

- All of the queries just discussed and more can be found in the **Edison Query List** and **Edison Query Manual** and on the ABC section of the Partners for Health website under the Training section.

Edison Query List



https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_query_list.pdf

Edison Query Manual



https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_query_manual.pdf



Appeals

- Employees who miss the enrollment deadline have the right to request an exception via written appeal to Benefits Administration by utilizing Zendesk.
- The appeal may be written by the employee or the ABC on behalf of the employee.
- The appeal must include:
 - The reason for missing the deadline
 - Any supporting statements or documents to verify the situation
 - The completed Enrollment Change Application

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Appeals

- This year's deadline for appeals is **December 1, 2021**.

Please note this deadline for appeals is different than last year's deadline.

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Insurance Cards

- Insurance cards will be issued in late December **to the address that is on file in Edison** for each employee.
 - Ensure employees have their correct address in Edison so that they will receive their new insurance cards.

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Service Center Hours

- October 1, 2021 – October 29, 2021
 - Monday – Friday
 - 8:00am – 4:30pm CST.



Videos

- Helpful videos on ESS and benefit eForms in Edison, annual enrollment and more are available on the **videos** page on the Partners for Health website and the our YouTube channel.

Video Page



www.tn.gov/PartnersFor/Health/videos

YouTube Channel





www.youtube.com/user/partnersforhealtht.n



Website

- You can find important annual enrollment information on the Partners for Health website:
 - Vendor information
 - Conference call notes
 - Premium rates
 - Instruction on uploading documents
 - Zendesk guide
 - eForm guide

 www.tn.gov/PartnersForHealth





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Any Questions?
