Friday, July 11, 2025 | Weekly ABC Update

**ABC email content is separated by information for all plans and then by plan:**

[ALL PLANS](#ALLPLANS)

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[STATE HIGHER EDUCATION](#STATEHIGHEREDUCATION)

[STATE OFFLINE AGENCIES](#STATEOFFLINEAGENCIES)[LOCAL EDUCATION](#LOCALEDUCATION)[LOCAL GOVERNMENT](#LOCALGOVERNMENT)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

# ALL PLANS

## For ABCs

### July ABC Conference Call Notes

The combined July 8 ABC conference call notes are posted with today’s ABC Friday Update. **Note this correction from the calls:** IdentityForce is only available to Cigna DHMO members. It is not available to Cigna medical plan members who are not enrolled in the DHMO.

### Service Center Metrics/Customer Service Rating

The service center metrics and customer service center rating for June 2025 are below:

* Tickets via Email: 1,158
* Tickets via Self-Service: 2,468
* Tickets via Phone: 3,393
* Tickets via Chat: 141
* Total: 7,160
* Satisfaction Score: 97.6%

### Reminder - 2025 ABC Summer Training

Don’t forget to sign up for this year’s ABC Summer Training, which takes place in person and virtually. **The deadline to register is Aug. 15.**

* State and higher education sessions: Tuesday, Aug. 26
* Local education and local government sessions: Wednesday, Aug. 27
* Location: Tennessee State Library and Archives, 1001 Rep. John Lewis Way N., Nashville, TN 37219
* Training on both days will begin at 8:30 a.m. and close at 4 p.m. CT.
* You can find information about this year’s ABC Summer Training and the registration link by going to the ABC webpage and clicking on 2025 Summer Training here:

[https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2025-summer-training.html](https://www.tn.gov/partnersforhealth/agency-benefits-coordinators/2025-summer-training.html%22%20%5Co%20%22link%20to%20register%20for%20ABC%20Summer%20Training)

### Reminder - Annual Enrollment Dates

Annual Enrollment will start on Friday, Oct. 3. The enrollment dates for all groups are listed below.

* **State/higher education employees**: Oct. 3 – Oct. 17, 2025
* **Local education/local government employees:** Oct. 3 − Oct. 31, 2025
* **Retirees:** Oct. 3 − Oct. 31, 2025

**## End of all plans message ##**

# CENTRAL STATE

## ABCs (central state)

**We don’t have any information specific to central state ABCs.**

**## End of state message ##**

# STATE HIGHER EDUCATION

## For ABCs (state higher ed)

**We don’t have any information specific to state higher education ABCs.**

**## End of higher ed message ##**

# STATE OFFLINE AGENCIES

For ABCs (state offline agencies) **(Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)**

**We don’t have any information specific to state offline agency ABCs.**

**## End of state offline agency message ##**

# LOCAL EDUCATION

## **For ABCs (local ed)**

**We don’t have any information specific to local education ABCs.**

**## End of local education message ##**

# LOCAL GOVERNMENT

## For ABCs (local gov)

**We don’t have any information specific to local government ABCs.**

**## End of local gov message ##**