

May 12, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all members)**

**Email/Subject line:** Join Optum Financial for HSA Investing Made Easy webinar, May 25, starting at 11 a.m. CT

**What:** Learn how to invest HSA funds over \$1,000

**When:** Thursday, May 25, 2023, from 11 a.m. to noon CT

**Where:** When it's time, click this link to join: <https://tn.webex.com/meet/crystal.mallery>.

Did you know you can invest with your health savings account? Just like your contributions and earned interest, investment growth is tax free, and investing with your HSA is a great way to grow your health care savings.

Join Partners for Health for this webinar and learn from Optum Financial experts how to invest your HSA funds. After the presentation, there will be time for your questions. Additionally, the webinar will be recorded and made available online at <https://www.tn.gov/partnersforhealth/videos/webinars.html> within approximately two weeks.

No registration is required for this webinar. Be sure to put a reminder on your calendar.

Questions? Email us at [benefits.info@tn.gov](mailto:benefits.info@tn.gov).

---

**For ABCs**

**ABC Conference Call Notes (all plans)**

The combined May 9 ABC conference call notes are **attached** for your reference.

**Optum Financial HSA Investing Made Easy Webinar (all plans)**

We've included information above about an upcoming Optum Financial webinar, HSA Investing Made Easy, which will be held May 25, starting at 11 a.m. CT. This webinar is open to anyone with an HSA, so please share with your CDHP plan members.

**Service Center Metrics/Customer Service Rating (all plans)**

The BA Service Center metrics and customer service ratings comparing April 2023 and April 2022 are below.

**April 2023:**

- Tickets via Email: 1,148
- Tickets via Self-Service: 3,009
- Tickets via Phone: 3,267

- Tickets via Chat: 132
- Total: 7,556
- Satisfaction Score: 99.4%

April 2022:

- Tickets via Email: 891
- Tickets via Self-Service: 3,140
- Tickets via Phone: 3,654
- Tickets via Chat: 154
- Total: 7,839
- Satisfaction Score: 98.9%

**Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WiPZw> (this video is NOT the training).

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

**### End of Message ##**

May 5, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Email/Subject line:** Join ParTNers for Health for the Be Proactive and Age Healthfully webinar, May 10, 11:30 a.m. CT

**Be Proactive and Age Healthfully  
Presented by ActiveHealth Management and Optum Health  
Wednesday, May 10 starting at 11:30 a.m. CT**

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health-care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

You must register for this webinar. Session will not be recorded.

Click the link in the attached flyer or below to register:

<https://tn.webex.com/weblink/register/r2e933bebfee28ab69bb586463916357e>

**Email/Subject line:** Join Optum Financial for HSA Investing Made Easy webinar, May 25, starting at 11 a.m. CT

**What:** Learn how to invest HSA funds over \$1,000

**When:** Thursday, May 25, 2023, from 11 a.m. to noon CT

**Where:** When it's time, click this link to join: <https://tn.webex.com/meet/crystal.mallery>.

Did you know you can invest with your health savings account? Just like your contributions and earned interest, investment growth is tax free, and investing with your HSA is a great way to grow your health care savings.

Join Partners for Health for this webinar and learn from Optum Financial experts how to invest your HSA funds. After the presentation, there will be time for your questions. Additionally, the webinar will be recorded and made available online at <https://www.tn.gov/partnersforhealth/videos/webinars.html> within approximately two weeks.

No registration is required for this webinar. Be sure to put a reminder on your calendar.

Questions? Email us at [benefits.info@tn.gov](mailto:benefits.info@tn.gov).

**For Members (higher ed, local ed, local gov)**

**Email/Subject line:** Join Optum Financial for HSA Investing Made Easy webinar, May 25, starting at 11 a.m. CT

**What:** Learn how to invest HSA funds over \$1,000

**When:** Thursday, May 25, 2023, from 11 a.m. to noon CT

**Where:** When it's time, click this link to join: <https://tn.webex.com/meet/crystal.mallery>.

Did you know you can invest with your health savings account? Just like your contributions and earned interest, investment growth is tax free, and investing with your HSA is a great way to grow your health care savings.

Join Partners for Health for this webinar and learn from Optum Financial experts how to invest your HSA funds. After the presentation, there will be time for your questions. Additionally, the webinar will be recorded and made available online at <https://www.tn.gov/partnersforhealth/videos/webinars.html> within approximately two weeks.

No registration is required for this webinar. Be sure to put a reminder on your calendar.

Questions? Email us at [benefits.info@tn.gov](mailto:benefits.info@tn.gov).

---

**For ABCs**

**ABC Conference Calls (all plans)**

The next ABC conference call is Tuesday, May 9. This will be the **last hourly ABC conference call** before we change to the new call schedule. Half-hour calls will start in June. We'll share those details again during the calls. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, May 9 at 8:30 a.m. CT**
- **Local Ed – Tuesday, May 9 at 10 a.m. CT**
- **State – Tuesday, May 9 at 12:30 p.m. CT**
- **Local Government – Tuesday, May 9 at 2 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

**To join the ABC conference call - click on the link:**

<https://tn.webex.com/meet/joan.williams>

**Optum Financial HSA Investing Made Easy Webinar (all plans)**

We've included information above about an upcoming Optum Financial webinar, HSA Investing Made Easy, which will be held May 25, starting at 11 a.m. CT. This webinar is open to anyone with an HSA, so please share with your CDHP plan members.

**4Mind4Body Webinar (state only)**

We've included information above about the upcoming 4Mind4Body webinar, Be Proactive and Age Healthfully, which will be held May 10, starting at 11:30 a.m. CT. We sent an email to state employees about this webinar. You're welcome to share the information and **attached flyer**.

**Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

Attachment: May-June 4mind4body Flyer

**### End of Message ##**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



### Be Proactive and Age Healthfully

*Presented by ActiveHealth Management  
and Optum Health*

Wednesday, May 10 starting at 11:30 a.m. CT

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

[CLICK HERE TO REGISTER](#)

### Take the Pressure Off

*Presented by ActiveHealth Management*

Wednesday, June 14, starting at 11:30 a.m. CT

Did you know that nearly half of adults in the United States have hypertension? Most people do not know they have high blood pressure until it has damaged the body or led to other health problems. That is why it is sometimes called "the Silent Killer." In this session with ActiveHealth, we will talk about what affects blood pressure levels. You will learn what lifestyle factors can manage or prevent it.

[CLICK HERE TO REGISTER](#)





April 28, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Email/Subject line:** Join ParTNers for Health for the Be Proactive and Age Healthfully webinar, May 10, 11:30 a.m. CT

**Be Proactive and Age Healthfully  
Presented by ActiveHealth Management and Optum Health  
Wednesday, May 10 starting at 11:30 a.m. CT**

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

You must register for this webinar. Session will not be recorded.

Click the link in the attached flyer or below to register:

<https://tn.webex.com/weblink/register/r2e933bebfec28ab69bb586463916357e>

**For Members (higher ed, local ed, local gov)**

We don't have anything for you to share with employees this week.

---

**For ABCs**

**Resubscribe Email Sent to Some Employees (all plans)**

This Thursday, an email was sent from our [benefits.administration@tn.gov](mailto:benefits.administration@tn.gov) email account to some employees whose email addresses are unsubscribed from our email distribution service. The email asked those employees to resubscribe their email addresses, if they wanted to receive emails from ParTNers for Health.

We've had some employees and ABCs ask about the validity of these emails. They are from Benefits Administration.

If an employee received this email, their email address in Edison does not work with our email distribution service. This could be because the employee unsubscribed, the email bounced out of the system, or an administrative action (the employee changed jobs or positions). No matter the scenario, these employees will have to resubscribe if they would like to receive emails from ParTNers for Health.

We apologize for any confusion this may have caused you or these employees.

#### **4Mind4Body Webinar (state only)**

We've included information above about the upcoming 4Mind4Body webinar, Be Proactive and Age Healthfully, which will be held May 10, starting at 11:30 a.m. CT. We'll send an email to state employees in May about this webinar, and you are welcome to share the information and attached flyer.

#### **Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE\_HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

**Delta Dental Website Down Briefly Today (all plans)**

The Delta Dental member splash page/website will be down for approximately one hour today, April 28, starting at 3 p.m. CT for regular maintenance.

**Edison Down for Maintenance (all plans)**

Edison will be down Sunday, April 30 from 6 a.m. to 10 p.m. CT for regular monthly maintenance. During this time, all users will be locked out of Edison and unable to access the system. This notice is also posted on the Edison portal.

Attachment: May-June 4mind4body Flyer

**### End of Message ##**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



### Be Proactive and Age Healthfully

*Presented by ActiveHealth Management  
and Optum Health*

Wednesday, May 10 starting at 11:30 a.m. CT

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

[CLICK HERE TO REGISTER](#)

### Take the Pressure Off

*Presented by ActiveHealth Management*

Wednesday, June 14, starting at 11:30 a.m. CT

Did you know that nearly half of adults in the United States have hypertension? Most people do not know they have high blood pressure until it has damaged the body or led to other health problems. That is why it is sometimes called "the Silent Killer." In this session with ActiveHealth, we will talk about what affects blood pressure levels. You will learn what lifestyle factors can manage or prevent it.

[CLICK HERE TO REGISTER](#)



April 21, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Email/Subject line:** Join ParTNers for Health for the Be Proactive and Age Healthfully webinar, May 10, 11:30 a.m. CT

**Be Proactive and Age Healthfully  
Presented by ActiveHealth Management and Optum Health  
Wednesday, May 10 starting at 11:30 a.m. CT**

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

You must register for this webinar. Session will not be recorded.

Click the link in the attached flyer or below to register:

<https://tn.webex.com/weblink/register/r2e933bebfec28ab69bb586463916357e>

**For Members (higher ed, local ed, local gov)**

We don't have anything for you to share with employees this week.

---

**For ABCs**

**4Mind4Body Webinar (state only)**

We've included information above about the upcoming 4Mind4Body webinar, Be Proactive and Age Healthfully, which will be held May 10, starting at 11:30 a.m. CT. We'll send an email to state employees in May about this webinar, and you are welcome to share the information and attached flyer.

**Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

Attachment: May-June 4mind4body Flyer

**### End of Message ##**



# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



### Be Proactive and Age Healthfully

*Presented by ActiveHealth Management  
and Optum Health*

Wednesday, May 10 starting at 11:30 a.m. CT

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

[CLICK HERE TO REGISTER](#)

### Take the Pressure Off

*Presented by ActiveHealth Management*

Wednesday, June 14, starting at 11:30 a.m. CT

Did you know that nearly half of adults in the United States have hypertension? Most people do not know they have high blood pressure until it has damaged the body or led to other health problems. That is why it is sometimes called "the Silent Killer." In this session with ActiveHealth, we will talk about what affects blood pressure levels. You will learn what lifestyle factors can manage or prevent it.

[CLICK HERE TO REGISTER](#)



April 14, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Email/Subject line:** Join ParTNers for Health for the Be Proactive and Age Healthfully webinar, May 10, 11:30 a.m. CT

**Be Proactive and Age Healthfully  
Presented by ActiveHealth Management and Optum Health  
Wednesday, May 10 starting at 11:30 a.m. CT**

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

You must register for this webinar. Session will not be recorded.

Click the link in the attached flyer or below to register:

<https://tn.webex.com/weblink/register/r2e933bebfec28ab69bb586463916357e>

**For Members (higher ed, local ed, local gov)**

We don't have anything for you to share with employees this week.

---

**For ABCs**

**ABC conference Call Notes (all plans)**

The combined April 11 ABC conference call notes are **attached** for your reference.

**4Mind4Body Webinar (state only)**

We've included information above about the upcoming 4Mind4Body webinar, Be Proactive and Age Healthfully, which will be held May 10, starting at 11:30 a.m. CT. We'll send an email to state employees in May about this webinar, and you are welcome to share the information and attached flyer.

**Service Center Metrics/Customer Service Rating (all plans)**

The BA Service Center metrics and customer service ratings comparing March 2023 and March 2022 are below.

- **March 2023:**
  - Tickets via Email: 1,124



- Tickets via Self-Service: 3,267
  - Tickets via Phone: 4,141
  - Tickets via Chat: 183
  - Total: 8,715
  - Satisfaction Score: 98.6%
- **March 2022:**
    - Tickets via Email: 1,016
    - Tickets via Self-Service: 3,641
    - Tickets via Phone: 4,507
    - Tickets via Chat: 180
    - Total: 9,344
    - Satisfaction Score: 98.9%

**Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

Attachment: May-June 4mind4body Flyer

**### End of Message ##**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



### Be Proactive and Age Healthfully

*Presented by ActiveHealth Management  
and Optum Health*

Wednesday, May 10 starting at 11:30 a.m. CT

Preventive care is one of the key factors that influence long-term health. You can be an active member of your health care team. Learn the importance of routine care and what different preventive screenings are available to you. Find out how to make the most of your appointments.

[CLICK HERE TO REGISTER](#)

### Take the Pressure Off

*Presented by ActiveHealth Management*

Wednesday, June 14, starting at 11:30 a.m. CT

Did you know that nearly half of adults in the United States have hypertension? Most people do not know they have high blood pressure until it has damaged the body or led to other health problems. That is why it is sometimes called "the Silent Killer." In this session with ActiveHealth, we will talk about what affects blood pressure levels. You will learn what lifestyle factors can manage or prevent it.

[CLICK HERE TO REGISTER](#)



April 6, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

Email or subject line: Join Optum Financial for a webinar to learn what you can buy with your HSA, FSA and/or L-FSA, April 13, 11 a.m. CT.

Webinar: IRS-approved Expenses: How to Find What You Need Online and Interpret It

Date: Thursday, April 13

Time: 11 a.m. – noon CT

Link to join: <https://tn.webex.com/meet/crystal.mallery>

ParTNers for Health wants to make it easy for you to manage your accounts, whether that's a health savings account, medical flexible spending account and/or limited purpose flexible spending account. It's important to know what expenses are approved by the IRS.

Join this webinar and learn about qualified medical expenses, where to find the information online and how to interpret it. Hear directly from the experts at Optum Financial and the state's ParTNers for Health team.

The webinar will be recorded and posted on the ParTNers for Health Flexible Benefits webpage within two weeks of the event, along with the PowerPoint presentation:

<https://www.tn.gov/partnersforhealth/other-benefits/flexible-benefits.html>.

QUESTIONS? Send us an email at [benefits.info@tn.gov](mailto:benefits.info@tn.gov)

**For Members (all plans)**

Email or subject line: Join ParTNers for Health for Your Debt-free Game Plan webinar, April 12, 11:30 a.m. CT

What: Optum Health Webinar – Your Debt-free Game Plan

When: Wednesday, April 12, starting at 11:30 a.m. CT

How: Click link below or in attached flyer to register

Presented by ParTNers for Health and Optum Health, Your Debt-free Game Plan webinar will be held Wednesday, April 12 from 11:30 a.m. – 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt-reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.

Click this link to register for the event:

<https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cfa6>

If you are unable to attend, you will receive a link to the recorded webinar.

---

### **For ABCs**

#### **ABC Conference Calls (all plans)**

The next ABC conference call is Tuesday, April 11. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, April 11 at 8:30 a.m. CT**
- **Local Ed – Tuesday, April 11 at 10 a.m. CT**
- **State – Tuesday, April 11 at 12:30 p.m. CT**
- **Local Government – Tuesday, April 11 at 2 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

**To join the ABC conference call - click on the link:**

<https://tn.webex.com/meet/joan.williams>

#### **Optum Financial Webinar (all plans)**

We've included information above about the Optum Financial webinar being held April 13 for plan members with HSAs, FSAs and L-FSAs. BA sent an email to these health plan members. You're welcome to share the information above with your applicable health plan members.

#### **Optum Health Webinar (all plans)**

We've included information above about the upcoming Optum Health webinar, Your Debt-free Game Plan, open to all employees eligible for EAP benefits. Please share the information and **attached** flyer with employees.

#### **Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access

to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

**State Offices and BA Service Center Closed Tomorrow (all plans)**

State offices and the BA Service Center will be closed tomorrow Friday, April 7 for Good Friday.

We hope you have a great weekend!

Attachment: Debt-free Game Plan Flyer

**### End of Message ##**

# My Secure Advantage<sup>®</sup>

## FINANCIAL WELLNESS EVENT



**Wednesday,  
April 12<sup>th</sup>**

My Secure Advantage<sup>®</sup> (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

### Your Debt-Free Game Plan

Register: [\[LINK\]](#)

**Time:** 11:30 am to 12:30 pm CT

**Speaker:** Vivian Perez

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



**Register, even if you cannot attend, to receive a recording of the webinar.**

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

All onsite class or webinar content is subject to Federal and State copyright and trademark protections. The content, together with any attachments, may not be used, reproduced, recorded, or distributed in any manner (whole or parts), without the prior written consent of My Secure Advantage.



© 2023 My Secure Advantage, Inc.

Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

March 31, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

**Email or subject line:** Join Optum Financial for a webinar to learn what you can buy with your HSA, FSA and/or L-FSA, April 13, 11 a.m. CT.

Webinar: IRS-approved Expenses: How to Find What You Need Online and Interpret It

Date: Thursday, April 13

Time: 11 a.m. –noon CT

Link to join: <https://tn.webex.com/meet/crystal.mallery>

ParTNers for Health wants to make it easy for you to manage your accounts, whether that's a health savings account, medical flexible spending account and/or limited purpose flexible spending account. It's important to know what expenses are approved by the IRS.

Join this webinar and learn about qualified medical expenses, where to find the information online and how to interpret it. Hear directly from the experts at Optum Financial and the state's ParTNers for Health team.

The webinar will be recorded and posted on the ParTNers for Health Flexible Benefits webpage within two weeks of the event, along with the PowerPoint presentation:

<https://www.tn.gov/partnersforhealth/other-benefits/flexible-benefits.html>.

QUESTIONS? Send us an email at [benefits.info@tn.gov](mailto:benefits.info@tn.gov)

**For Members (all plans)**

**Email or subject line:** Join ParTNers for Health for Your Debt-free Game Plan webinar, April 12, 11:30 a.m. CT

**What:** Optum Health Webinar – Your Debt-free Game Plan

**When:** Wednesday, April 12, starting at 11:30 a.m. CT

**How:** Click link below or in attached flyer to register

Presented by ParTNers for Health and Optum Health, **Your Debt-free Game Plan webinar** will be held Wednesday, April 12 from 11:30 a.m. – 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt-reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



Click this link to register for the event:

<https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cfa6>

*If you are unable to attend, you will receive a link to the recorded webinar.*

---

### **For ABCs**

#### **COVID Benefits Update for Members (all plans)**

You may have heard that the federal public health emergency for COVID-19 is expiring at the end of the day on May 11, 2023. During the COVID-19 pandemic, temporary modifications to health plan benefits were made to help promote easier access to COVID-19 treatments and care. Beginning May 12, 2023, these temporary benefits are ending.

Next Monday, April 3, 2023, all enrolled health plan members will either be sent an email (to those for whom we have accurate email addresses in Edison), or they will be mailed a letter that explains the COVID benefits changes that will start May 12, 2023. Sample letters will be posted on this webpage: <https://www.tn.gov/partnersforhealth/covid-19-resources.html>

During the April 11 ABC calls, we'll be available to answer any questions you may have and you're welcome to submit questions to Zendesk at [benefits.info@tn.gov](mailto:benefits.info@tn.gov).

#### **Resources for Coping with Tragedy (all plans)**

This week, we sent this message to ABCs from our MailChimp email distribution service. We want to make sure you received it and have access to these resources now and in the future. Please share the following information and resources below with your employees.

Whether you work or live in Nashville or elsewhere, we know many are affected in some way by Monday's tragedy at The Covenant School.

We wish to remind you we have resources available to help you and your employees sort through your feelings about this event. [This flyer](#) provides information on coping with traumatic events. Find additional information on Here4TN, your employee assistance program, at [www.here4tn.com/content/cex-consumer/state-of-tn/en/member-benefits.html](http://www.here4tn.com/content/cex-consumer/state-of-tn/en/member-benefits.html).

For parents, kidcentraltn offers information on helping children and teens get through difficult times: [www.kidcentraltn.com/support/crisis-services-for-children/helping-children-through-a-difficult-time.html](http://www.kidcentraltn.com/support/crisis-services-for-children/helping-children-through-a-difficult-time.html)

We have also have for your use a [list of resources](#) provided by the National Mass Violence Victimization Resource Center, a partner of the Tennessee Department of Finance and Administration Office of Criminal Justice Programs. These include specific resources for educators.

### **Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

### **Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

### **Optum Financial Webinar (all plans)**

We've included information above about the Optum Financial webinar being held April 13 for plan members with HSAs, FSAs and L-FSAs. BA will send emails to these health plan members next week and you're welcome to share the information above with your applicable health plan members.

**Optum Health Webinar (all plans)**

We've included information above about the upcoming Optum Health webinar, Your Debt-free Game Plan, open to all employees eligible for EAP benefits. Please share the information and **attached** flyer with employees.

**State Offices and BA Service Center Closed Next Friday (all plans)**

State offices and the BA Service Center will be closed next Friday, April 7 for Good Friday.

**Edison Down for Maintenance (all plans)**

Edison will be performing scheduled system maintenance this Sunday, April 2 from 6 a.m. to 10 p.m. CT. During this time, all users will be locked out of Edison and unable to access the system.

Attachment: Debt-free Game Plan Flyer

**### End of Message ##**

# My Secure Advantage<sup>®</sup>

## FINANCIAL WELLNESS EVENT



**Wednesday,  
April 12<sup>th</sup>**

My Secure Advantage<sup>®</sup> (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

### Your Debt-Free Game Plan

Register: [\[LINK\]](#)

**Time:** 11:30 am to 12:30 pm CT

**Speaker:** Vivian Perez

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



**Register, even if you cannot attend, to receive a recording of the webinar.**

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

All onsite class or webinar content is subject to Federal and State copyright and trademark protections. The content, together with any attachments, may not be used, reproduced, recorded, or distributed in any manner (whole or parts), without the prior written consent of My Secure Advantage.



© 2023 My Secure Advantage, Inc.

Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

March 24, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

**Email or subject line:** Join ParTNers for Health for Your Debt-free Game Plan webinar, April 12, 11:30 a.m. CT

**What:** Optum Health Webinar – Your Debt-free Game Plan

**When:** Wednesday, April 12, starting at 11:30 a.m. CT

**How:** Click link below or in attached flyer to register

Presented by ParTNers for Health and Optum Health, **Your Debt-free Game Plan webinar** will be held Wednesday, April 12 from 11:30 a.m. – 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt-reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.

Click this link to register for the event:

[https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf\\_a6](https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf_a6)

*If you are unable to attend, you will receive a link to the recorded webinar.*

---

**For ABCs**

**Notice of Updates to Medical Plan Documents (all plans)**

The Insurance Committees approved changes to language in Section 8 of the State, Local Education and Local Government Plan Documents at their meeting held on March 23.

The new language is effective immediately but does not change the plan's approach to contributions, funding medium or premium refunds. We've summarized some updates below and encourage you to review those. We will mention the updates again during the April 11 ABC conference calls and will answer any questions you have at that time. You can also email questions to [Tresa.Jones@tn.gov](mailto:Tresa.Jones@tn.gov).

- Section 8.01 – language changes clarify that direct-billed individuals don't have just 30 days to reinstate insurance but are allowed 30 days from notice of cancellation to request reinstatement and 30 days from that date to provide documentation and premiums to BA
- Section 8.03 (A) – language changes reflect current funding methods for state, local education and local government plans for employees and retirees

- Section 8.03 (B) – language changes clarify BA’s current approach to premium refunds in different scenarios and explain that refunds involving retirees work like refunds involving employees

See full details of changes to the PD text in the attachment labeled “PD Changes March 2023”. Updated PDs are posted on the Partners for Health website under publications at <https://www.tn.gov/partnersforhealth/publications/publications.html>. Look for “updated March 24, 2023” in the footer of the documents to ensure you are viewing the most recent versions.

### **Reminder - ABC HIPAA Training Announcement (all plans)**

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan’s assigned training month**. This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of Benefits Administration’s commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All primary and backup ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA’s HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type “HIPAA” > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

### **Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

**Optum Webinar (all plans)**

We've included information above about the upcoming Optum Health webinar, Your Debt-free Game Plan, open to all employees eligible for EAP benefits. Please share the information and **attached** flyer with employees.

Attachments: PD Changes March 2023  
Debt-free Game Plan Flyer

**### End of Message ##**

## SECTION 8 ~~ARTICLE VIII~~ CONTRIBUTIONS

### State/Higher Education

#### 8.01 Contributions by Covered Persons.

~~(A) Contributions by~~ Covered Persons are required to make premium contributions as a condition of participating in the ~~Plan~~plan. By completing an enrollment application, a Covered Person shall authorize deduction of the Covered Person's share of the monthly ~~premium cost~~ from his/her pay or retirement pension.

~~(B)~~ Covered Persons who do not receive employee pay or a retiree pension or whose retirement pension is insufficient to cover the required premium contribution shall submit payment in an amount equal to~~for~~ the monthly premium contribution cost of coverage. If such payment is returned by the Covered Person's financial institution, the Covered Person may be required to resubmit payment in the form of a money order or cashier's check within the designated timeframe~~time period specified~~. Should a Covered Person submit two consecutive payments that are not honored by their financial institution, coverage will be terminated retroactively to the last paid date with no provision for reinstatement within the current ~~plan year~~Plan Year.

~~(C)~~ The ~~plan~~Plan permits a premium deferral period of a full calendar month for premiums being billed directly to the Covered Person~~instead of through payroll deduction~~. If the premium is not paid within the deferral period, coverage will be canceled retroactive to the last month for which the premium was paid. ~~If~~When coverage for Covered Persons who are billed directly ~~is~~has been canceled at the end of~~for failure to pay within~~ the deferral period for failure to pay, the plan permits a one-time opportunity for coverage reinstatement. Covered Persons seeking reinstatement of coverage must request reinstatement within 30 calendar days of being notified that coverage was canceled. ~~BA~~The Covered Person must receive all signed~~sign and return the~~ required documentation, and all ~~current and past due~~ premiums due~~must be received~~ within a 30 day~~of the request for reinstatement day~~ deadline.

#### 8.02 Employer Contributions.

~~For Employees~~For employees defined in Section 1.15, the state shall pay a percent of the cost for the type of medical coverage elected pursuant to Section 1.~~0708~~ (except as may be otherwise indicated herein) based on an amount determined pursuant to TCA 8-27-203.

#### 8.03 Funding Medium.

(A) The choice of insurance companies or Claims Administrator~~claims administrators~~ under the ~~Plan~~plan, the timing and amount of any payment to such company, and the timing and amount of any contribution to any fund established under the Plan ~~shall be at the sole discretion of the Committee~~trust established under the plan shall be at the sole discretion of the committee. ~~Benefits under any part of the plan that are not fully insured, to the extent not insured, may, at the employer's sole discretion, be unfunded and may be paid by the employer solely from its general assets and the employer shall have no obligation to establish any trust or reserve in respect of such benefits, except as may otherwise be required by applicable law and regulations there under. The employer may, however, at its sole~~



~~discretion, establish one or more trusts to hold such assets and such trust(s) may or may not, as determined by the employer, contain such provisions as are necessary to qualify for exemption from federal, state, local and other taxes.~~

Contributions by the ~~Employer~~employer, the ~~State~~state, covered ~~Employees, and employees~~, COBRA participants ~~and retired employees~~ shall be made to ~~a dedicated expendable trust~~ fund established to provide funding of the ~~Plan~~plan. All contributions under this ~~Plan~~plan shall be applied toward the payment of benefits provided by ~~the Plan~~plan and reasonable expenses of administering the ~~Plan~~plan.

On behalf of the ~~retired~~covered persons, the ~~State~~employer shall establish and maintain an expendable trust fund from which benefit payments as provided under this ~~Plan~~plan shall be made. The fund will receive, invest, and administer all contributions made under this ~~Plan~~plan in accordance with ~~applicable state law, the trust fund declaration,~~ and accounting policies in effect for the receipt, investment, and disbursement of ~~State~~state funds. The fund, resulting from contributions, earnings, profits, increments and accruals thereon, may only be used for the exclusive benefit of ~~covered persons~~Covered Persons or the payment of reasonable expenses of administering the ~~Plan~~plan.

~~Although it is anticipated that no insurance coverage will be utilized, the plan may be funded in whole or in part by such insurance coverage as from time to time may be authorized by the committee. In the event that any payments pursuant to the plan shall be made by any insurance company directly, such payments shall be deemed to have been made by the fund.~~

(B) Premium refunds ~~will be subject to the following guidelines:~~

(1) ~~An Employee who fails to provide timely notice to the agency of eligibility change: Employees who do not notify about a change in their insurance enrollments as required by this Plan is limited to a timely manner will receive a three-month refund of three months of their portion of the premium, and the agency will receive a refund of all premium contributions. If the Plan paid benefits to or on behalf of from the date of notification to the agency unless the employee owes the plan for claims paid inappropriately, overpaid benefits above the employee premium refund amount will be billed to the employee. The agency will receive its entire portion. (2) Agency fails to follow through on employee request for change: Employees who notify their employer, timely, to change insurance enrollments and the employer fails to follow through on the request will receive their entire portion of the refund. The agency will receive three months of refund from the date of notification to Benefits Administration, unless medical benefits have been provided to an ineligible person before notice of the enrollment change was provided, the Employee shall be responsible to repay all overpaid benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the Employee/patient. Amounts of overpaid benefits above the agency refund amount will be billed to the agency.~~

(2) ~~If an Employee provides timely notice of an enrollment change as required by this Plan, but the request is not processed properly by the employing agency, the Employee will receive a full refund of premiums paid, and the agency is limited to a refund of three months of premium contributions. If the Plan paid benefits to or on behalf of an ineligible person, the agency shall be responsible for payment of~~

all overpayments of benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the agency.

(3) An Agency~~agency that~~ fails to report Employee separations or employment terminations:~~Agencies that fail to report employment terminations~~ are is limited to a three-month refund of premium contributions. The agency shall be responsible for payment of all benefits paid to or on behalf of an ineligible separated Employee or Dependent and the premiums paid will be applied to the overpayment of benefits before any refund is made to ~~from the time of notification to Benefits Administration, unless medical claims have been provided to an ineligible patient. Amounts of overpaid claims above the~~ agency. ~~refund amount will be billed to the agency.~~

(4) A Retiree who fails to provide timely notice to BA of a change in insurance enrollments as required by this Plan is limited to a refund of three-months of the Retiree's portion of the premium. If the Plan paid benefits to or on behalf of ineligible Retiree or Dependents before the Retiree provided notice of the enrollment change, the Retiree shall be responsible to repay all overpaid benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the Retiree.~~Fraud cases: When the office of the State Comptroller has determined that fraud exists, the employee will forfeit their portion of a refund. The agency will receive its entire portion.~~

(5) When the State determines that fraud exists related to enrollment in the Plan BA will employ applicable offset procedures to the refund of the Employee or Retiree premium contribution. An impacted state agency will receive a full refund of its premium contribution.

## Local Education

### 8.01 Contributions by Covered Persons.

(A) ~~Contributions by~~ Covered Persons are required to make premium contributions as a condition of participating in the Plan~~plan~~. By completing an enrollment application, a Covered Person shall authorize deduction of the Covered Person's share of the monthly premium cost~~premium cost~~ from his/her pay or retirement pension.

(B) Covered Persons who do not receive employee pay or a retiree pension or whose retirement pension is insufficient to cover the required premium contribution shall submit direct~~direct~~ payment in an amount equal to~~for~~ the monthly premium contribution cost of coverage. If such payment is returned by the Covered Person's financial institution, the Covered Person may be required to resubmit payment in the form of a money order or cashier's check within the designated timeframe~~time period specified~~. Should a Covered Person submit two consecutive payments that are not honored by their financial institution, coverage will be terminated retroactively to the last paid date with no provision for reinstatement within the current plan year~~Plan Year~~.

(C) The plan~~Plan~~ permits a premium deferral period of a full calendar month for premiums being billed directly instead to the Covered Person~~of through payroll deduction~~. If the premium is not paid within the deferral period, coverage will be canceled retroactive to the last month for which the premium was paid. If ~~When~~ coverage for Covered Persons who are billed directly is~~has been~~ canceled at the end of~~for failure to pay within~~ the deferral period for failure to pay, the Covered Person~~has~~ plan permits a one-

time opportunity for coverage reinstatement. Covered Persons seeking reinstatement of coverage must request reinstatement within 30 calendar days of being notified that coverage was canceled. ~~BA~~The Covered Person must receive all signed sign and return the required documentation, and all ~~current and past due~~ premiums due must be received within a 30 days of the request for reinstatement day deadline.

#### 8.02 Employer Contributions.

~~For Employees~~For employees defined in Section 1.15, basic education program funds shall be allocated for use at the ~~employer's~~Employer's discretion pursuant to the mandates of the Education Improvement Act. Additionally, the employer (LEA) may contribute to premiums~~make a contribution~~ on behalf of the ~~Employee~~employee.

#### 8.03 Funding Medium.

(A) The choice of insurance companies or ~~Claims Administrators~~claims administrators under the ~~Plan~~plan, the timing and amount of any payment to such company, and the timing and amount of any contribution to any ~~fund~~trust established under the ~~Plan~~plan shall be at the sole discretion of the ~~Committee~~committee. ~~Benefits under any part of the plan that are not fully insured, to the extent not insured, may, at the employer's sole discretion, be unfunded and may be paid by the employer solely from its general assets and the employer shall have no obligation to establish any trust or reserve in respect of such benefits, except as may otherwise be required by applicable law and regulations there under.~~ The ~~Employer~~employer may, ~~however,~~ at its sole discretion, establish one or more trusts to hold such assets to fund its Other Post Employment Benefit Liability~~and such trust(s) may or may not, as determined by the employer, contain such provisions as are necessary to qualify for current and future retired persons.~~exemption from federal, state, local and other taxes.

Contributions by the ~~Employer~~employer, the ~~State~~state, covered ~~Employees~~employees, COBRA participants and retired ~~Employees for insurance premium~~employees shall be made to ~~a dedicated an expendable trust~~ fund established by the State to provide funding of the ~~Plan~~plan. All contributions under this ~~Plan~~plan shall be applied toward the payment of benefits provided by the Plan~~plan~~ and reasonable expenses of administering the ~~Plan~~plan.

~~On behalf of the covered persons, the employer shall establish and maintain an expendable trust fund from which benefit payments as provided under this plan shall be made. The fund will receive, invest and administer all contributions made under this plan in accordance with state law and accounting policies in effect for the receipt, investment and disbursement of state funds. The fund, resulting from contributions, earnings, profits, increments and accruals thereon, may only be used for the exclusive benefit of covered persons or the payment of reasonable expenses of administering the plan. Although it is anticipated that no insurance coverage will be utilized, the plan may be funded in whole or in part by such insurance coverage as from time to time may be authorized by the committee. In the event that any payments pursuant to the plan shall be made by any insurance company directly, such payments shall be deemed to have been made by the fund.~~

(B) Premium refunds ~~will be subject to the following guidelines:~~

(1) An Employee fails to notify agency of eligibility change: Employees who fails to provide timely notice do not notify about a change in their insurance enrollments as required by this Plan is limited to in a timely manner will receive a three month refund of three months of their portion of the premium, and the agency will receive a refund of all premium contributions. If the Plan paid benefits to or on behalf of from the date of notification to the agency unless the employee owes the plan for claims paid inappropriately, overpaid benefits above the employee premium refund amount will be billed to the employee. The agency will receive its entire portion. (2) Agency fails to follow through on employee request for change: Employees who notify their employer, timely, to change insurance enrollments and the employer fails to follow through on the request will receive their entire portion of the refund. The agency will receive three months of refund from the date of notification to Benefits Administration, unless medical benefits have been provided to an ineligible person before notice of the enrollment change was provided, the Employee shall be responsible to repay all overpaid benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the Employee patient. Amounts of overpaid benefits above the agency refund amount will be billed to the agency.

(2) If an Employee provides timely notice of an enrollment change as required by this Plan, but the request is not processed properly by the employing agency, the Employee will receive a full refund of premiums paid, and the agency is limited to a refund of three months of premium contributions. If the Plan paid benefits to or on behalf of an ineligible person, the agency shall be responsible for payment of all overpayments of benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the agency.

(3) An Agency agency that fails to report Employee separations or employment terminations: Agencies that fail to report employment terminations are is limited to a three-month refund from the time of premium contributions. The agency shall be responsible for payment of all benefits paid notification to or on behalf of Benefits Administration, unless medical claims have been provided to an ineligible separated Employee or Dependent and the premiums paid patient. Amounts of overpaid claims above the agency refund amount will be applied to the overpayment of benefits before any refund is made billed to the agency.

(4) Retiree premium refunds and recoupment of benefits paid in error on behalf of Retirees and Retiree Dependents arising from Retiree enrollment notice failures shall be processed in the same manner as is provided in 8.03(B) (1), (2), or (3) above for Employees. Fraud cases: When the office of the State Comptroller has determined that fraud exists, the employee will forfeit their portion of a refund. The agency will receive its entire portion.

(5) When the State determines that fraud exists related to enrollment in the Plan, BA will employ applicable offset procedures to the refund of the Employee or Retiree premium contribution. An impacted agency will receive a full refund of its premium contribution.

## Local Government

## 8.01 Contributions by Covered Persons.

~~(A) Contributions by~~ Covered Persons are required to make premium contributions as a condition of participating in the ~~Plan~~plan. By completing an enrollment application, Covered Person shall authorize deduction of the Covered Person's share of the monthly ~~premium cost~~ from his/her pay or retirement pension.

~~(B)~~ Covered Persons who do not receive employee pay or a retiree pension or whose retirement pension is insufficient to cover the required premium contribution shall submit direct payment in an amount equal to~~for~~ the monthly premium contribution cost of coverage. If such payment is returned by the Covered Person's financial institution, the Covered Person may be required to resubmit payment in the form of a money order or cashier's check within the designated timeframe~~time period specified~~. Should a Covered Person submit two consecutive payments that are not honored by their financial institution, coverage will be terminated retroactively to the last paid date with no provision for reinstatement within the current ~~plan year~~Plan Year.

~~(C)~~ The ~~plan~~Plan permits a premium deferral period of a full calendar month for premiums being billed directly to the Covered Person~~instead of through payroll deduction~~. If the premium is not paid within the deferral period, coverage will be canceled retroactive to the last month for which the premium was paid. ~~If~~ When coverage for Covered Persons who are billed directly ~~is~~has been canceled at the end of~~for failure to pay within~~ the deferral period for failure to pay, the Covered Person has~~plan permits~~ a one-time opportunity for coverage reinstatement. Covered Persons seeking reinstatement of coverage must request reinstatement within 30 days of being notified that coverage was canceled. ~~BA~~The Covered Person must receive all signed~~sign and return the~~ required documentation, and all ~~current and past due~~ premiums due must be received within a 30 days of the request for reinstatement~~day deadline~~.

## 8.02 Employer Contributions.

For ~~Employees~~employees defined in Section 1.15, the ~~employer~~Employer (LGA) may contribute to premiums~~make a contribution~~ on behalf of the ~~Employee~~employee.

## 8.03 Funding Medium.

(A) The choice of insurance companies or Claims Administrators~~claims administrators~~ under the ~~Plan~~plan, the timing and amount of any payment to such company, and the timing and amount of any contribution to any fund~~trust~~ established under the ~~Plan~~plan shall be at the sole discretion of the ~~Committee~~committee. ~~Benefits under any part of the plan that are not fully insured, to the extent not insured, may, at the employer's sole discretion, be unfunded and may be paid by the employer solely from its general assets and the employer shall have no obligation to establish any trust or reserve in respect of such benefits, except as may otherwise be required by applicable law and regulations there under.~~ The ~~Employer~~employer may, ~~however~~, at its sole discretion, establish one or more trusts to hold such assets to fund its Other Post Employment Benefit liability~~and such trust(s) may or may not, as determined by the employer, contain such provisions as are necessary to qualify for current and future retired person~~exemption from federal, state, local and other taxes.

Contributions by the ~~Employer~~~~employer, the state~~, covered ~~Employees~~~~employees~~, COBRA participants and retired ~~Employees for insurance premium~~~~employees~~ shall be made to ~~a dedicated~~~~an expendable trust~~ fund established ~~by the State~~ to provide funding of the ~~Plan~~~~plan~~. All contributions under this ~~Plan~~~~plan~~ shall be applied toward the payment of benefits provided by ~~the Plan~~~~plan~~ and reasonable expenses of administering the ~~Plan~~~~plan~~.

~~On behalf of the covered persons, the employer shall establish and maintain an expendable trust fund from which benefit payments as provided under this plan shall be made. The fund will receive, invest and administer all contributions made under this plan in accordance with state law and accounting policies in effect for the receipt, investment and disbursement of state funds. The fund, resulting from contributions, earnings, profits, increments and accruals thereon, may only be used for the exclusive benefit of covered persons or the payment of reasonable expenses of administering the plan.~~

~~Although it is anticipated that no insurance coverage will be utilized, the plan may be funded in whole or in part by such insurance coverage as from time to time may be authorized by the committee. In the event that any payments pursuant to the plan shall be made by any insurance company directly, such payments shall be deemed to have been made by the fund.~~

(B) Premium refunds ~~will be subject to the following guidelines:~~

~~(1) An Employee fails to notify agency of eligibility change: Employees who fails to provide timely notice do not notify about a change in their insurance enrollments as required by this Plan is limited to in a timely manner will receive a three month refund of three months of their portion of the premium, and the agency will receive a refund of all premium contributions. If the Plan paid benefits to or on behalf of from the date of notification to the agency unless the employee owes the plan for claims paid inappropriately, overpaid benefits above the employee premium refund amount will be billed to the employee. The agency will receive its entire portion. (2) Agency fails to follow through on employee request for change: Employees who notify their employer, timely, to change insurance enrollments and the employer fails to follow through on the request will receive their entire portion of the refund. The agency will receive three months of refund from the date of notification to Benefits Administration, unless medical benefits have been provided to an ineligible person before notice of the enrollment change was provided, the Employee shall be responsible to repay all overpaid benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the Employee patient. Amounts of overpaid benefits above the agency refund amount will be billed to the agency.~~

~~(2) If an Employee provides timely notice of an enrollment change as required by this Plan, but the request is not processed properly by the employing agency, the Employee will receive a full refund of premiums paid, and the agency is limited to a refund of three months of premium contributions. If the Plan paid benefits to or on behalf of an ineligible person, the agency shall be responsible for payment of all overpayments of benefits, and the premiums paid will be applied to the overpayment of benefits before any refund is made to the agency.~~

~~(3) An Agency agency that fails to report Employee separations or employment terminations: Agencies that fail to report employment terminations are is limited to a three-month refund of premium~~

contributions. The agency shall be responsible for payment of all benefits paid to or on behalf of an ineligible separated Employee or Dependent and the premiums paid will be applied to the overpayment of benefits before any refund is made to from the time of notification to Benefits Administration, unless medical claims have been provided to an ineligible patient. Amounts of overpaid claims above the agency \_refund amount will be billed to the agency.

(4) Retiree premium refunds and recoupment of benefits paid in error on behalf of Retirees and Retiree Dependents arising from Retiree enrollment notice failures shall be processed in the same manner as is provided in 8.03(B) (1), (2), or (3) above for Employees.

(5) ~~Fraud cases:~~ When the ~~office of the State~~ determines ~~Comptroller has determined~~ that fraud exists related to enrollment in the Plan, BA ~~employee~~ will employ applicable offset procedures to the ~~forfeit their portion of a refund of the Employee or Retiree premium contribution. An impacted. The~~ agency will receive a full refund of its premium contribution. ~~entire portion.~~



# My Secure Advantage<sup>®</sup>

## FINANCIAL WELLNESS EVENT



**Wednesday,  
April 12<sup>th</sup>**

My Secure Advantage<sup>®</sup> (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

### Your Debt-Free Game Plan

Register: [\[LINK\]](#)

**Time:** 11:30 am to 12:30 pm CT

**Speaker:** Vivian Perez

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



**Register, even if you cannot attend, to receive a recording of the webinar.**

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

All onsite class or webinar content is subject to Federal and State copyright and trademark protections. The content, together with any attachments, may not be used, reproduced, recorded, or distributed in any manner (whole or parts), without the prior written consent of My Secure Advantage.



© 2023 My Secure Advantage, Inc.

Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN



March 17, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

**Email or subject line:** Join ParTNers for Health for Your Debt-free Game Plan webinar, April 12, 11:30 a.m. CT

**What:** Optum Health Webinar – Your Debt-free Game Plan

**When:** Wednesday, April 12, starting at 11:30 a.m. CT

**How:** Click link below or in attached flyer to register

Presented by ParTNers for Health and Optum Health, **Your Debt-free Game Plan webinar** will be held Wednesday, April 12 from 11:30 a.m. – 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt-reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.

Click this link to register for the event:

[https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf\\_a6](https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf_a6)

*If you are unable to attend, you will receive a link to the recorded webinar.*

---

**For ABCs**

**ABC Conference Call Notes (all plans)**

**Attached** are the combined ABC conference call notes for your reference. You can find archived ABC conference call notes on the [ABC webpage](#) under Conference Call Notes.

**ABC HIPAA Training Announcement (all plans)**

The 2023 HIPAA annual training classes are open. You can take the class now! There is no need to wait; however, you must complete the training by the last day of your plan's assigned training month. This year, we have updated the local education and local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected Health Information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our

business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of Benefits Administration's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All primary and backup ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Local government and local education will take **LG\_LE\_HIPAA\_2023**
- State and higher education will take **State\_HE\_HIPAA\_2023**

Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov):

**NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2023 or State\_HE\_HIPAA\_2023.**

**Training completion schedule:**

LE – June 30

LG – July 31

HE – Aug. 31

STATE – Sept. 30

**Service Center Metrics and Customer Service Rating (all plans)**

The BA Service Center metrics and customer service ratings comparing February 2023 and February 2022 are below.

**February 2023:**

- Tickets via Email: 998
- Tickets via Self-Service: 3,356
- Tickets via Phone: 4,292
- Tickets via Chat: 235
- Total: 8,881
- Satisfaction Score: 97.4%

**February 2022:**

- Tickets via Email: 854
- Tickets via Self-Service: 3,449
- Tickets via Phone: 4,194
- Tickets via Chat: 189
- Total: 8,686
- Satisfaction Score: 98.9%

### **Optum Webinar (all plans)**

We've included information above about the upcoming Optum Health webinar, Your Debt-free Game Plan, open to all employees eligible for EAP benefits. Please share the information and **attached** flyer with employees.

### **April Preferred Drug List (all plans)**

**Attached** is the April PDL, which is posted on our [ParTNers for Health pharmacy webpage](#). As with each quarterly formulary update, CVS Caremark has mailed notification letters to members who are affected by tier changes or drugs becoming non-covered, except in the case of products that have generic equivalents available or are acute therapies. The letter was sent to 202 impacted members notifying them about their prescription benefit change.

Shown below are drugs changing to tier 3 (nonpreferred), being removed from the PDL or having uses added. Please encourage employees to use the state's specific webpage at [info.caremark.com/stateoftn](http://info.caremark.com/stateoftn) to view the most current version of the drug list, to review their prescription drug benefit information, request mail service orders and research drug information.

### **THE FOLLOWING CHANGES TO THE PDL (OR FORMULARY) AS OF APRIL 1, 2023**

**Drugs moving from Tier 2 (preferred brand) to Tier 3 (non-preferred brand) that will have a higher copay effective April 1, 2023:**

<b><u>Drug name</u></b>	
Perforomist	
Zomig nasal spray	

**Drugs not covered effective April 1, 2023, unless prior authorization is approved through the CVS Caremark medical exception process:**

<b><u>Drug name</u></b>	
Aczone	
Bystolic	
Carbaglu	
Climara (except Climara Pro)	
Combigan	
Cystadane	
Daliresp	
Depakote	
Depakote ER	
Dilantin	
fenofibrate micronized 30mg, 90mg	
Selzentry	
Targretin	

Tegretol	
Tegretol XR	
Trileptal	
Tyvaso DPI	
<b>No change in tier status, but new FDA-approved uses have been added</b>	
<b><u>Drug name</u></b>	<b><u>Drug uses</u></b>
Rinvoq	Ankylosing spondylitis
	Non-radiographic axial spondyloarthritis
	Psoriatic arthritis
	Rheumatoid arthritis
	Ulcerative colitis

Attachment: Debt-free Game Plan Flyer

**### End of Message ##**

# My Secure Advantage®

## FINANCIAL WELLNESS EVENT



**Wednesday,  
April 12<sup>th</sup>**

My Secure Advantage® (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

### Your Debt-Free Game Plan

Register: [\[LINK\]](#)

**Time:** 11:30 am to 12:30 pm CT

**Speaker:** Vivian Perez

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



**Register, even if you cannot attend, to receive a recording of the webinar.**

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

All onsite class or webinar content is subject to Federal and State copyright and trademark protections. The content, together with any attachments, may not be used, reproduced, recorded, or distributed in any manner (whole or parts), without the prior written consent of My Secure Advantage.



© 2023 My Secure Advantage, Inc.

Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

March 10, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

**Email or subject line:** Join ParTNers for Health for Your Debt-free Game Plan webinar, April 12, 11:30 a.m. CT

**What:** Optum Health Webinar – Your Debt-free Game Plan

**When:** Wednesday, April 12, starting at 11:30 a.m. CT

**How:** Click link below or in attached flyer to register

Presented by ParTNers for Health and Optum Health, **Your Debt-free Game Plan webinar** will be held Wednesday, April 12 from 11:30 a.m. – 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt-reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.

Click this link to register for the event:

[https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf\\_a6](https://mysecureadvantage.webex.com/weblink/register/r3cd74e3061b297d137d9bca250f3cf_a6)

*If you are unable to attend, you will receive a link to the recorded webinar.*

---

**For ABCs**

**ABC Conference Calls (all plans)**

The next ABC conference call is Tuesday, March 14. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, March 14 at 8:30 a.m. CT**
- **Local Ed – Tuesday, March 14 at 10 a.m. CT**
- **State – Tuesday, March 14 at 12:30 p.m. CT**
- **Local Government – Tuesday, March 14 at 2 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

**To join the ABC conference call - click on the link:**

<https://tn.webex.com/meet/joan.williams>

**ABC Poll Ends Today! (all plans)**

Today is the last day to complete the ABC poll on conference calls, emails and call notes. If you have not already done so, please click the link to complete the poll today. **Deadline is today, Friday, March 10, 2023, at 4:30 p.m. CT.** We don't know who has completed the poll yet, so we are sharing with all ABCs.

[https://stateoftennessee.formstack.com/forms/abc\\_poll\\_on\\_calls\\_emails\\_and\\_notes](https://stateoftennessee.formstack.com/forms/abc_poll_on_calls_emails_and_notes)

**Optum Webinar (all plans)**

We've included information above about the upcoming Optum Health webinar, Your Debt-free Game Plan, open to all employees eligible for EAP benefits. Please share the information and **attached** flyer with employees.

Attachment: Debt-free Game Plan Flyer

**### End of Message ###**

# My Secure Advantage<sup>®</sup>

## FINANCIAL WELLNESS EVENT



**Wednesday,  
April 12<sup>th</sup>**

My Secure Advantage<sup>®</sup> (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

### Your Debt-Free Game Plan

Register: [\[LINK\]](#)

**Time:** 11:30 am to 12:30 pm CT

**Speaker:** Vivian Perez

Debt is one of the biggest obstacles keeping Americans from reaching their financial goals. This class will encourage you to prioritize debt management, but it doesn't stop there! We'll also go over specific debt reduction strategies and review how to write and follow SMART goals. We hope you leave this class motivated and more confident about reducing your debt.



**Register, even if you cannot attend, to receive a recording of the webinar.**

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

All onsite class or webinar content is subject to Federal and State copyright and trademark protections. The content, together with any attachments, may not be used, reproduced, recorded, or distributed in any manner (whole or parts), without the prior written consent of My Secure Advantage.



© 2023 My Secure Advantage, Inc.

Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN



March 3, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

### **For Members (state)**

**Email or subject line:** Join ParTNers for Health for the Practice Relaxation and Sleep Well webinar, Wednesday, March 8

**What:** Practice Relaxation and Sleep Well webinar, presented by Optum and ActiveHealth

**When:** Wednesday, March 8 starting at 11:30 a.m. CT

**How:** Click the link below or in the attached flyer to register.

Did you know more than three out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury; it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

Click the link below to register:

<https://tn.webex.com/tn/onstage/g.php?MTID=e1072bca7cb922578f4cb501cc62ceac6>

Registration is required. Session will not be recorded.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/ParTNersForHealth) under Other Benefits, EAP here:

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

### **For Members (local ed/local gov/higher ed)**

We don't have any member messages for you to share this week.

---

### **For ABCs**

#### **Pharmacy Benefits Information (all plans)**

Clarification about erectile dysfunction medications, estrogens and progestins.

##### **Erectile dysfunction drugs**

- Effective April 1, 2023, CVS Caremark will take steps to better enforce the plan document exclusion for erectile dysfunction medications for plan members.
- Medications for benign prostatic hyperplasia will continue to be covered with an approved prior authorization (Cialis and its generic tadalafil 2.5 mg and 5 mg).
- Members who choose to pay out-of-pocket for medications that are no longer covered may find affordable options at [www.costplusdrugs.com](http://www.costplusdrugs.com), [www.goodrx.com](http://www.goodrx.com) or [www.singlecare.com](http://www.singlecare.com) that could help to lower their cost.

- Affected members will receive a letter in the mail from CVS Caremark in early March. The letters are scheduled to be mailed on March 6, 2023.

#### **Estrogens and Progestin drugs**

- Effective April 1, 2023, the plans will require a prior authorization before coverage is provided to male members for estrogens and progestins.
  - Affected male members will receive a letter in the mail from CVS Caremark in early March. The letters are scheduled to be mailed on March 6, 2023.
  - Effective June 1, 2023, females will also be required to have a PA for estrogens and progesterones.
  - Affected female members will receive a letter in the mail from CVS Caremark in early May.
- These benefit clarifications are consistent with Section 13.04 (A)(28) of the governing State, Local Education and Local Government Plan Documents and do not reflect a benefit change on the part of the State Group Insurance Program.

#### **ABC Poll on Calls, Emails and Notes (all plans)**

If you have not already done so, please complete a brief poll about ABC conference calls, emails and notes by clicking the link below. **Deadline is Friday, March 10, 2023.** We don't know who has completed the survey yet, so we'll continue to send this general message with the Friday ABC email until the deadline.

Benefits Administration strives to make sure we effectively and efficiently meet the needs of our ABCs, while also acknowledging the needs of our staff. As part of this process, we are considering some updates to our ABC communication practices. Your input is invaluable to help us move forward. Please take a few minutes to answer the few questions in the link below.

**Poll closes: Friday, March 10, 2023**

[https://stateoftennessee.formstack.com/forms/abc\\_poll\\_on\\_calls\\_emails\\_and\\_notes](https://stateoftennessee.formstack.com/forms/abc_poll_on_calls_emails_and_notes)

#### **Cigna Marketing Resource (all plans)**

There is a new Cigna marketing resource for agency benefits coordinators. Click the link below to find an on-demand collection of benefit education materials that promote valuable programs available to members. These materials include all Cigna Medical and Dental communications that are approved to share with members.

<https://stateoftn.cigna.com/agency-benefits-coordinators.html>

#### **Optum 4Mind4Body Webinar (state)**

Presented by ActiveHealth Management and Optum, the next 4Mind4Body webinar, **Practice Relaxation and Sleep Well**, will take place next Wednesday, March 8 starting at 11:30 a.m. CT. We've attached the flyer and information above you can share with your employees. Employees will need to register for this webinar.

Attachment: 4Mind4Body Flyer - State

**### End of Message ###**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

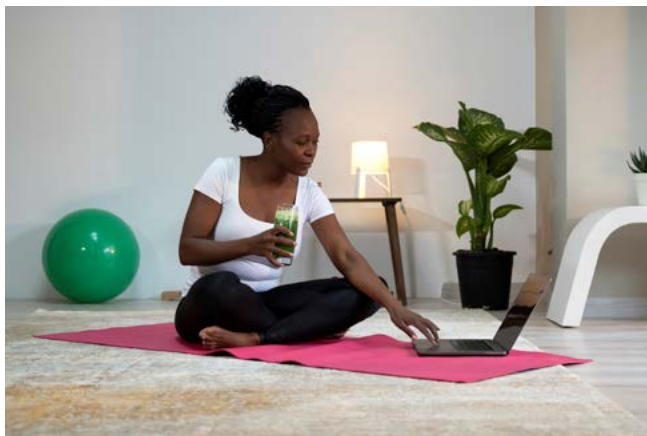
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)



Feb. 24, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

### **For Members (state)**

**Email or subject line: Join ParTNers for Health for the Practice Relaxation and Sleep Well webinar, Wednesday, March 8**

**What:** Practice Relaxation and Sleep Well webinar, presented by Optum and ActiveHealth

**When:** Wednesday, March 8 starting at 11:30 a.m. CT

**How:** Click the link below or in the attached flyer to register.

Did you know more than three out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury; it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

Click the link below to register:

<https://tn.webex.com/tn/onstage/g.php?MTID=e1072bca7cb922578f4cb501cc62ceac6>

Registration is required. Session will not be recorded.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/ParTNersForHealth) under Other Benefits, EAP here :

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

### **For Members (local ed/local gov/higher ed)**

We don't have any member messages for you to share this week.

---

### **For ABCs**

#### **ABC Poll on Calls, Emails and Notes (all plans)**

We are inviting all ABCs to complete a brief poll on ABC conference calls, emails and notes by clicking the link below. **Deadline is Friday, March 10, 2023.** Benefits Administration strives to make sure we effectively and efficiently meet the needs of our ABCs, while also acknowledging the needs of our staff. As part of this process, we are considering some updates to our ABC communication practices. Your input is invaluable to help us move forward. Please take a few minutes to answer the few questions in the link below. Thank you!

Poll closes: Friday, March 10, 2023

[https://stateofennessee.formstack.com/forms/abc\\_poll\\_on\\_calls\\_emails\\_and\\_notes](https://stateofennessee.formstack.com/forms/abc_poll_on_calls_emails_and_notes)

**Optum 4Mind4Body Webinar (state)**

Presented by ActiveHealth Management and Optum, the next 4Mind4Body webinar, **Practice Relaxation and Sleep Well**, will take place Wednesday, March 8 starting at 11:30 a.m. CT. We've attached the flyer and information above you can share with your employees. Employees will need to register for this webinar.

**Edison Down for Maintenance (all plans)**

Edison will be down Sunday, Feb. 26, 2023, from 6 a.m. to 10 p.m. CT for regular monthly maintenance. A notice has been posted on the Edison Portal.

Attachment: 4Mind4Body Flyer - State

**### End of Message ###**



# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

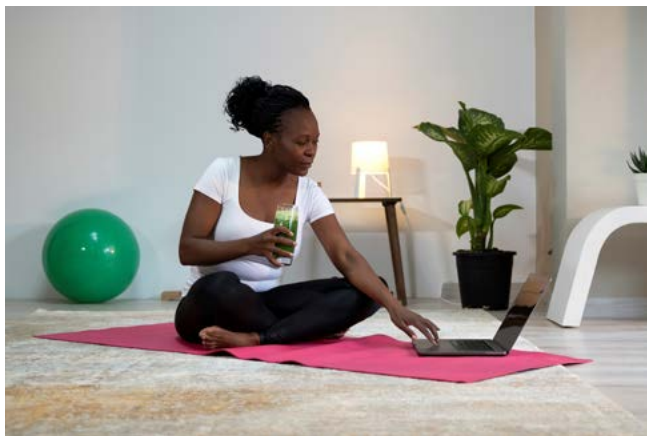
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)



Feb. 17, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Email or subject line: Join ParTNers for Health for the Practice Relaxation and Sleep Well webinar, Wednesday, March 8**

**What:** Practice Relaxation and Sleep Well webinar, presented by Optum and ActiveHealth

**When:** Wednesday, March 8 starting at 11:30 a.m. CT

**How:** Click the link below or in the attached flyer to register.

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

Click the link below to register:

<https://tn.webex.com/tn/onstage/g.php?MTID=e1072bca7cb922578f4cb501cc62ceac6>

Registration is required. Session will not be record.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/ParTNersForHealth) under Other Benefits, EAP here:

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

**For Members (local ed/local gov/higher ed)**

We don't have any member messages for you to share this week.

---

**For ABCs**

**ABC Conference Calls Notes (all plans)**

**Attached** are the combined ABC conference call notes for your reference. You can find archived ABC conference call notes on the [ABC webpage](#) under Conference Call Notes.

**Attached** is a flyer about how to get started with the wellness program. You can share the flyer with your health plan members.

**Special Enrollment Opportunity for Letter Recipients (state/higher ed only)**

On Wednesday, Feb. 14, Benefits Administration sent employee lists and talking points to those ABCs/agencies impacted by the special enrollment for some employees. If you need further assistance or have questions, please submit a Zendesk ticket to [benefits.administration@tn.gov](mailto:benefits.administration@tn.gov)



**Optum 4Mind4Body Webinar (state)**

Presented by ActiveHealth Management and Optum, the next 4Mind4Body webinar, **Practice Relaxation and Sleep Well**, will take place Wednesday, March 8 starting at 11:30 a.m. We've attached the flyer and information above you can share with your employees. Employees will need to register for this webinar.

**State Offices and BA Service Center Closed Monday, Feb. 20 (all plans)**

State offices and the BA Service Center will be closed, Monday, Feb. 20 for the Presidents Day holiday.

Attachments: Wellness Program Flyer – Local  
Wellness Program Flyer – ST/HE  
4Mind4Body Flyer - State

**### End of Message #**



## WELLNESS PROGRAM

# Get healthier and feel better today with your wellness program

## Start on your path to better health and well-being

### Get started today at [MyActiveHealth.com/WellnessTN](https://MyActiveHealth.com/WellnessTN).

- Take a health assessment and get a whole picture of your health
- See your personalized health actions to help you improve your health right now
- Get digital coaching for fun, new ways to improve your health
- Access your health information, like prescriptions and health numbers
- Connect your fitness devices and track your progress

### And, personalized coaching support if you have a long-term health condition.

Do you have asthma, diabetes, coronary artery disease, congestive heart failure or chronic obstructive pulmonary disease (COPD)? You can talk one-on-one with a nurse about your condition.

And if you have one of these conditions, ActiveHealth may contact you to explain this program to you. The wellness program doesn't replace your doctor or provide medical care. It's just a little extra help from a nurse on ways to better manage your condition.



**Ready to get started? Or have questions?  
Call or click today.**

More information is available at  
[MyActiveHealth.com/WellnessTN](https://MyActiveHealth.com/WellnessTN)

Or call us: 888-741-3390,  
Monday-Friday 8 AM to 8 PM CT



Services are provided by ActiveHealth Management, Inc. Our programs, care team and care managers do not provide diagnostic or direct treatment services. We assist you in getting the care you need, and our program is not a substitute for the medical treatment and/or instructions provided by your health care providers.

©2020 ActiveHealth Management, Inc.



## Wellness Program for State and Higher Education Employees and Spouses

Now is a great time to get healthier –  
and **earn up to \$250**

**PARTNERS  
FOR HEALTH**

**ActiveHealth**  
MANAGEMENT.

### Get started in 3 easy steps

**Step 1:** Activate your wellness program – on the web or with our app.



**On the web:** Go to [MyActiveHealth.com/WellnessTN](https://MyActiveHealth.com/WellnessTN) and click on the link “Create an Account.”

**With our app:** Search for “ActiveHealth” in your app store. Then download the ActiveHealth app on your smartphone or tablet. When you open the app, click on the “Register” button.

**Step 2:** After logging in to the website or the app, complete the Health Assessment. This will take about 5 minutes to do.

**Step 3:** Now complete your choice of activities to start earning your cash incentives. See the back of this page for details on the activities to earn your cash incentives. Your progress is tracked by ActiveHealth in your online account.

Active employees and enrolled spouses: **Earn up to \$250 each**  
with your wellness incentives – deposited in your paycheck.

### Your wellness program includes:

A personalized weight management program • Coaching support – online or on the phone  
Support for long-term health conditions such as asthma, diabetes, COPD, and other conditions  
Help with quitting tobacco • And more

Get started with the **ActiveHealth app** or  
online at **[MyActiveHealth.com/WellnessTN](https://MyActiveHealth.com/WellnessTN)**

Questions? We're here to help. 888-741-3390, Monday – Friday 8 AM to 8 PM CT.



The information provided by the ActiveHealth Management health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific healthcare needs or would like more complete health information, please see your doctor or other healthcare provider.  
This material is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of programs and services and does not constitute a contract. Information is believed to be accurate as of the production date; however, it is subject to change. For information about your Partners for Health plan, refer to <https://www.tn.gov/partnersforhealth.html>.  
ActiveHealth, the ActiveHealth Management logo, and MyActiveHealth are trademarks of ActiveHealth Management, Inc. 01/2022

## Rewards activities for 2023

**First complete your health assessment online. Then do your choice of activities listed below to earn rewards. Log in online to see details.**

Biometric screening	\$50
Weight management program	Attend 1 class = \$50 Attend 2 classes = wearable fitness device and Bluetooth scale 8th class = \$50 16th class = \$100
Digital Coaching (online activities)	Complete online activities and earn hearts Digital coaching: Earn 750 hearts = \$50 Earn 6,000 hearts = \$150
Online group coaching for lifestyle or disease management	Attend 1 class = \$50 Attend 3 classes = additional \$150
Healthy You single group coaching sessions	Attend first class = \$50 Attend second class = additional \$50 Attend third class = additional \$50 Max \$150 for calendar year
Telephonic coaching: Lifestyle coach or disease management nurse	First call = \$50 Third call = \$150 Note: Calls must be at least three weeks apart.
Telephonic coaching for tobacco cessation	First call = \$50 Third call = \$150
Online group coaching for tobacco cessation	Attend 1 class = \$50 Attend 3 classes = additional \$150
Quarterly wellness challenges	\$25 per completed challenge – earn up to \$100
Preventative exams	Complete an exam or screening to earn \$50
Case management	Participation = \$150
Take Charge at Work (TCAW)	Complete TCAW engagement activity = \$150
Target biometric screening values	\$150 for meeting target range either through a Quest onsite screening or Quest Physician Screening Form.

**Log in or use the QR code to get started  
earning your rewards today.**

**[MyActiveHealth.com/WellnessTN](https://MyActiveHealth.com/WellnessTN)**





# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

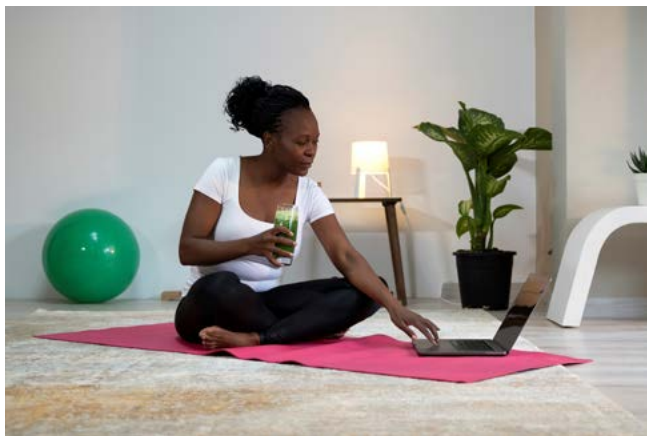
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)



Feb. 10, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

**Subject or email line:** Learn How to Manage Your HSA and/or FSA Online

**WHAT:** Optum Financial Online Account Overview Webinar

**WHEN:** Thursday, Feb. 16, 2023, 11 a.m. to noon CT

**HOW TO JOIN:** When it's time, click the link: <https://tn.webex.com/meet/crystal.mallery>

ParTNers for Health wants to make it easy for you to manage your health savings account, or HSA and/or flexible spending account, or FSA. All the online tools and resources you need are right at your fingertips.

Join our webinar and learn how to use these tools on the OptumBank.com/Tennessee website. Hear directly from the experts at Optum Financial and the state's ParTNers for Health team. In less than an hour, you'll have all the information you need to stay in charge of your HSA and FSA. (FSAs are available to state and higher education employees only.)

There will be a presentation followed by time for your questions. The webinar will show you how to\*:

- Create a HealthSafe ID, register your account, sign in and more
- Pay bills, make deposits and manage investments – all online
- Determine what counts as a qualified medical expense
- Designate a beneficiary
- Get replacement or additional debit cards, and more

The webinar is intended for those who are enrolled in a Consumer-driven Health Plan, or CDHP with an HSA or an FSA (medical, limited purpose and/or dependent care). It will be recorded and made available online. No registration is required. Be sure to put a reminder on your calendar and click the link above when it's time to join the webinar.

\* Some of the information presented only applies to those with an HSA.

---

**For ABCs**

**ABC Conference Calls Next Week! (all plans)**

The next ABC conference call is Feb. 14. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Feb. 14 at 8:30 a.m. CT**
- **Local Ed – Tuesday, Feb. 14 at 10 a.m. CT**

- **State – Tuesday, Feb. 14 at 12:30 p.m. CT**
- **Local Government – Tuesday, Feb. 14 at 2 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

**To join the ABC conference call - **click on the link:****

<https://tn.webex.com/meet/joan.williams>

### **Special Enrollment Opportunity for Letter Recipients (state/higher ed only)**

During next week's state and higher education ABC conference calls, we'll go over a special enrollment opportunity and letter that is mailing to approximately 2,500 state and higher education employees. These employees did **not** receive an Annual Enrollment postcard we mailed last fall to those for whom we did not have email addresses, and the letter serves to address this oversight. These select employees will be directed to a specific ParTNers for Health webpage/URL, which includes more information about this special enrollment opportunity. It is found here: <https://www.tn.gov/partnersforhealth/speciaenrollment.html>.

Again, we'll provide more details and answer questions you may have during next week's ABC calls.

### **Optum Financial Webinar (all plans)**

Next Thursday, Feb. 16, Optum Financial will host a webinar for all members who have an HSA and/or FSAs (FSAs are for state/higher education only). An email has been sent to all members for whom we have accurate emails in Edison. You are welcome to also share the information above with these members.

### **Transportation/Parking Reimbursement FSA Form (state only)**

The FSA transportation/parking reimbursement form has been updated, and the email on the form has changed to [flexible.benefits@tn.gov](mailto:flexible.benefits@tn.gov).

Please use this version going forward: <https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1076.pdf>

**### End of Message ###**

Feb. 3, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (local ed/local gov/higher ed)**

We don't have any messages for you to share with members this week.

**For Members (state)**

**Subject or email line:** Join ParTNers for Health for Healthy Weight, Why Wait webinar, Wed. Feb. 8

Join ParTNers for Health and ActiveHealth for the upcoming 4Mind4Body webinar, **Healthy Weight, Why Wait**, Wednesday, Feb. 8 starting at 11:30 a.m. CT.

What does a healthy weight look like? In this session with ActiveHealth, we will discuss factors that affect weight management. Discover useful strategies for getting to, and keeping, a weight that is right for you.

Click the link below or in the attached flyer to register:

<https://tn.webex.com/tn/onstage/g.php?MTID=e558ca457d029b6bae30bc738f76c8aaa>

Registration is required. Session will not be recorded.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/ParTNersForHealth) under Other Benefits, EAP here:

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

---

**For ABCs (all plans)**

**Calendar Year 2022 IRS tax form 5498-SA is now available to all CDHP/Local CDHP members**

ABCs, please let your CDHP plan members (state/higher education) and Local CDHP plan members (local education/local government) know that their 2022 form 5498-SA is now available to view and download on the Optum Financial member website. To access the form, members can follow these steps:

1. Log onto the member portal at <https://www.optumbank.com/tennessee.html>
2. Click on Help & Tools
3. Click on Forms & Documents
4. Click on the hyperlink "Rendered EOY 5498-SA Notices – 2022" to view, download and/or save your 2022 form 5498-SA

You do not **need** to submit form 5498-SA with your federal tax return, as it is for informational purposes only. However, you will need the information shown on your 5498-SA in order to complete IRS Form 8889 and submit Form 8889 with your tax return. You may also download a



blank copy of Form 8889 on the Optum portal just above your 5498-SA hyperlink or from the IRS at this site <https://www.irs.gov/pub/irs-pdf/f8889.pdf>.

Benefits Administration has **attached** a copy of Form 8889 for your convenience. Note, many online tax preparers such as TurboTax, TaxAct and others will take the information that you key in when you complete your return and prepare a completed Form 8889 for you when they compile and file your federal tax return. Neither Benefits Administration nor Optum Financial may render legal or tax advice. Please contact your tax professional for additional information or advice.

**For ABCs (state)**

Included above is a message about the upcoming 4Mind4Body webinar, **Healthy Weight, Why Wait** being held next Wednesday, Feb. 8 starting at 11:30 a.m. You are welcome to share this message and the **attached** flyer with your employees.

Attachment: 4mind4body Flyer – State

**### End of Message ###**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

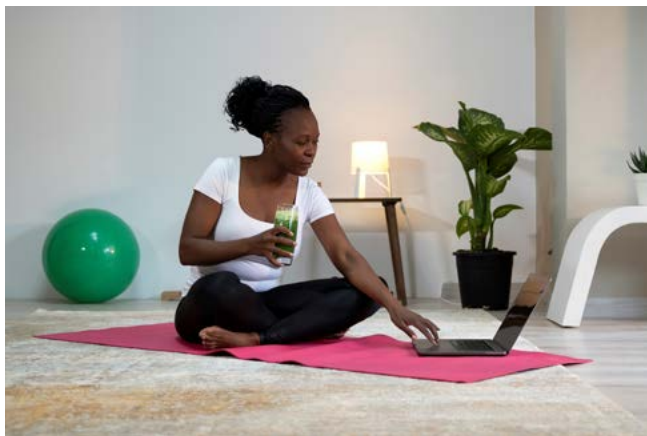
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)



Jan. 27, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (local ed/local gov/higher ed)**

We don't have any messages for you to share with members this week.

**For Members (state)**

**Subject or email line:** Join ParTNers for Health for Healthy Weight, Why Wait webinar, Wed. Feb. 8

Join ParTNers for Health and ActiveHealth for the upcoming 4Mind4Body webinar, **Healthy Weight, Why Wait**, Wednesday, Feb. 8 starting at 11:30 a.m. CT.

What does a healthy weight look like? In this session with ActiveHealth, we will discuss factors that affect weight management. Discover useful strategies for getting to, and keeping, a weight that is right for you.

Click the link below or in the attached flyer to register:

<https://tn.webex.com/tn/onstage/g.php?MTID=e558ca457d029b6bae30bc738f76c8aaa>

Registration is required. Session will not be recorded.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/ParTNersForHealth) under Other Benefits, EAP here:

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

---

**For ABCs (local ed/local gov/higher ed)**

We don't have any specific messages for ABCs this week.

We hope you have a wonderful weekend!

**For ABCs (state)**

Included above is a message about the upcoming 4Mind4Body webinar, **Healthy Weight, Why Wait** being held Feb. 8 starting at 11:30 a.m. You are welcome to share this message and the **attached** flyer with your employees.

We don't have any additional messages for you this week.

We hope you have a wonderful weekend!

Attachment: 4mind4body Flyer - State

**### End of Message ###**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

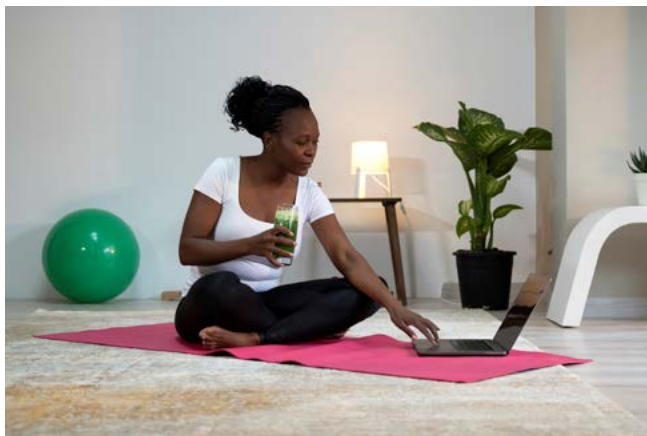
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)



Jan. 20, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (all plans)**

We don't have any messages for you to share with members this week.

---

**For ABCs**

**Jan. 10 ABC Conference Call Notes Correction (all plans)**

In last week's Jan. 10 ABC conference call notes, we had Teladoc misspelled. We have corrected the call notes, and you can find them on the [ABC webpage](#) under Conference Call Notes.

**Updated COVID-19 Benefits Document (all plans)**

The [COVID-19 benefits and vaccine information document](#) found on the ParTNers for Health website has been updated to reflect the extension of the National Public Health Emergency to April 11, 2023. Please reference this updated document going forward.

**CAA Surveys (local ed/local gov)**

On Nov. 8, 2022, we presented information to ABCs about The Consolidated Appropriations Act survey. On Jan. 25, 2023, the CAA survey will be sent to all primary ABCs and financial contacts within your organization. Benefits Administration contact information will be provided with the survey for questions and your survey submissions. For details about this survey, please refer to the **Nov. 8, 2022 ABC conference call notes** found here:

[https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc\\_notes\\_2022.pdf](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_notes_2022.pdf)

**### End of Message ###**



Jan. 13, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

### **For Members (all plans)**

#### **Email/Subject line: AbleTo Replacing Sanvello**

As part of the [Here4TN program](#) for health plan members, AbleTo is replacing the Sanvello on-demand app that helps to reduce worry, stress and improve mood. **Attached** is a flyer about the AbleTo program. You can go to [Here4TN.com under the Member benefits dropdown](#) and look for Self Care from AbleTo to begin.

---

### **For ABCs**

#### **ABC Conference Call Notes (all plans)**

**Attached** are the Jan. 10 combined conference call notes for your reference. Conference call notes and Friday ABC emails are archived on the [ABC webpage](#) for your reference.

We've **attached** the AbleTo (replacing Sanvello) flyer and a message above you can share with members about this program.

- **Local Ed/Local Gov/Higher Ed:** We've addressed how to run the PPACA report and additional information under the Operations portion of the conference call notes.

#### **Hinge Health Video for BlueCross Members (all plans)**

A new Hinge Health testimonial video about the BlueCross BlueShield personalized exercise therapy program, is now posted on the ParTNers for Health YouTube webpage. Please feel free to share this video link with your BlueCross BlueShield members:

<https://youtu.be/dneR5y99nTY>

#### **Service Center Metrics/Customer Service Rating (all plans)**

The BA Service Center metrics and customer service ratings comparing December 2022 and December 2021 are below.

- **December 2022:**
  - Tickets via Email: 1,274
  - Tickets via Self-Service: 3,318
  - Tickets via Phone: 4,418
  - Tickets via Chat: 175
  - Total: 9,185
- Satisfaction Score: 99.2%

- **December 2021:**
  - Tickets via Email: 1,083
  - Tickets via Self-Service: 3,380
  - Tickets via Phone: 5,378
  - Tickets via Chat: 180
  - Total: 10,021
- Satisfaction Score: 96.1%

**State Offices and BA Service Center Closed (all plans)**

State offices and the BA service center will be closed Monday, Jan. 16 for the Martin Luther King Jr. Day holiday.

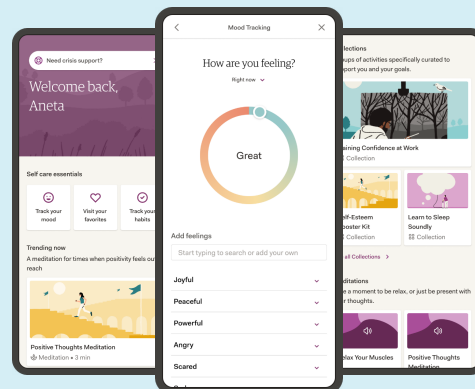
**We hope you have a great weekend!**

**Attachment:** Optum AbleTo

**### End of Message ###**

# Say hello to Self Care from AbleTo

On-demand help for reducing worry, stress and improving mood.



Get access to self-care techniques, coping tools, meditations and more – anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short optional assessment. Self Care is here to help you feel better – and it's available at no additional cost to you as part of your Here4TN benefits.

## Ready to get started?

- Visit [Here4TN.com](https://www.here4tn.com)
- Look for Self Care from AbleTo to begin.

## Features and benefits



### Daily mood tracking

Answer daily questions to record your current mood, identify patterns and self-assess your progress.



### Collections

Build life skills with curated content, tools and resources for the stuff that matters most to you – from work life balance and sleep, and much more.



### Meditation tools

Explore classic methods of relaxation – like deep breathing and positive visualization – in the moment when you need them.



### Personalized roadmap

Track your progress, set goals and make strides through weekly check-ins – Self Care helps you create a roadmap to support your self-guided journey to better mental health.

**Available 24/7.**

**Confidential.**

**No extra cost.**

**Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room.** The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost. Participation in the program is voluntary and subject to the Self Care terms of use.

© 2022 Optum, Inc. All rights reserved. WF8518100 223550-102022 OHC



Jan. 6, 2023

*The following email was sent to agency benefits coordinators today.*

Information in today's email you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

**For Members (state)**

**Subject or email line: Updates to BCBST Networks**

Since last fall, Benefits Administration has been announcing that Le Bonheur Children's Hospitals and Methodist facilities in Shelby County would be leaving the BlueCross BlueShield networks in January 2023 if negotiations between the two parties failed. Unfortunately, the negotiations did not yield a favorable outcome, and our ParTNers for Health All Networks Hospital List has been updated to reflect that the facilities in Shelby County are out of the BCBS networks as of Jan 1, 2023. More information is available at <https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>.

---

**Subject or email line: Join ParTNers for Give Your Immune System a Boost webinar, Jan. 11**

Join ParTNers for Health and ActiveHealth for the upcoming 4Mind4Body webinar, **Give Your Immune System a Boost**, Jan. 11 starting at 11:30 a.m. CT.

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

**Click here to register:**

<https://tn.webex.com/tn/onstage/g.php?MTID=ef41be087b1d1332304ee3892e8697256>

Registration is required. Session will not be recorded.

Find webinar information at [tn.gov/ParTNersForHealth](https://www.tn.gov/partnersforhealth/other-benefits/eap.html) under Other Benefits, EAP here:

<https://www.tn.gov/partnersforhealth/other-benefits/eap.html>

---

**For Members (local ed, local gov and higher education)**

**Subject or email line: Updates to BCBST Networks**

Since last fall, Benefits Administration has been announcing that Le Bonheur Children's Hospitals and Methodist facilities in Shelby County would be leaving the BlueCross BlueShield networks in January 2023 if negotiations between the two parties failed. Unfortunately, the negotiations did not yield a favorable outcome, and our ParTNers for Health All Networks Hospital List has been updated to reflect that the facilities in Shelby County are out of the BCBS

networks as of Jan 1, 2023. More information is available at <https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>.

---

### **For ABCs**

#### **ABC Conference Call (all plans)**

The next ABC conference call is Jan. 10. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Jan. 10 at 8:30 a.m. CT**
- **Local Ed – Tuesday, Jan. 10 at 10 a.m. CT**
- **State – Tuesday, Jan. 10 at 12:30 p.m. CT**
- **Local Government – Tuesday, Jan. 10 at 2 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

**To join the ABC conference call - [click on the link:](https://tn.webex.com/meet/joan.williams)**

<https://tn.webex.com/meet/joan.williams>

#### **Reminder - Edison Cloud Migration (all plans)**

For Edison users, on Jan. 9, 2023, the Edison system will be moved to the Cloud. This will require an outage of the entire Edison system from Friday, Jan. 6, 2023, starting at 6 p.m. through Monday, Jan. 9, 2023, at 7 a.m. CT. General users will be locked out of Edison beginning on Friday, Jan. 6, 2023, at 6 p.m. CT.

#### **Impact to me?**

**After the move to the Cloud has been completed**, you should clear the cache on your browser before using Edison. If you need help with how to clear cache, see the "Clearing Cache" document that can be found in Edison Production within the Self Service Training page on the Portal (Navigation = Left Menu>>Training>>Self Service Training). You may need to allow pop ups for the document to appear.

The Edison user experience will not be altered with this move to the Cloud.

#### **Where can I find information about this change?**

Alerts will be posted in the 'Edison News Alerts' section of the Edison Portal. These alerts will help to familiarize you with any announcements necessary to notify you of changes. We do not anticipate any changes from a user's perspective. All prior alerts can be viewed by clicking the link 'News and Events' at the bottom of that section.

#### **Employee Checklist Updates (all plans)**

Benefits Administration has updated the State, LE and LG Employee Checklists you can use to onboard new hires. Find the new versions on the ABC page at <https://www.tn.gov/partnersforhealth/agency-benefits-coordinators.html> under the State Plan, Local Education Plan and Local Government Plan menu items.

The only change is an addition to the Eligibility and Enrollment section instructing that ABCs explain the new hire coverage start date. This update is based on an ABC suggestion. We appreciate the suggestion and hope the update will be helpful to you as you continue working to ensure employees understand their benefits.

#### **All Networks Hospital List Update (all plans)**

We've also updated the All Networks Hospital List. Find the new version posted on the Carrier Information page at <https://www.tn.gov/partnersforhealth/health-options/carrier-network.html>.

Since last fall, we've been announcing that Le Bonheur Children's Hospitals and Methodist facilities in Shelby County would be leaving the BCBST networks in January 2023 if negotiations between the two parties failed. Unfortunately, the negotiations did not yield a favorable outcome, and we have updated the list to reflect that the facilities in Shelby County are out of the BCBST networks as of Jan 1, 2023. More information is available at <https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>.

#### **January 4Mind4Body Webinar (state only)**

We've again included a message above you can share with your employees along with the **attached** flyer about the upcoming 4Mind4Body webinar, **Give Your Immune System a Boost**, which will be held Wednesday, Jan. 11 starting at 11:30 a.m. Employees will need to register using the link in the attached flyer.

Here is information about the Jan. 11 webinar:

- Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.
- **Click here to register:**  
<https://tn.webex.com/tn/onstage/g.php?MTID=ef41be087b1d1332304ee3892e8697256>

Attachment: 4mind4body Flyer - State

**### End of Message ###**

# 4MIND4BODY

## LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

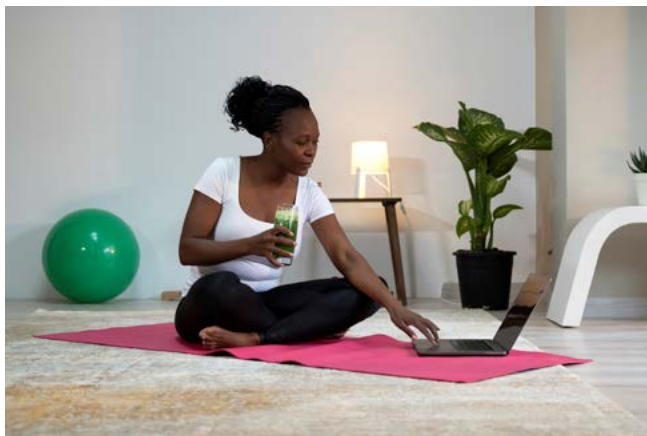
### Give Your Immune System a Boost

*Presented by ActiveHealth Management*

Wednesday, Jan. 11

Your immune system helps protect you from outside invaders, like bacteria and disease. Join ActiveHealth to learn the risks you face when your immune system isn't working at its best and how to give it a boost. Keep your immune system strong and ready to fight for your health.

[CLICK HERE TO REGISTER](#)



### Healthy Weight, Why Wait?

*Presented by ActiveHealth Management*

Wednesday, Feb. 8

What does a healthy weight look like? In this session with ActiveHealth, we'll discuss factors that affect weight management. Discover useful strategies for getting to and keeping a weight that's right for you.

[CLICK HERE TO REGISTER](#)

### Practice Relaxation and Sleep Well

*Presented by ActiveHealth Management and Optum*

Wednesday, March 8

Did you know more than 3 out of 10 adults in the United States don't get the right amount of sleep? Good sleep is not a luxury, it's a necessity. Getting poor sleep or not enough sleep can harm your physical, mental and emotional health. Learn healthy habits to have better sleep patterns.

[CLICK HERE TO REGISTER](#)

