PARTNERS FOR HEALTH

GUIDE *for* HIGHER EDUCATION ABCs

2023

PARTNERS FOR HEALTH

HOW TO NAVIGATE

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Required Training Reminders

- Annual HIPAA training must be completed within **30 days** of gaining access to Edison.
- New ABC training must be completed within **60 days** of gaining access to Edison.

2023 Annual Enrollment Info

- Annual Enrollment content will be posted on the ParTNers for Health website in September.

Phone:

800.253.9981

615.741.3590

Fax:

615.741.8196

Email:

benefits.administration@tn.gov

HOURS OF OPERATION

S M T W T F S

8 a.m. - 4:30 p.m.
Central

Closed on state holidays

Commonly Used Forms

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This form is used for employees to select and/or make changes to their benefits. However, there are other times this form will be used:

- If you have an employee who wants to edit their elections within their 30-day eligibility period, and they are not using Employee Self-Service, this form can be submitted to Benefits Administration through Zendesk.
- Other events including but not limited to marriage, divorce, birth, adoption, etc.
- This form can be submitted within **30 days** to elect new hire coverage in lieu of Employee Self-Service.
- **NOTE:** ***Enrollment reminders will routinely be sent during the 30-day period.***

Enrollment Change Application

Cancel Request Form

This is the form used if an employee and/or their dependents want to voluntarily cancel insurance. Have the employee complete and sign the form and return to Benefits Administration by uploading the document in Zendesk.

Note: *Canceling is only permitted outside of Annual Enrollment due to one of the specified qualifying events listed on the form.*

For BA to make a change within Edison on information such as employee or dependent names, addresses or Social Security numbers, this form should be completed and can be sent to BA by uploading the document in Zendesk.

Corrections and Clarifications Form

Administrative Error Form

This form should be used for all administrative errors and must be signed by the ABC and a supervisor.

QUICK LINKS

Comparison Chart | Carrier Information | Health Options | Other Benefits

"Edison" How-To

Edison is the main database used by the State of Tennessee. As an ABC you will use Edison to hire, update, enroll and terminate benefits-eligible employees.

Eligibility, Effective & Termination Dates

Use this **Time and Date Calculator** to help determine the exact dates to use in Edison.

The effective date will always be the first day of the month ***AFTER*** the hire date.

A full calendar month of employment must be completed ***BEFORE*** coverage can begin.

Effective date = Insurance coverage begin date

Eligibility date = Hire date

For example:

- Employee hired on **Aug. 1** will have their coverage begin on **Sept. 1**.
- Employee hired on **Aug. 17** will have their coverage begin on **Oct. 1**.

Benefits terminate at the end of the month after the employee leaves.

Termination date = Day after employee's last paid day

The actual termination date should be entered as the termination date in Edison.

For example:

An employee resigns on **Aug. 15**. The date of termination in Edison is **Aug. 15**. Insurance would terminate on **Sept. 30**.

VIDEO TUTORIALS

- How to add an employee
- How to enroll an employee in benefits
- How to enroll an employee with dependents
- How to check an employee's benefits information
- How to modify an employee
- How to terminate an employee
- How to automate collections applied report
- How to manually run collections applied report
- How to schedule a query*

Most commonly run queries on next page

*age out query example

Onboarding Employees New To Benefits

When an employee is hired in your agency, or you have an existing employee who gains eligibility due to a status change, follow this step-by-step process to enroll them in benefits.

- **Complete the Employee Insurance Checklist**

For New Employees

To view your ParTNers for Health Benefits Orientation video:

1. Click the link here, or on the New Employees webpage.
2. Choose 'Higher Education' as your entity.
3. Choose your institution from the list.

Most Commonly Run Queries

Query	Run Time	Description	Prompt
TN_BA162_VIEW_PAYCHECK	As needed	Shows the deductions an employee has for a specific time frame.	Employee ID + Begin date - End date
TN_BA219_AETP_INS_ELECTIONS	During/ After Annual Enrollment	Shows who has made changes to their health insurance during Annual Enrollment. Shows old and new coverage.	As of date
TN_BA219_OE_NOT_SUBMITTED	During/ After Annual Enrollment	Shows who has not submitted an enrollment. Look for the employees with "SAVED" in the "Saved but not submitted" column in the query.	As of date
TN_BA219_MED_DEN_COVERAGE	During/ After Annual Enrollment	Shows any new coverage that is effective Jan. 1. This query can also be run throughout the year for new hire enrollments or changes for special qualifying events.	Coverage begin date
TN_BA133_AUD_ESS_AFTER_OCT_20	During/ After Annual Enrollment	Shows employee elections made through ESS with a date/time stamp after 10/1/2020. Employees submitting enrollment multiple times will show on this report.	Employee ID
TN_BA311_ESS_NEW_DEPENDENTS	Monthly	Shows new dependents added by employees through ESS (can be used for new hires or during Annual Enrollment).	Class + Begin date - End date
TN_BA219_MED_DEN_ELECTIONS	As needed	Shows all elections made in Edison during a specific date range.	Begin date - End date
TN_BA103_CHILD_AGE_26	Monthly	Shows dependents approaching their 26th birthday based on a date range such as 60 or 90 days.	Begin date - End date

How to schedule a query*

Zendesk Best Practices

PRO TIP

Be sure to add your phone number to your Zendesk profile to ensure that tickets associated with your number are added to your profile.

Zendesk is a ticketing-based system that serves as your primary form of communication with Benefits Administration.

By signing into your account, you can check the status of a pending request.

BA strives to resolve reported issues within 36 business day hours. Documents submitted are processed within 2-5 business days or less.

How to Submit a Ticket In Zendesk

Conference Calls and Weekly Emails

This is our way of getting important information to you and your employees. It's important that you attend the monthly conference calls and read each weekly email update.

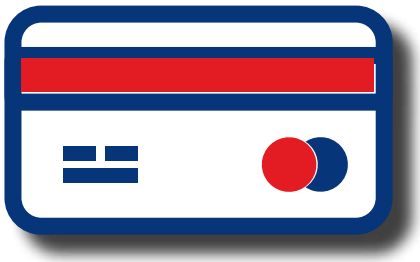
Calls are held the second Tuesday of each month, and BA sends an email to ABCs each Friday. If you missed a conference call or weekly email, please refer to the ABC webpage.

More frequent conference calls will take place during Annual Enrollment.

Plan Document

The plan document is the legal publication that defines eligibility, enrollment, benefits and administrative rules of the State Group Insurance Program.

Insurance Cards



Members can get additional cards by contacting their insurance carrier, or by logging in to their BCBS or Cigna account.

Members can also access digital cards using the carrier's mobile app.

BlueCross BlueShield of TN

1-800-558-6213 - Up to two ID cards, both with member's name, sent automatically (may be used by any covered dependent)

Cigna

1-800-997-1617 - Separate ID cards for each insured family member – with participant's name (up to four ID cards in each mailing)

ACRONYMS

A	ABC	Agency Benefits Coordinator
	ACA	Affordable Care Act
	ACH	Automated Clearing House
	ADM	Administrative
	AE	Annual Enrollment
B	BA	Benefits Administration
	BEP	Basic Education Plan
	BIL	Direct Billing
C	CC	Corrections and Clarification form
	CNP	Cancel for Non-Payment
	COC	Certificate of Credible Coverage
	CR	Cancel Request
	CSA	Central State Agency
D	DEP	Dependent
	DC-FSA	Dependent Care Flexible Spending Account
	DIV	Divorce
	DNTL	Dental
	DOB	Date of Birth
	DOR	Date of Retirement
E	EAP	Employee Assistance Program
	EBB	End Benefits Billing
	EE	Employee
	ELIG	Eligibility
	ER	Employer
F	FDL	Minnesota Life (Ft. Dearborn Life)
	FSA	Flexible Spending Account
	FSCM	Accounting Side of Edison
H	HED	Higher Education
	HCM Benefits	(HR) Side of Edison
	HIPAA	Health Insurance Portability and Accountability Act
I	IC	Insurance Committee
L	LE	Local Education
	LFSA	Limited Purpose Flexible Spending Account
	LG	Local Government
	LOA	Leave of Absence
M	MAC	Maximum Allowable Change
	MED	Medical
	MED SUPP	Medicare Supplement
	MSC	Miscellaneous
N	NHE	New Hire Enrollment - Higher Education
	NHR	New Hire Enrollment - Local Education and Local Government
	NP	Non Payroll
O	OBF	Office of Business and Finance
	OE	Open Enrollment
	One Ded	One-time Deduction
	OOPM	Out-of-Pocket Max
	OSA	Optional Special Accident
	OOS	Out of Sequence
P	PPO	Preferred Provider Organization
	PPACA	Patient Protection/Affordable Care Act
	PY	Payroll
R	REH	Rehire
	RET	Retirement
	RFL	Return from Leave
S	SBB	Start Benefits Billing
	SLB	Sick Leave Bank
	SQE	Special Qualifying Event
	SUS	Suspend
T	TBB	10 Month Teacher Billing
	TBR	TN Board of Regents
	TER	Termination
	TN	State (State Employees)
	TP-FSA	Transportation Parking Flexible Spending Account
U	UT	University of Tennessee
V	VIS	Vision
W	W/C	Workers Comp

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