

Things to know about Benefits Administration's New Website -

www.tn.gov/partnersforhealth

1. Benefits Administration (BA) is combining its Insurance & Benefits and Partners for Health websites effective Friday, June 8. As a result, **ALL** URLs, or website addresses, will change.
2. The NEW Partners for Health website homepage URL is www.tn.gov/partnersforhealth.
3. The old Partners for Health homepage URL -- www.partnersforhealthtn.gov -- will redirect to the new site homepage. -AND-The old Insurance & Benefits homepage URL -- www.tn.gov/finance/fa-benefits -- will redirect to the new site homepage.
4. Other pages that will have temporary redirects include:
 - a. <https://www.tn.gov/finance/fa-benefits/publications/fa-benefits-publications.html> -- to new publications page
 - b. <https://www.tn.gov/finance/fa-benefits/publications/fa-benefits-forms.html> -- to new forms page
 - c. <https://www.tn.gov/finance/fa-benefits/sbc.html> -- to new Summary of Benefits page
 - d. <https://www.tn.gov/finance/fa-benefits/abc.html> -- to new ABC page
5. BA is moving to one branded website versus two. Members and other stakeholders have found navigating two sites confusing.
6. The move is also in conjunction with a statewide initiative for the development and maintenance of websites using a new content management system.
7. If you send members links to Benefits Administration webpages in emails, pdfs or other means, you should make appropriate changes to URLs as soon as possible after the website transition.
8. ABCs should notify their department or agency webmasters so that any existing links on their websites to BA can be updated.
9. The best way to find and bookmark the new website URLs is to visit the homepage and navigate to the URL. You will need to delete any old bookmarks you've established and redo them from the new homepage.
10. One of the first things you will notice is the new website has an updated look. We've included graphics, photos, embedded videos and other features.
11. The content of the webpage has not changed. Everything that was included on the two old webpages is included on the new webpage.
12. The new website also includes improved navigation. So a few items might not "live" where they used to. And you'll find some in multiple locations for convenience.

13. In the top navigation, you'll find:
 - a. Health Options with a drop down – all health products and services
 - b. Other Benefits with a drop down – all voluntary products and services plus wellness and EAP
 - c. Publications & Forms with a drop down and with accordions
 - d. Annual Enrollment with a drop down
 - e. Customer Service
 - f. Premiums with a drop down
 - g. Agency Benefits Coordinators with accordions
 - h. Videos
14. Below the Welcome! message, you will find a Questions? button to access Zendesk. There are other links to Zendesk in the bottom navigation and on the Customer Service webpage.
15. The new website homepage includes a section titled Quick Services that features:
 - a. For New Employees with tabs
 - b. For Retirement with tabs
 - c. Carrier Information
 - d. Wellness
 - e. Annual Enrollment
 - f. Know Your Health
 - g. Q & A
 - h. Definitions
16. Added features include Social Media, Events and a Help button for chatting with the Service Center
17. The footer includes important information, such as Insurance Committees, Summary of Benefits, Quick Links
18. ABCs can find these talking points and a list of all the new URLs on the ABC webpage.
19. IMPORTANT! With a better look and feel, current content and improved navigation on its website, BA is placing more emphasis than ever on digital communications, including for this year's Annual Enrollment.
 - a. BA will mail newsletters instead of decision guides.
 - b. PDFs of the newsletters will be posted on the website, and you will be able to print them.
 - c. BA will continue to publish PDFs of other important Annual Enrollment materials on its website, including benefits comparison grids and premiums.