



Annual Enrollment Dos & Don'ts

2020 Virtual Roadshow
State & Higher Education Agencies


Presented By




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Do Know Your Dates

State & Higher Education Enrollment Dates:

Thursday, October 1, 2020 – Friday, October 16, 2020
(two business weeks)



All enrollments must be submitted through Employee Self Service (ESS) prior to 4:30pm CST on October 16th, 2020.



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Do Know Your Dates

- ❑ Dependent Verification for any new dependents must be received (via ESS upload, Zendesk, or Fax) by BA prior to 4:30pm CST on October 16, 2020.
- ❑ If dependent verification for new dependents is not received by the deadline, the BA Service Center will remove those dependents and notify the ABC via Zendesk email.

We will allow 10 additional days after Annual Enrollment if we receive part of the dependent verification before the deadline.



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Don't Wait Until the Last Minute!

- ❑ Communicate login information and dates to employees as soon as possible and encourage them not to wait until the last minute to elect their benefits.
- ❑ Information can be found in the newsletter and on our website at <https://www.tn.gov/partnersforhealth>
- ❑ Benefits of early communication:
 - ❑ Less hold times at BASC, and
 - ❑ Ensures employees have adequate time to elect benefits in case they experience computer issues or missing documentation.



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Do Know Where to Call for Password Reset and Locked Account

- ❑ Employees can utilize the "forgot password" link in Edison to reset their password. If they experience issues, they can contact the Edison Help Desk.
- ❑ If an employee has attempted to log into Edison more than 5 times, their account will lock. In this situation, the employee would need to call the number below to have their account unlocked and password reset.
- ❑ Edison Help Desk - 615-741-4357

Please note that last year, for Account Lockouts, you were directed to BA. This year, you will call Edison for account lockouts. We are confident this change will greatly reduce wait times for you and your employees.



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Do Know the Acceptable Dependent Verification

- ❑ Proof of Marital Relationship
 - ❑ Government Issued Marriage Certificate or License
 - ❑ Naturalization papers indicating marital status



If the employee has been married for less than 12 months, a marriage certificate is the only required document.

One document (from the following list) is also required if married longer than 12 months.

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Do Know the Acceptable Dependent Verification

Additional Documents

- Bank Statement issued within the last six months with both names; or
- Mortgage Statement issued within the last six months with both names; or
- Residential Lease Agreement within current terms with both names; or
- Credit Card Statement issued within the last six months with both names; or
- Property Tax Statement issued within the last 12 months with both names; or
- The first page of the most recent Federal Tax Return showing "married filing jointly" or "married filing separately" with the name of the spouse provided thereon, submit page 1 of the return with the income figures blacked out.

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Do Know the Acceptable Dependent Verification

- Natural Child (Under 26)
 - The child's birth certificate; or
 - Certificate of Report of Birth (DS-1350); or
 - Consular Report of Birth Abroad of a Citizen of the USA (FS-240); or
 - Certification of Birth Abroad (FS-545)
- Adopted Child (under age 26)
 - Final court order granting adoption; or
 - International adoption papers from country of adoption; or
 - Court order placing child in custody of member of purpose of adoption



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Do Know the Acceptable Dependent Verification

- Child for Whom the Participant is the Legal Guardian
 - Court order making the member a guardian of another and stating the length of the guardianship
- Step Child (Under 26)
 - Verification of marriage between employee and spouse (as outlined earlier) and birth certificate of the child showing the relationship to the spouse or documents determined by BA to the legal equivalent.



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Don't Provide These Forms of Verification

- BA doesn't accept the following items for Dependent Verification.
 - Car Loans
 - Utility Bill (electric, water, gas, etc.)
 - Cell Phone Bill
 - Cable Bill
 - Store Credit Card Bill
 - Envelopes Addressed to Both Names, regardless of sender
 - Voided Checks



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Do Put an Edison ID & SSN on All Documents Submitted

- Dependent verification documents will be processed significantly faster if the employee's Edison ID and Social Security Number are written on all documents submitted.



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Do Make Sure Employees Have the Correct Address in Edison

- Insurance Cards will be issued in late December.
- Make sure employees have their correct address in Edison to ensure they receive their cards.



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Do Upload Documents in Zendesk

- ❑ If you receive emails from benefits.administration@tn.gov requesting additional documentation, you can submit them via Zendesk.
 - ❑ Please use the document upload functionality on Zendesk.
- ❑ You can respond to the email if you have additional questions.



A step-by-step guide for Zendesk can be found on the ABC section of the www.tn.gov/partnersforhealth website.

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Don't Assume the Employee is Going to Waive Coverage

- ❑ All eligible employees have to be entered into Edison in order for employees to utilize ESS.
- ❑ It's necessary to have all insurance-eligible employees for OPEB liability purposes and PPACA reporting
 - ❑ This is even if the person is on their spouse's coverage.



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Do Remember New Hires After 9/1/2020

- ❑ New Hires entered into Edison AFTER 9/1/2020 will need to elect benefits as soon as possible via ESS or the ABC can enter benefits via eForms, on their behalf.

All agencies should be enrolling new employees via eForms or the employees should be enrolling themselves via ESS.

A step-by-step guide for eForms can be found on the ABC section of the www.tn.gov/partnersforhealth website.

Once the New Hire event has been processed, it will close and that will trigger the AE event to open.

The employee will then be able to elect Annual Enrollment Benefits through ESS.



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Do Use eForm for Enrollment

- ❑ All Agencies can utilize Benefit eForms during Annual Enrollment.

Steps to Enrolling via Benefits eForm:

1. Create Benefit eForm (you will need the EMPL ID or SSN)
2. Add Dependents
3. Select Coverage
4. Upload Documents (a separate attachment is required for each document)
5. Submit Benefit eForm

Please do not create multiple forms for the same employee. If you notice that you have made an error on a form, you have two options to correct it:

1. Update the form; OR
2. Submit a Zendesk ticket for BA assistance.



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Do Use eForm for Enrollment

- ❑ To update the form, follow this navigation in Edison:
Nav Bar > Navigator > HCM > Benefits > Select Benefit eForm
- ❑ Click the update option to make changes.



Benefit eForm

- 
[Create a Benefit Enrollment eForm](#)
 Use this link to start a Benefit Enrollment eForm.
- 
[Evaluate a Benefit Enrollment eForm](#)
 Use this link to approve, deny, or recycle a form that has been routed to you for evaluation.
- 
[Update a Benefit Enrollment eForm](#)
 Use this link to adjust-and-resubmit or withdraw a form that you initiated before it gets through final approval.
- 
[View a Benefit Enrollment eForm](#)
 Use this link to View an existing form - you will only see forms that you have department security access for.

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Do Encourage Employees to Watch the Annual Enrollment Video

- ❑ The enrollment videos provide information regarding the plans offered by the State of Tennessee.
 - ❑ <https://www.youtube.com/watch?v=aDeY7rYZG0w>
 - ❑ <https://www.youtube.com/user/partnersforhealthtn/videoswww.youtube.com/watch?v=8RmLha0MPHY>



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Do Run Queries During Annual Enrollment

- ❑ Here's a list of queries you should be viewing during AE.
 - ❑ TN_BA302_PERSON_AND_JOB
 - ❑ TN_BA133_AUDIT_OPEN_ENRL_ESS
 - ❑ TN_BA219_AETP_INS_ELECTIONS
 - ❑ TN_BA219_OE_NOT_SUBMITTED
 - ❑ TN_BA265_OE_ELECTIONS_IN_ESS
 - ❑ TN_BA311_ESS_NEW_DEPENDENTS
- ❑ Let's take a closer look at each of these queries...



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Do Run Queries During Annual Enrollment

TN_BA302_PERSON_AND_JOB

Prompts: None
When To Run: As Needed
Intended Results: This query shows all personal and job information for all active employees in your agency.

This information will be returned with the Header Title at the top of the query:

- | | |
|--|--|
| <input type="checkbox"/> Employee ID | <input type="checkbox"/> Phone Number |
| <input type="checkbox"/> Name | <input type="checkbox"/> Email Address |
| <input type="checkbox"/> Birthdate | <input type="checkbox"/> Department ID |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Position Number |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> Compensation |
| <input type="checkbox"/> NID (SSN) | <input type="checkbox"/> Frequency |
| <input type="checkbox"/> Address of Employee | <input type="checkbox"/> Compensation Rate |

TN_BA133_AUDIT_OPEN_ENRL_ESS

Prompts: Edison Employee ID (00#####)
When To Run: During & After AE
Intended Results: This query shows all of an employee's elections made through ESS with a date/time stamp. If the employee submits the enrollment multiple times, all of the activity will show on this report.

This information will be returned with the Header Title at the top of the query:

- | | |
|--|--|
| <input type="checkbox"/> Employee ID | <input type="checkbox"/> Description of Plan |
| <input type="checkbox"/> Employee Record | <input type="checkbox"/> Coverage Code |
| <input type="checkbox"/> Dependent Number | <input type="checkbox"/> Annual Pledge (only for State Flex) |
| <input type="checkbox"/> Employee or Dependent Name | <input type="checkbox"/> Schedule ID (Open Enrollment or New Hire) |
| <input type="checkbox"/> Plan Type (Medical, Dental, Vision, etc.) | <input type="checkbox"/> Date and Time of Election |
| <input type="checkbox"/> Election (Elect or Waive) | <input type="checkbox"/> Election after Submit |
| <input type="checkbox"/> Plan (BCBS, Cigna, etc.) | |



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Do Run Queries During Annual Enrollment

TN_BA219_AETP_INS_ELECTIONS

Prompts: Use 01/01/2021 as the event date.
When To Run: During AE
Intended Results: This query shows who has made changes to their health insurance during AE. It will show the old coverage and new coverage.

This information will be returned with the Header Title at the top of the query:

- Business Unit
- Employee ID
- Benefit Record
- Name
- Benefit Program
- Plan Type (Medical, Dental, Vision, etc.)
- Coverage Begin Date
- New Benefit Plan (BCBS, MetLife, etc.)
- New Coverage Code (Single, etc.)
- Old Benefit Plan
- Old Coverage Code
- Election Source

TN_BA219_OE_NOT_SUBMITTED

Prompts: You will use 01/01/2021 as the event date.
When To Run: Weekly During AE
Intended Results: This query will show everyone who has not submitted an enrollment, including those who have made changes in ESS, but have not submitted their enrollment. They will need to go back and submit for the changes to take effect. Look for the employees with "SAVED" in the "Saved but not Submitted" column in the query.

This information will be returned with the Header Title at the top of the query:

- Employee ID
- Last and First Name
- Email
- Department ID
- Department Description
- Reason Not Submitted
- County



Do Run Queries During Annual Enrollment

TN_BA265_OE_ELECTIONS_IN_ESS

Prompts: Use the following Schedule ID:
 OEH20 - Higher Education
 OES20 - State
When To Run: During/After AE
Intended Results: This query is an audit of all elections made by your employees during AE. If they submit an enrollment multiple times, each enrollment will show with a date and time stamp.

This information will be returned with the Header Title at the top of the query:

- Department ID
- Employee ID
- Employee Record
- Name
- Plan Type (Medical, Dental, Vision, etc.)
- Election
- Plan (BCBS, Dental, Vision, etc.)
- Plan Description
- Coverage Code (Single, etc.)
- Annual Pledge (State Flex only)
- Schedule ID
- Date and Time of Submission
- Elect After Submission

TN_BA311_ESS_NEW_DEPENDENTS

Prompts: Class: ALL - State New Employees
 NHE - Higher Education New Employees
 Beginning Event Date: MM/DD/YYYY
 Ending Event Date: MM/DD/YYYY
When To Run: Monthly
Intended Results: This query shows all new dependents that were added by the employee through ESS. This can be used for new hires or during AE.

This information will be returned with the Header Title at the top of the query:

- Department ID
- Position Number
- Class (You selected this)
- Schedule ID
- Event Date
- Employee ID
- Employee Record
- Employee Name
- Benefit Program (GAM, GA2, TEA, etc.)
- Plan Type (Medical, Dental, Vision, etc.)
- Dependent Number
- Dependent Name
- Proof Received (Dependent Verification)



Do Run Queries During Annual Enrollment

- ❑ All of the queries we just reviewed (and more) can be found in the Query Manual on the ABC section of the Partners for Health website by clicking "Training" and selecting "Edison Query Manual."



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Don't Wait Until the Last Minute!

- ❑ Running the queries throughout Annual Enrollment will drastically reduce the need for appeals.



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Do Know When to Submit an Appeal

- ❑ Employees who miss the enrollment deadlines mentioned have the right to request an exception via written appeal to Benefits Administration by utilizing Zendesk.
- ❑ The appeal may be written by the employee or the ABC on behalf of the employee. The appeal must include the reason for missing the deadline, any supporting statements or documents to verify the circumstance, and the Enrollment Change Application.



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Do Know the Deadline for Appeals

- ❑ State/Higher Ed
 - ❑ Thursday, December 31, 2020 at 4:30 PM CST



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Do Know the Service Center Hours

- Benefits Administration Service Center Hours of Operation During Annual Enrollment
 - October 1, 2020 to October 30, 2020
 - Monday-Friday 8:00am - 4:30pm CST.



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Do Remember the Website

- You can find important AE information on the website.
 - Vendor Information
 - Conference Call Notes
 - Premiums
 - Instructions for How to Upload Documents in Edison
 - Zendesk Guide
 - eForm Guide



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Any Questions?



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