



# Agency Benefits Coordinator Meeting Memorandum of Understanding (MOU)

August 2019

# Memorandum of Understanding (MOU)

## **ABC Responsibilities:**

- All ABCs must complete any annual mandatory training offered by Benefits Administration (BA).
- New ABCs, including those who are replacing other ABCs, shall complete initial mandatory training offered by BA & may be required to pass a test to get system access.
- Initial ABC training must be completed within 60 days of becoming a new ABC and initial HIPAA training must be completed within 30 days of becoming a new ABC.

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## **ABC Responsibilities:**

- Failure to comply with all training requirements will result in suspension of insurance benefits access.
- Training requirements will not be waived unless approved in advance by BA.

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## **ABC Responsibilities:**

All ABCs shall comply with the procedures set forth in the "ABC Training Presentation - Day 1" and "ABC Training Presentation - Day 2" and the "External Agency Calendar" of Edison activities published on the ABC Website, including but not limited to:

- Entering into Edison personal and job information for employees;
- Answering general member questions on benefits and eligibility;
- Keeping members' addresses and telephone numbers current in Edison; and
- Downloading reports as necessary via Edison

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## **ABC Responsibilities:**

### **Retirees:**

- Refer all eligibility or policy questions related to creditable years of service and monetary retirement benefits to the Tennessee Consolidated Retirement System (TCRS) staff.
- Direct retiree questions to BA about retiree dental, vision, long term care, or health insurance eligibility and questions about the annual enrollment period.

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## **ABC Responsibilities:**

- Upon request, the ABC shall provide an email address file for all their employees to Benefits Administration within 15 days of the request.
- The ABC will be required to respond to a yearly audit of ABC Security access for their agency.
- The ABC will receive quarterly reports from a data match with the NCOA (National Change of Address) database. The ABC shall update addresses in Edison based on the results.

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## **BA Responsibilities:**

- Assist the ABCs with policy, premium and eligibility questions, processing enrollment/change applications, and refund issues.
- Publish an up-to-date version of the Plan Document on the BA Website and notify the agencies of any changes.
- Establish and maintain a call center to assist the ABCs and agency employees in understanding eligibility, Plan provisions, and obtaining benefits under the Local Education Plan and Local Government Plan.

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## **BA Responsibilities:**

- Administer the continuation of insurance through COBRA.
- Provide information to the ABCs on the programs offered under the State Group Insurance Plan.
- Conduct monthly conference calls to provide information and updates. The conference calls will be held weekly leading up to and during the annual enrollment period. Weekly emails will be sent throughout the year to communicate updated information.



# Memorandum of Understanding (MOU)

MOU can be located using the following directions. Go to:

<https://www.tn.gov/partnersforhealth.html>

## **Local Education**

Click on: Agency Benefits Coordinators>Local Education Plan>Memorandum of Understanding (MOU) Responsibilities

## **Local Government**

Click on: Agency Benefits Coordinators>Local Government Plan>Memorandum of Understanding (MOU) Responsibilities