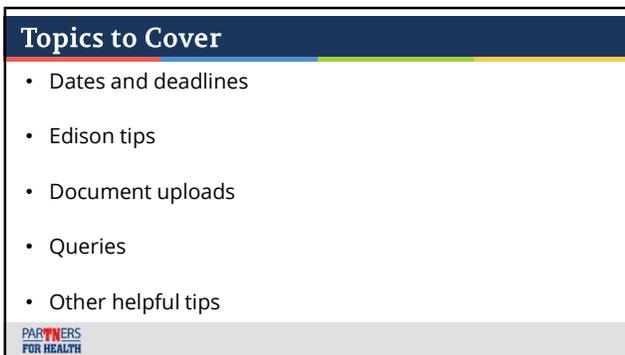


2021
ABC Virtual Training
Annual Enrollment Reminders

 Nakeisha Myles & Ebony Davidson
Education & Outreach Team



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Topics to Cover

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



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Annual Enrollment Dates

- State and higher education agencies have an annual enrollment period of **Friday, October 1, 2021 - Friday, October 15, 2021**



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Annual Enrollment Deadlines

- Dependent verification for any new dependents must be submitted to BA **prior to 4:30pm CST on October 15, 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.



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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.



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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.



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Dependent Verification

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



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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

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Social Security Number

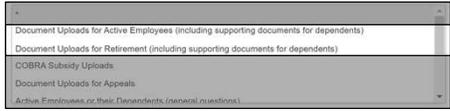
- Dependent verification is processed by the service center faster when the employee's Social Security number and Edison ID number are written on all of the submitted documents.

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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 eForms, 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:
 - Update the form in Edison.
 - Submit a Zendesk ticket for BA assistance.



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Correcting an eForm

Update the form in Edison.

- Nav Bar
- Navigator
- HCM
- Benefits
- Select Benefit eForm

6. Click the update option to make changes.





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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.



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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.

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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_ELTNS_ESS_AF_OCT20
 - TN_BA311_ESS_NEW_DEPENDENTS
- Running queries during annual enrollment will drastically reduce the need for appeals.

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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.

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TN_BA133_AUD_ESS_AFTER_OCT_20

- **Prompt:** Edison Employee ID (00#####)
- **When to run:** during and after annual enrollment
- **Intended result:** shows all 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.

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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.

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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.

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TN_BA265_OE_ELTNS_ESS_AF_OCT20

- **Prompt:** use the following schedule ID:
 - OES21 for state agencies
 - OEH21 for higher 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.

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TN_BA311_ESS_NEW_DEPENDENTS

- **Prompt:** ALL is the class for state and higher education 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.

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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

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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
 - 8:00 a.m. – 4:30 p.m. CST.



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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 our YouTube channel.

Video Page



www.tn.gov/PartnersForHealth/videos

YouTube Channel



www.youtube.com/user/partnersforhealthtn



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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?
