

Thursday, Dec. 21, 2023 | Weekly ABC Update

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

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 12.21.23](#) (Word doc)
- [STATE - 4Mind4Body Webinar Flyer](#)

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

ABC Friday Update

We will *not* post an update next week on Friday, Dec. 29 due to the holidays. The regular ABC Friday Update will resume on Friday, Jan. 5.

Optum Behavioral Health Network Announcement

Optum Behavioral Health and Vanderbilt University Medical Center have reached an agreement for behavioral health services with providers. Retraction letters will be sent to members who received behavioral health services from a Vanderbilt group provider. A one-month agreement has been reached on facility services, and Optum is optimistic about the negotiations. We'll continue to update you on the outcome of the facility negotiations.

As a reminder, this impacts behavioral health services with Optum and does not impact medical health services through BlueCross BlueShield or Cigna.

BA and Vendor Holiday Hours (all plans)

State offices and the BA Service Center will be **closed Friday, Dec. 22, Monday, Dec. 25, Friday, Dec. 29, 2023, and Monday, Jan. 1, 2024**, for the holidays.

The holiday hours for our vendors are below.

We hope you have a wonderful holiday and happy New Year!

| | |
|--|--|
| ActiveHealth Clinical and Engagement Specialists | Monday, Dec. 25 - closed |
| BlueCross BlueShield of Tennessee (medical – Network S and P) | Monday, Dec. 25 – closed Tuesday, Dec. 26 - closed Monday, Jan. 1 - closed |
| Cigna (medical - LP and OAP) Cigna Offices | Customer Service will be available 24/7/365 Offices Monday, Dec. 25 - closed Monday, Jan. 1 - closed |
| Cigna DHMO (Prepaid Provider) Cigna Offices | Customer Service will be available 24/7/365 Offices Monday, Dec. 25 - closed Monday, Jan. 1 - closed |
| CVS Caremark (pharmacy) | Customer Service will be available 24/7/365 |
| Delta Dental (DPPO Provider) Offices | IVR system available 24/7 Friday, Dec. 22 - closed Monday, Dec. 25 - closed Friday, Dec. 29 - closed Monday, Jan. 1 - closed |
| MetLife Disability (state/higher ed) | Sunday, Dec. 24 – 8 a.m. – 5 p.m. CT Monday, Dec. 25 – closed Friday, Dec. 29 – 8 a.m. – 5 p.m. CT Sunday, Dec. 31 - closed Monday, Jan. 1 - closed |
| EyeMed | Saturday, Dec. 23 – open, 8 a.m. – 11 p.m. CT Sunday, Dec. 24 – open, 8 a.m. – 11 p.m. CT Monday, Dec. 25 – closed Monday, Jan. 1 – open, 11 a.m. – 8 p.m. CT |
| Optum Financial (HSA, FSAs) holiday hours for members | Customer Care Sunday, Dec. 24 – open Monday, Dec. 25 - closed Sunday, Dec. 31 - open Monday, Jan. 1 - open |
| Optum Financial (HSA, FSAs) Account Services Team | Offices Sunday, Dec. 24 – closed Monday, Dec. 25 – closed Sunday, Dec. 31 – closed Monday, Jan. 1 – closed |
| Optum Health (EAP/behavioral health) | Call Center open 24/7/365 |
| Securian Financial (life insurance - state/higher ed) | Friday, Dec. 22, open, 7 a.m. – 5 p.m. CT Monday, Dec. 25 – closed |

| | |
|--|---|
| | Monday, Jan. 1 - closed |
| Sharecare | Monday, Jan. 1 – closed (message will play for those who call in) |
| UMR | Monday, Dec. 25 – closed Monday, Jan. 1 - closed |
| UNUM (former life insurance vendor – state/higher ed) | Monday, Dec. 25 - closed Monday, Jan. 1 - closed |

CENTRAL STATE

For Members (state)

Email/subject line: Join Partners for Health for the Healthy Habits webinar, Jan. 10, 11:30 a.m. CT

Presented by Optum Health, join Partners for Health for the **Healthy Habits** webinar, Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. *Session will be recorded and available a few days after the session.*

Click here to register:

https://optum-training-form.force.com/USTrainingForm/s/newregistrationpage?c__recordId=a254N000004DWAvQAO

For ABCs (state)

4Mind4Body

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body Healthy Habits webinar, presented by Optum Health. Webinar will take place Wednesday, Jan. 10., starting at 11:30 a.m. CT.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

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 messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

Healthy Habits

Wednesday, Jan. 10, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)



Presented by Optum Health, join Partners for Health for the Healthy Habits webinar, **Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.**

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. Session will be recorded and available a few days after the session.

How to Simplify Your Life

Wednesday, Feb. 14, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)

Presented by Optum Health, join Partners for Health for the How to Simplify Your Life webinar, **Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available a few days after the session.



Friday, Dec. 15, 2023 | Weekly ABC Update

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ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 12.15.23](#) (Word doc)
- [ALL PLANS – Dec. 12 Combined Conference Call Notes](#)
- [ALL PLANS - Benefits and Resources for Storm Victims](#)

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

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

ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

We've posted the combined Dec. 12 ABC conference call notes on the ABC webpage with today's Friday ABC update.

2023 ABC Friday Updates

We'll post next week's ABC update on Thursday, Dec. 21. We will **not** post an update on Friday, Dec. 29 due to the holidays.

Benefits and Resources for Employees Impacted by Storms and Tornadoes

We've posted a document with today's update that includes resources for those impacted by the recent storms and tornadoes. You're welcome to share this document with employees and use for your reference.

January Preferred Drug List

The January PDL has been posted under the [ABC webpage](#) updates and on our [Partners for Health pharmacy webpage](#). As with each quarterly formulary update, CVS Caremark has mailed notification letters to members who are affected by tier changes or drugs becoming non-covered, except in the case of products that have generic equivalents available or are acute therapies. The letter was sent to 7,181 impacted members notifying them about their prescription benefit change.

Shown below are drugs being added to the formulary or being removed from the PDL. Please encourage employees to use the state’s specific webpage at info.caremark.com/stateoftn to view the most current version of the drug list, to review their prescription drug benefit information, request mail service orders and research drug information.

THE FOLLOWING CHANGES TO THE PDL (OR FORMULARY) AS OF Jan. 1, 2024

Drugs being added to the formulary effective Jan. 1, 2024:

| | |
|--|--|
| Tier 2 brands: | |
| Drug name | |
| Avsola | |
| Byooviz | |
| Cimerli | |
| fluticasone-salmeterol (except certain NDCs) | |
| Follistim AQ | |
| Ganirelix acetate | |
| Herzuma | |
| Humatrope | |
| Lantus | |
| Multaq | |
| Ogivri | |
| Wixela Inhub | |
| | |
| Tier 3 brands: | |
| Drug name | |
| Dulera | |
| Xembify | |
| | |
| Drugs moving from Tier 2 (preferred brand) to Tier 3 (non-preferred brand): | |
| All lancing devices not OneTouch brand | |
| Anaprox DS | |
| Anaspaz | |
| BD PrecisionGuide syringe | |
| Capex shampoo | |
| Derma-smooth oil | |
| Emcyt | |
| Evotaz | |
| Ilaris | |
| K-Tab | |
| Norpace CR | |
| Prezcobix | |
| Rhofade | |
| Texacort | |

| | |
|---|--|
| Zioptan | |
| | |
| Drugs moving from Tier 3 (non-preferred) to Tier 2 (preferred): | |
| Besremi | |
| Dysport | |
| Krazati | |
| Lancet/lancet devices for Accu-Check, One-Touch | |
| Lumakras | |
| Lumryz | |
| Opzelura | |
| Pheburane | |
| Tadliq | |
| Xeomin | |
| | |
| Drugs not covered effective Jan. 1, 2024, unless prior authorization is approved through the CVS Caremark medical exception process: | |
| <u>Drug name</u> | |
| Advair Diskus | |
| Advair HFA | |
| Aimovig | |
| Amjevita | |
| Aplenzin | |
| Arazlo | |
| Basaglar | |
| Cetrotide | |
| Copaxone 20 mg/ml | |
| Edurant | |
| epinephrine auto-injector (NDCs 0093-XXXX-XX and 49502-XXXX-XX) | |
| EpiPen | |
| EpiPen Jr. | |
| Eylea | |
| Fyremadal | |
| Ganirelix Acetate (multi source brand product) | |
| Genotropin | |
| Gonal-F | |
| Intelence | |
| Iressa | |
| Isotretinoin capsule 25 mg, 35 mg | |
| Jakafi (for polycythemia vera only) | |
| Kaletra | |
| Kanjinti | |
| Levemir | |

| | |
|---------------|--|
| Lorbrena | |
| Lucentis | |
| Myobloc | |
| Nexavar | |
| Norvir | |
| Octagam | |
| Prezista | |
| Relistor | |
| Retin-A Micro | |
| Reyataz | |
| Symbicort | |
| Trazimera | |
| Triptodur | |
| Wellbutrin XL | |
| Xtampza ER | |
| Xyrem | |

BA and Vendor Holiday Hours (all plans)

State offices and the BA Service Center will be **closed Friday, Dec. 22, Monday, Dec. 25, Friday, Dec. 29, 2023, and Monday, Jan. 1, 2024**, for the holidays.

The holiday hours for our vendors are below.

| | |
|--|--|
| ActiveHealth Clinical and Engagement Specialists | Monday, Dec. 25 - closed |
| BlueCross BlueShield of Tennessee (medical – Network S and P) | Monday, Dec. 25 – closed Tuesday, Dec. 26 - closed Monday, Jan. 1 - closed |
| Cigna (medical - LP and OAP) | Customer Service will be available 24/7/365 |
| Cigna Offices | Offices Monday, Dec. 25 - closed Monday, Jan. 1 - closed |
| Cigna DHMO (Prepaid Provider) | Customer Service will be available 24/7/365 |
| Cigna Offices | Offices Monday, Dec. 25 - closed Monday, Jan. 1 - closed |
| CVS Caremark (pharmacy) | Customer Service will be available 24/7/365 |
| Delta Dental (DPPO Provider) | IVR system available 24/7 |
| Offices | Friday, Dec. 22 - closed Monday, Dec. 25 - closed Friday, Dec. 29 - closed |

| | |
|--|--|
| | Monday, Jan. 1 - closed |
| MetLife Disability (state/higher ed) | Sunday, Dec. 24 – 8 a.m. – 5 p.m. CT Monday, Dec. 25 – closed Friday, Dec. 29 – 8 a.m. – 5 p.m. CT Sunday, Dec. 31 - closed Monday, Jan. 1 - closed |
| EyeMed | Saturday, Dec. 23 – open, 8 a.m. – 11 p.m. CT Sunday, Dec. 24 – open, 8 a.m. – 11 p.m. CT Monday, Dec. 25 – closed Monday, Jan. 1 – open, 11 a.m. – 8 p.m. CT |
| Optum Financial (HSA, FSAs) holiday hours for members | Customer Care Sunday, Dec. 24 – open Monday, Dec. 25 - closed Sunday, Dec. 31 - open Monday, Jan. 1 - open |
| Optum Financial (HSA, FSAs) Account Services Team | Offices Sunday, Dec. 24 – closed Monday, Dec. 25 – closed Sunday, Dec. 31 – closed Monday, Jan. 1 – closed |
| Optum Health (EAP/behavioral health) | Call Center open 24/7/365 |
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| UMR | Monday, Dec. 25 – closed Monday, Jan. 1 - closed |
| UNUM (former life insurance vendor – state/higher ed) | Monday, Dec. 25 - closed Monday, Jan. 1 - closed |

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to central state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

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 messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message



Benefits and Resources for Employees Affected by Dec. 9, 2023, Storms and Tornadoes

Following the recent devastating storms and tornadoes, we want to let you know that Partners for Health offers resources to help state and higher education employees, and our local education and local government health insurance plan members.

If you have questions, you can reach out to the Benefits Administration Service Center, M-F, 8 a.m. to 4:30 p.m. CT, at 800.253.9981, or visit tn.gov/PartnersForHealth and click the **red Questions button** on the homepage or click the **green "Help" button** to chat during business hours.

Here4TN

If you need it, Here4TN is available. Through the employee assistance program, you can receive five counseling sessions at no cost. We also offer many referral services, such as:

- Financial assistance
- Legal consultation
- Help applying for disaster relief
- Temporary housing assistance
- Recommendations for home repair contractors
- Transportation assistance
- Help understanding how to replace important documents
- And more

Give us a call anytime, day or night, at 855-Here4TN (855-437-3486) or go to Here4TN.com. We also have included the [Natural Disaster Flyer](#) for more information.

Pharmacy Services

If you were affected by the storms or tornadoes and have lost your medication, you may contact our pharmacy benefits manager, CVS Caremark, at 1.877.522.8679 to speak to Customer Care. Please explain that you were affected by the Dec. 9 storms or tornadoes and have lost your medication(s) and ask for an override to refill the medication early. Customer Care will approve one-time emergency refills of a 10-day supply of medication for affected members in these areas.

If you are within the emergency area and you take specialty medications, you will be contacted to discuss alternate delivery arrangements, if needed. The use of courier services will be engaged as necessary. If an override is needed for a specialty medication, specialty operations will contact account management for approval.

If you have questions about a medication delivery, you can call Customer Care at the toll-free number, 877.522.TNRX (8679), found on your Caremark pharmacy ID card.

Telehealth

All health plan members have access to virtual telehealth visits.

Teladoc and MDLive carrier-sponsored virtual health care services with non-emergency medical doctors are available when you need them. You can talk with a doctor for non-emergency care 24/7 by phone, computer or tablet from anywhere. The cost is less than a typical office visit when you use the Teladoc or MDLive programs sponsored by BlueCross BlueShield and Cigna.

Teladoc and MDLive telehealth program costs

- PPO Members: Copay is \$15
- CDHP Members: You pay the negotiated rate per visit until you reach your deductible, then the primary care office visit coinsurance applies.

Important: The costs listed above do not apply to virtual health care services received from a different program or provider.

Here's how to use Teladoc or MDLive

BlueCross BlueShield Members

- Log in at bcbst.com/members/tn_state/ and select Talk With a Doctor Now, or
- BCBSTN app -- Click the Talk With a Doctor Now button
- You can also call 800.835.2362

More information is on bcbst.com/members/tn_state/

Cigna Members

- [MyCigna.com](https://mycigna.com) -- Log in and click the Connect Now button, or
- myCigna app -- click the Find Care & Costs button and select "Talk to a Doctor 24/7"
- You can also call 888.726.3171

More information is on cigna.com/stateoftn

Optum Financial Services for CDHP/HSA and FSA Members

Members enrolled in a Consumer-driven Health Plan with a health savings account and our state and higher education members with flexible spending accounts who were negatively affected by the storms can reach out for expedited service. Affected members with lost or missing Optum Financial debit cards can have them reissued. Affected members can call Optum Financial at 866.600.4984.

Cigna Resources

Cigna has provided two flyers that include a URL for the Cigna Disaster Resource Center website. The [first flyer](#) provides information and resources to help during a disaster. The [second flyer](#) provides a list of disaster assistance resources.

Delta Dental DPPO Provider

If members have been displaced, we have participating PPO dentists all over the nation that they could go to in the event they cannot go to their normal dentists. Members can call 800.552.2498 or they can go online to search for a dentist.

EyeMed Vision Services for Members

Members affected by natural disasters receive priority service through our EyeMed Cares program so they can focus on what's important—getting back on their feet.

Through EyeMed Cares, impacted members can call our dedicated emergency toll-free line (1.866.652.0018) where a specially trained representative can provide details on the following services:

Temporary glasses. We can expedite a pair of temporary adjustable glasses to members—at no cost. These glasses allow individuals to adjust for different distances and switch focus for reading, computer and distance.

Free expedited shipping at Glasses.com and ContactsDirect.com. Whether the member wears glasses or contact lenses, they will receive a replacement as soon as possible at no cost.

The [EyeMed Cares flyer](#) includes more information.

Other Resources

The Tennessee Department of Commerce and Insurance has a [Consumer Disaster Recovery Resources webpage](#) to help those impacted by severe weather.

Friday, Dec. 8, 2023 | Weekly ABC Update

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STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 12.08.23](#) (Word doc)
- [ALL PLANS – Dec. 12 Combined ABC Conference Call Agenda](#)

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ALL PLANS

For Members (all plans)

Cigna and Vanderbilt University Medical Center Facilities Reach Agreement

This week, some health plan members received letters notifying them that Vanderbilt University Medical Center facilities and affiliated providers may no longer participate in Cigna's LocalPlus and Open Access Plus networks starting Jan. 1, 2024.

On Dec. 8, 2023, Benefits Administration received noticed that Cigna and Vanderbilt University Medical Center have reached an agreement and the following facilities will remain in network:

- Vanderbilt University Hospital, Nashville, TN
- Monroe Carell Jr. Children's Hospital at Vanderbilt, Nashville, TN
- Vanderbilt Wilson County Hospital, Lebanon, TN
- Vanderbilt Tullahoma-Harton Hospital, Tullahoma, TN
- Vanderbilt Bedford Hospital, Shelbyville, TN

Should you have questions, you can call Cigna at 800.997.1617 anytime or visit cigna.com/stateoftn.

For ABCs (all plans)

Cigna and Vanderbilt University Medical Center Facilities Reach Agreement

This week, we shared the notice that Vanderbilt University Medical Center facilities and affiliated providers may no longer participate in Cigna's LocalPlus and Open Access Plus networks starting Jan. 1, 2024.

We received notice today that Cigna and Vanderbilt University Medical Center have reached an agreement and will remain in the Cigna LP and Cigna OAP networks. We're in the process of updating the information on our [Carrier Information webpage](#) and All Networks Hospital List. If you've shared information with your employees, you're welcome to share the information in the member section above.

If you have questions, please submit a Zendesk ticket to benefits.administration@tn.gov.

ABC Conference Calls

The next ABC conference call is Tuesday, Dec. 12. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Dec. 12, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Dec. 12, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Dec. 12, 10:30 – 11 a.m. CT**
- **State – Tuesday, Dec. 12, 11:30 a.m. – 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Service Center Metrics

The service center metrics and customer service rating for November 2023 are below:

- Tickets via Email: 1,551
- Tickets via Self-Service: 3,911
- Tickets via Phone: 4,625
- Tickets via Chat: 213
- Total: 10,300
- Satisfaction Score: 97.7%

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to central state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to higher education ABCs today.

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 messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

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End of local gov message

Friday, Dec. 1, 2023 | Weekly ABC Update

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ALL PLANS

For ABCs (all plans)

Reminder - BlueCross BlueShield Network Updates

Ballad Health System and BlueCross BlueShield have reached an agreement. Updates to the [Carrier Information webpage](#) and the All Networks Hospital List have been published. The following facilities will remain in BCBS Network S and BCBS Network P.

- Bristol Regional Medical Center, Bristol
- Franklin Woods Community Hospital, Johnson City
- Greeneville Community Hospital, Greeneville
- Hancock County Hospital, Sneedville
- Hawkins County Memorial Hospital, Rogersville
- Holston Valley Medical Center, Kingsport
- Indian Path Community Hospital, Kingsport

- Johnson City Medical Center, Johnson City
- Johnson County Community Hospital, Mountain City
- Sycamore Shoals Hospital, Elizabethton
- Unicoi County Hospital, Erwin

Maury Regional Health System and BCBS have reached an agreement. Maury Regional Medical Center in Columbia, Marshall County Medical Center in Lewisburg, and Wayne Medical Center in Waynesboro will remain in BCBS Network S and BCBS Network P. Updates to the [Carrier Information webpage](#) and the All Networks Hospital List have been posted.

Last week, BA sent emails to those employees for whom we have accurate email addresses about these network updates, and we included a message in the Friday update you can share with your employees.

Edison Scheduled Maintenance

Edison will be performing scheduled system maintenance **Sunday, Dec. 3 from 6 a.m. to 12 p.m. CT**. During this time all users will be locked out of Edison and unable to access the system.

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to central state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

Reminder - Higher Education End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate “**Current Year Employer Contribution**”
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded, until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For the last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate “**Current Year Employee Contribution**” or “**Current Year Employer Contribution.**” Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate ‘**Prior Year Employee Contribution**’ or ‘**Prior Year Employer Contribution**’ to ensure they are applied to the 2023 tax year.

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)

Reminder - STOLA End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate **“Current Year Employer Contribution”**
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded, until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For the last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate **“Current Year Employee Contribution”** or **“Current Year Employer Contribution.”** Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate **‘Prior Year Employee Contribution’** or **‘Prior Year Employer Contribution’** to ensure they are applied to the 2023 tax year.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

Reminder - Local Education End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Reminder - Local Government End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local gov message

Thursday, Nov. 22, 2023 | Weekly ABC Update

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

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Recently, Benefits Administration shared information about ongoing contract negotiations between our health insurance carriers and health care provider networks. We have updates to share regarding recent network announcements.

BlueCross BlueShield and Ballad Health System have reached an agreement. The following facilities will remain in BCBS Network S and BCBS Network P:

- Bristol Regional Medical Center, Bristol
- Franklin Woods Community Hospital, Johnson City
- Greeneville Community Hospital, Greeneville
- Hancock County Hospital, Sneedville
- Hawkins County Memorial Hospital, Rogersville

- Holston Valley Medical Center, Kingsport
- Indian Path Community Hospital, Kingsport
- Johnson City Medical Center, Johnson City
- Johnson County Community Hospital, Mountain City
- Sycamore Shoals Hospital, Elizabethton
- Unicoi County Hospital, Erwin

Maury Regional Health System and BCBS have reached an agreement. Maury Regional Medical Center in Columbia, Marshall County Medical Center in Lewisburg, and Wayne Medical Center in Waynesboro will remain in BCBS Network S and BCBS Network P.

You can find updates on the [Carrier Information webpage](#) and the All Networks Hospital List has been updated to reflect these changes.

Should you have any questions, please contact your agency benefits coordinator or you can contact Benefits Administration by submitting a Zendesk ticket to benefits.administration@tn.gov, or calling 800.253.9981 or 615.741.3590, Monday - Friday, 8 a.m. - 4:30 p.m. CT.

For ABCs (all plans)

BlueCross BlueShield Network Update

Ballad Health System and BlueCross BlueShield have reached an agreement. Updates to the [Carrier Information webpage](#) and the All Networks Hospital List have been published. The following facilities will remain in BCBS Network S and BCBS Network P.

- Bristol Regional Medical Center, Bristol
- Franklin Woods Community Hospital, Johnson City
- Greeneville Community Hospital, Greeneville
- Hancock County Hospital, Sneedville
- Hawkins County Memorial Hospital, Rogersville
- Holston Valley Medical Center, Kingsport
- Indian Path Community Hospital, Kingsport
- Johnson City Medical Center, Johnson City
- Johnson County Community Hospital, Mountain City
- Sycamore Shoals Hospital, Elizabethton
- Unicoi County Hospital, Erwin

Reminder - BlueCross BlueShield Network Announcement

Maury Regional Health System and BCBS have reached an agreement. Maury Regional Medical Center in Columbia, Marshall County Medical Center in Lewisburg, and Wayne Medical Center in Waynesboro will remain in BCBS Network S and BCBS Network P. Updates to the [Carrier Information webpage](#) and the All Networks Hospital List have been posted.

Closed Thursday and Friday for Thanksgiving (all plans)

State offices and the BA Service Center will be closed Thursday, Nov. 23 and Friday, Nov. 24 for the Thanksgiving holiday. The Thanksgiving holiday hours for our vendors are below.

| | |
|--|--|
| ActiveHealth Clinical and Engagement Specialists | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
| BlueCross BlueShield of Tennessee (medical – Network S and P) | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
| Cigna (medical - LP and OAP) Cigna Offices | Customer Service will be available 24/7/365 Offices: Thursday, Nov. 23 – Closed Offices: Friday, Nov. 24 – Closed |
| Cigna DHMO (Prepaid Provider) Cigna Offices | Customer Service will be available 24/7/365 Offices: Thursday, Nov. 23 – Closed Offices: Friday, Nov. 24 – Closed |
| CVS Caremark (pharmacy) | Customer Service will be available 24/7/365 |
| Delta Dental (DPPO) | Wednesday, Nov. 22 – Closing at 12:30 p.m. CT Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed IVR system available 24/7 |
| EyeMed | Thursday, Nov. 23 – Closed Friday, Nov. 24 – 8 a.m. – 11 p.m. ET |
| MetLife Disability (state/higher ed) | Wednesday, Nov. 22 – 7 a.m. – 4 p.m. CT Thursday, Nov. 23 – Closed Friday, Nov. 24 – 7 a.m. – 4 p.m. CT |

| | |
|--|--|
| Optum Financial (HSA, FSAs) | Thursday, Nov. 23 – Offices and Customer Care closed Friday, Nov. 24 – Offices and Customer Care closed |
| Optum Health (EAP/behavioral health) | Call Center open 24/7/365 |
| UMR | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
| Securian Financial (life insurance - state/higher ed) | Thursday, Nov. 23 – Closed |
| Unum (former life insurance vendor – state/higher ed) | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to central state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

Reminder - Higher Education End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate “**Current Year Employer Contribution**”
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded, until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For the last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate “**Current Year Employee Contribution**” or “**Current Year Employer Contribution.**” Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate ‘**Prior Year Employee Contribution**’ or ‘**Prior Year Employer Contribution**’ to ensure they are applied to the 2023 tax year.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies)

Reminder - STOLA End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate “**Current Year Employer Contribution**”
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded, until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For the last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate “**Current Year Employee Contribution**” or “**Current Year Employer Contribution**.” Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate ‘**Prior Year Employee Contribution**’ or ‘**Prior Year Employer Contribution**’ to ensure they are applied to the 2023 tax year.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

Reminder - Local Education End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Reminder - Local Government End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local gov message

Thursday, Nov. 17, 2023 | Weekly ABC Update

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

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 11.17.23](#) (Word Doc)
- [ALL PLANS - Nov. 14 Combined ABC Conference Call Notes](#)
- [ALL PLANS - Optum Behavioral Health - Vanderbilt Member Notification Letter](#)

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

We don't have any messages for you to share with employees this week.

For ABCs (all plans)

ABC Conference Call Notes

We've posted the combined Nov. 14 ABC conference call notes on the ABC webpage with today's Friday ABC update.

BlueCross BlueShield Network Update

Maury Regional Health System and BCBS have reached an agreement. Maury Regional Medical Center in Columbia and Marshall County Medical Center in Lewisburg will remain in BCBS Network S and BCBS Network P. Also, Wayne Medical Center in Waynesboro remains in both networks. Updates to the [Carrier Information webpage](#) and the All Networks Hospital List will be published later today, Nov. 17, 2023.

Optum Behavioral Health Network Announcement

Optum Behavioral Health and Vanderbilt University Medical Center are in contract negotiations for behavioral health services both at the provider and facility level. If a new agreement is not reached, the provider group will be out of network effective Nov. 20, 2023. Letters to 567 impacted members who received behavioral health services from a Vanderbilt group provider were mailed on Nov. 15, 2023. A copy of that letter is posted with today’s ABC update. If a new agreement is not reached, the facility will be out of network effective Jan. 20, 2024. Letters to 137 impacted members who received behavioral health services from the Vanderbilt facility will be mailed in early December, depending upon the status of negotiations. We’ll post a copy of that letter when, and if, it is mailed. As a reminder, this impacts behavioral health services with Optum and does not impact medical health services through BlueCross BlueShield or Cigna.

Service Center Metrics

The service center metrics and customer service rating for October 2023 are below:

- Tickets via Email: 2,570
- Tickets via Self-Service: 7,257
- Tickets via Phone: 7,761
- Tickets via Chat: 903
- Total: 18,491
- Satisfaction Score: 97.3%

Closed Thursday and Friday for Thanksgiving (all plans)

Next week, state offices and the BA Service Center will be closed Thursday, Nov. 23 and Friday, Nov. 24 for the Thanksgiving holiday. The Thanksgiving holiday hours for our vendors are below.

BA will post next week’s ABC update on Wednesday, Nov. 22.

| | |
|---|--|
| ActiveHealth Clinical and Engagement Specialists | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
|---|--|

| | |
|--|--|
| BlueCross BlueShield of Tennessee (medical – Network S and P) | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
| Cigna (medical - LP and OAP) Cigna Offices | Customer Service will be available 24/7/365 Offices: Thursday, Nov. 23 – Closed Offices: Friday, Nov. 24 – Closed |
| Cigna DHMO (Prepaid Provider) Cigna Offices | Customer Service will be available 24/7/365 Offices: Thursday, Nov. 23 – Closed Offices: Friday, Nov. 24 – Closed |
| CVS Caremark (pharmacy) | Customer Service will be available 24/7/365 |
| Delta Dental (DPPO) | Wednesday, Nov. 22 – Closing at 12:30 p.m. CT Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed IVR system available 24/7 |
| EyeMed | Thursday, Nov. 23 – Closed Friday, Nov. 24 – 8 a.m. – 11 p.m. ET |
| MetLife Disability (state/higher ed) | Wednesday, Nov. 22 – 7 a.m. – 4 p.m. CT Thursday, Nov. 23 – Closed Friday, Nov. 24 – 7 a.m. – 4 p.m. CT |
| Optum Financial (HSA, FSAs) | Thursday, Nov. 23 – Offices and Customer Care closed Friday, Nov. 24 – Offices and Customer Care closed |
| Optum Health (EAP/behavioral health) | Call Center open 24/7/365 |
| UMR | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |
| Securian Financial (life insurance - state/higher ed) | Thursday, Nov. 23 – Closed |
| Unum (former life insurance vendor – state/higher ed) | Thursday, Nov. 23 – Closed Friday, Nov. 24 – Closed |

CENTRAL STATE

For ABCs (state)

Important Information about Imputed Income

The IRS requires the cost of group term life insurance over \$50,000 to be included in with your employee's wages as outlined in IRS Publication 15B. For more information on Publication 15B, [click here](#). The IRS refers to this employer-paid benefit as a fringe benefit. It is also referred to as imputed income.

The Edison system has been configured to calculate imputed income for every employee enrolled in basic term life insurance through payroll processing. Employees may ask you about the basic term life *employer-paid benefit* showing on their paychecks. It is shown below in yellow on the sample paycheck statement screen shot.

| BEFORE-TAX DEDUCTIONS | | | AFTER-TAX DEDUCTIONS | | | EMPLOYER PAID BENEFITS | | |
|---------------------------|-----------------|-----------------|---------------------------------|---------------|-----------------|---------------------------|----------|----------|
| Description | Current | YTD | Description | Current | YTD | Description | Current | YTD |
| CDHP/HSA BCBS S | 185.00 | 889.00 | 401K | 450.00 | 3,850.00 | CDHP/HSA BCBS S | 1,648.00 | 7,960.00 |
| Dental Preferred Provider | 40.76 | 363.64 | Emp Basic Term Life-Employee Pa | 0.00 | 18.24 | Dental Preferred Provider | 40.77 | 40.77 |
| Vision Insurance | 9.33 | 46.65 | Emp Basic AD&D-Employee Paid | 0.00 | 4.56 | Basic Term Life | 14.09 | 26.25 |
| Health Savings Account | 1,760.00 | 2,640.00 | Child(ren) Basic AD&D | 0.00 | 0.52 | Basic Term Life* | 5.55 | 5.55 |
| | | | Child(ren) Basic Term Life | 0.00 | 1.20 | Basic AD&D | 1.65 | 4.69 |
| | | | Spouse Basic Term Life | 0.00 | 1.20 | Long Term Disability | 20.05 | 20.05 |
| | | | Spouse Basic AD&D | 0.00 | 2.08 | 401K | 50.00 | 450.00 |
| | | | | | | Retirement | 791.41 | 7,784.39 |
| | | | | | | Health Savings Account ER | 0.00 | 1,000.00 |
| TOTAL: | 1,995.09 | 3,939.29 | TOTAL: | 450.00 | 3,877.80 | *TAXABLE | | |

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

Important Information about Imputed Income

The IRS requires the cost of group term life insurance over \$50,000 to be included in with your employees' wages. These requirements are outlined in IRS Publication 15B. For more information on Publication 15B, [click here](#). The IRS refers to this taxable portion of the employer-paid benefit as a fringe benefit. It is also referred to as imputed income.

Since wages for state higher education employees are not paid through the Edison system, you will need to update your employees' paycheck earnings in your HR/payroll systems with the imputed income amount for each employee enrolled in basic term life that has a coverage amount over \$50,000. Since it is a taxable earning, the amount will also need to be included on the employees' W-2 forms. For more information on Publication 15B where this is explained, [click here](#).

There is a query in Edison you can use to get the calculated amount of imputed income for each employee enrolled in basic term life insurance with a coverage amount of over \$50,000. The name of the query is **TN_BA162_PAYCHECK_IMPUTED_INC**. The query can be run for one month at a time or for more than one month at a time. If you run the query for more than one month, the far-right column on the query will indicate how many "paychecks" are being totaled for the employee.

Example: If the query is run for 1/1/2024 to 3/31/2024 and the employee had three paychecks with imputed income during that period, the number "3" will be in the *count of paychecks* column. If the query is run for 1/1/2024-1/31/2024, the number "1" will be in the column.

If some listed characteristics of the employee (such as Dept ID) differ between pay periods, separate rows will be listed by the query for the employee.

Please note: It is likely your existing payroll systems could perform the imputed income calculations for your employees through your normal payroll processing. However, the basic term life insurance calculation in Edison for state higher education employee benefits is based on 9/1/YY each year and is only updated once a year. Your payroll systems would have the most current salary for a person. Therefore, Benefits Administration strongly suggests using the **TN_BA162_PAYCHECK_IMPUTED_INC** query in Edison to gather the imputed

income amounts for each of your employees enrolled in basic term life insurance instead of having your payroll systems determine the calculated amounts.

Higher Education End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate **“Current Year Employer Contribution”**
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate **“Current Year Employee Contribution”** or **“Current Year Employer Contribution.”** Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate **‘Prior Year Employee Contribution’** or **‘Prior Year Employer Contribution’** to ensure they are applied to the 2023 tax year.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies)

Important Information about Imputed Income

The state does not contribute to basic term life premiums, for state offline agency employees. The premiums are expected to be paid by the employee. The premium structure is set up in Edison as employee paid; therefore, it will not calculate imputed income unless an employee falls into the specific situation described below. For any other potential taxability situations with basic term life insurance relevant to your agency, the state cannot advise on these and recommends you consult with your agency's tax advisor. For more information on IRS Publication 15B where imputed income is explained, [click here](#).

Situation in Edison where imputed income is calculated for an employee - Any employees for whom the age-based IRS rate times the basic term life coverage amount is greater than the after-tax deduction amount on their paycheck will have imputed income calculated for them in Edison. Basically, the employee is paying a lower premium than the IRS is estimating they would pay based on their age, making them subject to imputed income.

To verify if your agency has any employees in this situation in which their after-tax paycheck deduction is less than what the IRS is calculating, there is a query in Edison you can use. The name of the query is **TN_BA162_PAYCHECK_IMPURED_INC**. The query can be run for one month at a time or for more than one month at a time. If you run the query for more than one month, the far-right column on the query will indicate how many "paychecks" are being totaled for the employee.

Example: If the query is run for 1/1/2024 to 3/31/2024 and the employee had three paychecks with imputed income during that period, the number "3" will be in the *count of paychecks* column. If the query is run for 1/1/2024-1/31/2024, the number "1" will be in the column.

If some listed characteristics of the employee (such as Dept ID) differ between pay periods, separate rows will be listed by the query for the employee.

Since wages for state offline employees are not paid through the Edison system, you will need to update your employees' paycheck earnings in your HR/payroll systems with the imputed income amount for each employee appearing on the

TN_BA162_PAYCHECK_IMPUTED_INC or the amount calculated by your tax advisor. Since it is a taxable earning, the amount will also need to be included on the employees' W-2 forms.

For any other potential taxability situations with basic term life insurance relevant to your agency, the state cannot advise on these and recommends you consult with your agency's tax advisor. For more information on IRS Publication 15B where imputed income is explained, [click here](#).

STOLA End of Year HSA File and Funding Instructions

- The HSA seed contribution file can be sent prior to Jan. 1, 2024 –
- **But** – the corresponding funding would need to be sent no sooner than Jan. 2, the first business day of the 2024 year, in order for the funds to be coded as a 2024 contribution.
- Transactions must indicate **“Current Year Employer Contribution”**
- The file name must specify the tax year **2024**. (Appropriate file name example: **Deposit_STATEOFTN2024_139024_SuspenseACH_01022024.csv**).

In summary, Optum Financial can receive the HSA seed funding contribution file any time in the last few weeks of December, but it is important that the ACH isn't sent, and the file isn't actually funded until **Jan. 2, 2024**, to ensure contributions are applied to the 2024 tax year. If funding is sent prior to Jan. 2, 2024, and applied to the contribution file in the 2023 tax year, then the contributions would be applied to member's accounts as 2023 contributions.

For last HSA contribution of the 2023 tax year, Optum Financial wants to ensure everyone is aware of the timing and process for the last pay period of the year. Depending on the timing of when the last file and matching ACH for the 2023 tax year are sent, it will determine how the file should be formatted to guarantee contributions are applied appropriately to 2023.

- If a validated file **and** the matching ACH are received on or prior to Dec. 29, 2023, (6:30 p.m. ET) each transaction should indicate **“Current Year Employee Contribution”** or **“Current Year Employer Contribution.”** Please keep in mind that ACH transactions take up to **two business days** to reach the receiving bank.
- If a validated file and matching ACH are received by Optum for the last payroll of 2023 after 6:30 p.m. ET on Dec. 29, 2023, then transactions need to indicate **‘Prior Year Employee Contribution’** or **‘Prior Year Employer Contribution’** to ensure they are applied to the 2023 tax year.

LOCAL EDUCATION

For ABCs (local ed)

Local Education End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Local Government End of Year HSA Funding

With the end of the year approaching, it's time to wrap up 2023 contributions to your employees' HSAs and prepare for 2024. Below are some helpful instructions on how to submit funding through the end of 2023 and into 2024. Optum Financial hopes you find this information useful in closing out 2023 and beginning 2024 successfully.

| Contributions for 2023 tax year submitted in 2023 | Contributions for 2023 tax year submitted in 2024 | Contributions for 2024 tax year submitted in 2023 |
|--|---|--|
| Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved prior to Dec. 27, 2023, at 6:30 p.m. ET. Contribution date must indicate 2023 pay date. If using this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal contributions and CDEX Automated File Upload — A file must be uploaded and approved on or after Jan. 1 but prior to April 11, 2024, at 6:30 p.m. ET. If using a contribution with a 2024 date, you must indicate "Prior" in the tax year field. For this method, please submit files as early as possible to avoid delays and/or missed deadlines. | Employer portal and CDEX Automated File Upload — A 2024 contribution can be loaded via a file in 2023 provided the contribution date reflects a 2024 date . There is not an option for 2024 contributions to be available prior to Jan. 3, 2024. |

Local education or local government ABCs who have any questions about this may contact the Optum Financial ABC Support Center at 1.800.294.6620 or accountservices@optum.com.

End of local gov message



P.O. Box 660298
Dallas, TX 75266

[MEM_FNAME] [MEM_LNAME]
[MEM_ADDR1]
[MEM_ADDR2]
[MEM_CITY], [MEM_STATE] [MEM_ZIP]

[Date]

Dear [MEM_FNAME] [MEM_LNAME]:

Optum is responsible for maintaining the provider network for the mental health and substance abuse services provided through your Partners for Health insurance plan. Although we prefer not to make changes to the network, sometimes updates are necessary.

This letter is to notify you that, effective [PROV_TERMDATE], [GRP_NM] will no longer be a participating agency in the Optum network. Services provided by [GRP_NM] after this date will be considered out-of-network and you will pay higher out-of-pocket costs.

If you are in active, ongoing treatment with the provider listed above, you can request a transition of care benefit from Optum. If approved, you will be able to continue to receive services at the in-network benefit level through your current course of treatment, or for up to 90 calendar days from the date of termination, whichever is shorter.

Optum is here to help you with a transition of care benefit or find an in-network provider to continue your treatment. Please contact us at your earliest convenience at 1-855-437-3486. You may also search for a new provider at www.here4tn.com. Our goal is to make the transition in your treatment as smooth as possible.

Please remember, if you choose to continue to receive services from your current provider after [PROV_TERMDATE], you will pay higher out-of-pocket costs unless you contact Optum for a transition of care benefit.

Sincerely,

Optum Care Advocacy

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for your information only. It is provided as part of your health plan. Program nurses and other representatives cannot diagnose problems or suggest treatment. This program is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This is not an insurance program and may be discontinued at any time.

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TNHP-GRP_NU

Nondiscrimination Notice and Access to Communication Services

Optum companies (together, "Optum") provide services to health plans and other health programs or activities.

Optum does not exclude people or treat them unfairly because of sex, age, race, color, national origin, or disability.

Free services are available to help you communicate with us and with your health plan. Such as, letters in other languages, or in other formats such as large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free number 866-556-8166. TTY 711.

If you think you weren't treated fairly because of your sex, age, race, color, national origin, or disability, you can send a complaint to:

Optum Civil Rights Coordinator
11000 Optum Circle
Eden Prairie, MN 55344
Email: Optum_Civil_Rights@Optum.com

If you need help with your complaint, please call the toll-free number 866-556-8166. TTY 711. You must send the complaint within 60 days of when you found out about the issue.

You can also file a complaint with the U.S. Dept. of Health and Human services.

Online <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Effective 01/01/2022, **for Washington State Residents Only:** In addition to the U.S. Department of Health and Human Services, Office for Civil Rights, the Washington State Office of the Insurance Commissioner may be contacted electronically through the Office of the Insurance Commissioner Complaint portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaintstatus>, or by phone at 800-562-6900 or at 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>.

This information is available in other formats like large print. To ask for another format, please call the toll-free number 866-556-8166. TTY 711.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 866-556-8166.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 866-556-8166.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電：866-556-8166。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi 866-556-8166.

알림: 한국어(**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다.

866-556-8166 번으로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Mangyaring tumawag sa 866-556-8166.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по номеру 866-556-8166.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال بـ 866-556-8166.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 866-556-8166.

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le 866-556-8166.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniłmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 866-556-8166.

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue para 866-556-8166.

ATTENZIONE: in caso la lingua parlata sia l'**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero 866-556-8166.

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 866-556-8166 an.

注意事項：日本語 (**Japanese**) を話される場合、無料の言語支援サービスをご利用いただけます。866-556-8166 にお電話ください。

توجه: اگر زبان شما **فارسی (Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. 866-556-8166 تماس بگیرید.

कृपा ध्यान दें: यदद आप **ह दिी (Hindi)** भाषी हैं तो आपके लिए भाषा सहायता सेवाएं ननःशल्क उपिब्ध ु हैं। कृपा पर काि करें 866-556-8166.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 866-556-8166.

ចំណាប់អារម្មណ៍ ៖ បរិេសិទ្ធករិយាយភាសាខ្មែរ (**Khmer**) បសវាជំនួយភាសាបោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក ។

សម្រាប់ជនបរទេស 866-556-8166។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti 866-556-8166.

DÍI BAA'ÁKONÍNÍZIN: **Diné (Navajo)** bizaad bee yánilti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí kohji' 866-556-8166 hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 866-556-8166.

SAMPLE

Thursday, Nov. 9, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 11.09.23](#) (Word doc)
- [ALL PLANS – Nov. 14 Combined ABC Conference Call Agenda](#)

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

We don't have any messages for you to share with employees this week.

For ABCs (all plans)

ABC Conference Calls

The next ABC conference call is Tuesday, Nov. 14. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Nov. 14, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Nov. 14, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Nov. 14, 10:30 – 11 a.m. CT**
- **State – Tuesday, Nov. 14, 11:30 a.m. – 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

State Offices and Benefits Administration Closed Nov. 10

State offices and the BA service center will be closed Friday, Nov. 10 for Veterans Day.

STATE

For ABCs (state)

We don't have any messages for state ABCs this week.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages for higher education ABCs this week.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages for local government ABCs this week.

End of local gov message

Friday, Nov. 3, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

We don't have any messages for you to share with employees this week.

For ABCs (all plans)

State Offices and Benefits Administration Closed Nov. 10

State offices and the BA service center will be closed Friday, Nov. 10 for Veterans Day. We will post the regular ABC update on Thursday, Nov. 9, and we will also post the Nov. 14 ABC conference call agenda on this date.

STATE

For Members (state)

Email/subject line: Join Partners for Health for the Relationships and Money webinar, Wednesday, Nov. 8, 11:30 a.m. CT.

Join Partners for Health for the Relationships and Money webinar, Wednesday, Nov. 8 at 11:30 a.m. CT. Presented by Optum Health and My Secure Advantage.

Surveys show that stress about money impacts our relationships with others, especially our partners or spouses. Join us as we explore how our relationship with money, our life experiences and our emotions influence our finances. Learn best practices to improve communication skills with friends and family.

Registration required. Session will be recorded, so if you can't attend, you'll receive a recording of the webinar. Click the link in the attached flyer or below.

For ABCs (state)

Disability Enrollment Query

If you want to review your employees who selected a long-term disability option other than the state-paid option, you can run query TN_BA219_DISABIL_COVERAGE with a prompt date of 1/1/2024. This will show you all disability enrollments as of that date, and you can filter or sort for enrollments in the different plans. If you reach out to employees in options other than LTD-03 and they did not intend to select that plan, they will need to submit an Annual Enrollment Revision by Dec. 1. We also emailed all employees during the enrollment period letting them know of their selection if they selected a plan other than LTD-03.

4Mind4Body Relationships and Money Webinar

We've included a message and flyer you can share with employees about the upcoming 4Mind4Body webinar, Relationships and Money, presented by Optum Health and My Secure Advantage. Webinar will take place Wednesday, Nov. 8., starting at 11:30 a.m. CT. This session will be recorded, so employees can register to receive a recording later.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

Disability Enrollment Query

If you want to review your employees who selected a long-term disability option other than the state-paid option, you can run query TN_BA219_DISABIL_COVERAGE with a prompt date of 1/1/2024. This will show you all disability enrollments as of that date, and you can filter or sort for enrollments in the different plans. If you reach out to employees in options other than LTD-03 and they did not intend to select that plan, they will need to submit an Annual Enrollment Revision by Dec. 1. We also emailed all employees during the enrollment period letting them know of their selection if they selected a plan other than LTD-03.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

ABC Conference Call Notes

We've posted the combined local education and local government Oct. 31 ABC conference call notes with today's Friday ABC update.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

ABC Conference Call Notes

We've posted the combined local education and local government Oct. 31 ABC conference call notes with today's Friday ABC update.

End of local gov message

My Secure Advantage[®]

FINANCIAL WELLNESS EVENT



Wednesday,
November 8th

My Secure Advantage[®] (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

Relationships & Money

Register: [\[LINK\]](#)

Time: 11:30 am to 12:30 pm CT

Speaker: Tiffany Willis

Surveys show that stress about money impacts our relationships with others, especially our partners or spouses. Join us as we explore how our relationship with money, life experiences, and emotions influence our finances. Learn best practices to improve communication skills with friends and family.



Register, even if you cannot attend, to receive a recording of the webinar.

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

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Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

Friday, Oct. 27, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

Attachments: State ONLY – [Nov. 8 4Mind4Body/Relationships and Money Flyer](#)

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

This week, Benefits Administration sent an email about important network announcements to employees for whom we have accurate email addresses. We have posted a link to that email, along with a link to **frequently asked questions** on the Partners for Health **Carrier Network Updates** webpage. Here is a link to that webpage:

<https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>

Benefits Administration will continue to post network updates to this webpage as they become available.

For ABCs (all plans)

Important Network Announcement

Above is a brief message you can share with employees about the email BA sent to employees for whom we have accurate email addresses about recent network announcements. On the [Carrier Network Updates webpage](#) you'll find:

- Network notices
- A link to [frequently asked questions](#) about current medical network negotiations
- [Oct. 24 employee email](#)

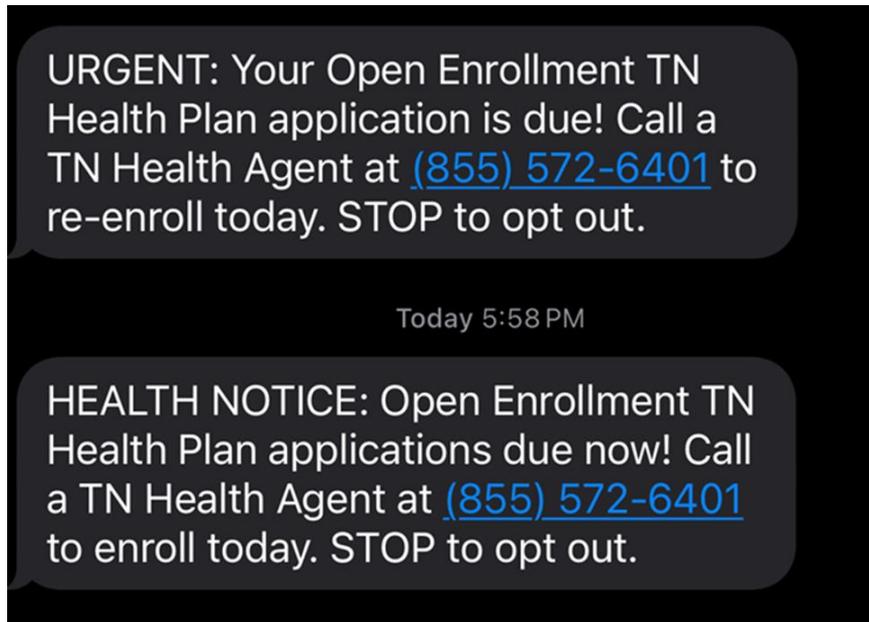
You're welcome to share the message above with your employees.

The Tennessee Plan Phone Scam

Benefits Administration has been notified of suspicious text messages sent to one of our members. The below text messages are not from BA and have no affiliation with the State

Group Insurance Program's benefits. BA will not contact members by text message requesting premium payment or to enroll in benefits.

Members who have questions about whether a call, text, email or other communication is legitimate should contact the Partners for Health Service Center at 800.253.9981 or 615.741.3590 or at benefits.administration@tn.gov.



Service Center Metrics

The service center metrics and customer service rating for Sept. 2023 are below:

- Tickets via Email: 1,188
- Tickets via Self-Service: 3,832
- Tickets via Phone: 4,654
- Tickets via Chat: 272
- Total: 9,946
- Satisfaction Score: 97.7%

Edison System Maintenance

Edison will be performing scheduled system maintenance Sunday, Oct. 29 from 6 a.m. to 4 p.m. CT. During this time all users will be locked out of Edison and users will be unable to access the system.

Local ed and local gov ABCs – ABC calls are next week. See below.

STATE

For Members (state)

Email/subject line: Join Partners for Health for the Relationships and Money webinar, Wed., Nov. 8, 11:30 a.m. CT.

Join Partners for Health for the Relationships and Money webinar, Wednesday, Nov. 8 at 11:30 a.m. CT. Presented by Optum Health and My Secure Advantage.

Surveys show that stress about money impacts our relationships with others, especially our partners or spouses. Join us as we explore how our relationship with money, our life experiences and our emotions influence our finances. Learn best practices to improve communication skills with friends and family.

Registration required. Session will be recorded so if you can't attend, you'll receive a recording of the webinar. Click the link in the attached flyer or below.

<https://mysecureadvantage.webex.com/weblink/register/reed79b6390f19264f8bcb980b0f7da82>

For ABCs (state)

We've included a message and flyer you can share with employees about the upcoming 4Mind4Body webinar, Relationships and Money, presented by Optum Health and My Secure Advantage. Webinar will take place Wednesday, Nov. 8., starting at 11:30 a.m. CT. This session will be recorded, so employees can register to receive a recording later.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages for higher education ABCs today.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

Annual Enrollment Conference Calls for Local Ed and Local Gov

The last Annual Enrollment ABC conference call is Tuesday, Oct. 31. Benefits Administration staff will join you remotely via WebEx.

- **Local Ed – Tuesday, Oct. 31, 9:30 – 10 a.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Annual Enrollment Ends Today!

Annual Enrollment for local education employees and retirees ends today, Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Annual Enrollment Conference Calls for Local Ed and Local Gov

The last Annual Enrollment ABC conference call is Tuesday, Oct. 31. Benefits Administration staff will join you remotely via WebEx.

- **Local Government –Tuesday, Oct. 31, 10:30 – 11 a.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Annual Enrollment Ends Today!

Annual Enrollment for local education employees and retirees ends today, Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local gov message

Friday, Oct. 20, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

Attachments

[ABC Email 10.20.23](#) (Word doc)

[ALL PLANS – Oct. 17 Combined ABC Conference Call Notes](#)

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

We don't have any messages for you to share with employees.

For ABCs (all plans)

ABC Conference Call Notes

The Oct. 17 combined ABC conference call notes are **posted** with today's Friday update on the [ABC webpage](#). As mentioned in this week's conference call notes, BA will send an email to all employees and retirees for whom we have accurate email addresses about recent important network updates. Please watch your email for more information.

STATE

For ABCs (state)

We don't have any messages for state ABCs today.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages for higher education ABCs today.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

Annual Enrollment Continues

Local education employees and retirees can continue to Rock Enroll through Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Annual Enrollment Continues

Local government employees and retirees can continue to Rock Enroll through Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local gov message

Friday, Oct. 13, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

Attachments

- [ALL PLANS – Oct. 17 ABC Conference Call Agenda](#)

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

ABC Conference Calls

The next ABC conference call is Tuesday, Oct. 17. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Oct. 17, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Oct. 17, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Oct. 17, 10:30 – 11 a.m. CT**
- **State – Tuesday, Oct. 17, 11:30 a.m.– 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

STATE

For ABCs (state)

Annual Enrollment Ends Today!

A reminder that **today, Friday, Oct. 13, is the last day of Annual Enrollment for central state, state higher education and state offline agency employees.** Employees have until 4:30 p.m. CT to submit their enrollment selections for 2024 benefits.

Retirees can continue to enroll through Oct. 27.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

Annual Enrollment Ends Today!

A reminder that today, Friday, Oct. 13, is the last day of Annual Enrollment for central state, state higher education and state offline agency employees. Employees have until 4:30 p.m. CT to submit their enrollment selections for 2024 benefits.

Retirees can continue to enroll through Oct. 27.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

Annual Enrollment Continues

Local education employees and retirees can continue to Rock Enroll through Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Annual Enrollment Continues

Local government employees and retirees can continue to Rock Enroll through Friday, Oct. 27!

- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

End of local gov message

Friday, Oct. 6, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

Attachments

- [ALL PLANS – Oct. 3 Combined ABC Conference Call Notes](#)

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

Oct 3. ABC Conference Call Notes

The Oct. 3 combined ABC conference call notes are **posted** with today's Friday update on the [ABC webpage](#). As a reminder, the next ABC conference calls will take place Oct. 17, 2023.

Annual Enrollment Continues

Employees can continue to Rock Enroll! Here are the enrollment dates:

- **State and higher education employees:** Now – Friday, Oct. 13
- **Local education and local government employees:** Now – Friday, Oct. 27
- **Retirees:** Now – Friday, Oct. 27

STATE

For ABCs (state)

Voluntary Term Life Insurance Enrollment

Information on voluntary term life insurance enrollment for 2024 may be found here [Life Insurance - State Plan Only \(tn.gov\)](#) or here [securian.com/tn-insurance](#). Actual enrollment should be made on Securian's website [lifebenefits.com/stateoftn](#). Note: A paper enrollment form must be completed for spouse coverage if the spouse status is shown as "inactive" on the Life Benefits website. The form may be found on Securian's Life Benefits website or on the ParTNers

for Health site at [life term form.pdf \(tn.gov\)](#). The completed paper form should be emailed to lifebenefits@securian.com. Call Securian Customer Service with any questions or issues at 866.881.0631, Monday - Friday, 7 a.m. - 6 p.m. CT.

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

Voluntary Term Life Insurance Enrollment

Information on voluntary term life insurance enrollment for 2024 may be found here [Life Insurance - State Plan Only \(tn.gov\)](#) or here securian.com/tn-insurance. Actual enrollment should be made on Securian's website lifebenefits.com/stateoftn. Note: A paper enrollment form must be completed for spouse coverage if the spouse status is shown as "inactive" on the Life Benefits website. The form may be found on Securian's Life Benefits website or on the ParTners for Health site at [life term form.pdf \(tn.gov\)](#). The completed paper form should be emailed to lifebenefits@securian.com. Call Securian Customer Service with any questions or issues at 866.881.0631, Monday - Friday, 7 a.m. - 6 p.m. CT.

FSA Enrollment Email Sent in Error

We realize that a communication has gone out in error from notifications@commonbenefits.com about Optum's FSA Enrollment and Election tool for FSAs. We apologize that this was sent to higher education employees. We understand that the email does not clearly indicate what the invitation is for, and it caused some confusion amongst the higher education population.

- Please note that this email is **not** spam or phishing. It is a valid communication inviting employees to enroll in their medical FSA, limited purpose FSA, or dependent care FSA benefits for 2024. It should not have been sent, as the purpose of the invitation is not clear. We sincerely apologize for any confusion this has caused, and we are working to ensure it does not occur again.
- Higher education employees should go to optumbank.com/Tennessee and click the "Enroll Now" button to register and enroll in their 2024 FSA benefits.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any specific messages for local government ABCs this week.

End of local gov message

Friday, Sept. 29, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachments

- ALL PLANS – [Oct. 3 ABC Conference Call Agenda](#)
- ALL PLANS – [Sept. 26 Combined ABC Conference Call Notes](#)
- ALL PLANS – Annual Enrollment Posters
 - https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf
 - https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg
 - https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

ALL PLANS

For ABCs (all plans)

ABC Conference Calls Continue

The next ABC conference call is Tuesday, Oct. 3. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Oct. 3, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Oct. 3, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Oct. 3, 10:30 – 11 a.m. CT**
- **State – Tuesday, Oct. 3, 11:30 a.m.– 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Sept 26. ABC Conference Call Notes

The Sept. 26 combined ABC conference call notes are **posted** with today's Friday update on the [ABC webpage](#). We've also **posted** the PowerPoint presentations from the Sept. 26 calls under Conference Call Notes Archive and Resources.

HCA Cigna OAP Network Update

HCA's Parkridge Health System and TriStar Health, System Inc. facilities and affiliated provider groups will leave Cigna's OAP network unless a contract agreement is reached by Oct. 1, 2023.

Employees will be able to make a network change during the Annual Enrollment period for 2024 benefits if they wish to do so.

Reminder: Annual Enrollment Takes Center Stage Oct. 1!

Annual Enrollment for 2024 benefits starts Sunday! Here are the enrollment dates:

- **State and higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local education and local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

Below are links to Annual Enrollment webpages where you'll find resources and information.

- **Annual Enrollment landing page:** <https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>
- **About Enrollment webpage** – dates, benefits updates and enrollment information: <https://www.tn.gov/partnersforhealth/ae/about-enrollment.html>
- **Enrollment Materials webpage** – newsletters, insurance comparison charts, premiums and Edison information: <https://www.tn.gov/partnersforhealth/ae/materials.html>
- **For Retirement webpage** – specific information for retirees: <https://www.tn.gov/partnersforhealth/ae/for-retirement.html>
- **NEW! Annual Enrollment Videos webpage** – videos about benefits updates and recorded benefits webinars: <https://www.tn.gov/content/tn/partnersforhealth/ae/materials/enrollment-videos.html>
- **NEW! Annual Enrollment Posters for your use - links below:**
https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf
https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg
https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

The ParTNers for Health webpages have been updated with 2024 benefits information. You can find 2023 benefits information in the New Hire Guides found on the [Publications webpage](#) > New Hire Guides.

Reminder: AE ABC Training

Don't forget to complete the new AE ABC training. The training is open for all ABCs to take prior to this year's Annual Enrollment. It's designed to provide you with all the resources you need to have a stress-free and successful enrollment period. For easy access, use the link below to go to the Partners for Health website, ABC webpage:

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators.html> > located right under the "Weekly ABC Update" box. **Deadline is tomorrow, Sept. 30.**

STATE

For ABCs (state)

ABC HIPAA Training Deadline is Sept. 30

You must complete the training by the end of September.

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

We don't have any specific messages for higher education ABCs this week.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any specific messages for local government ABCs this week.

End of local gov message

Friday, Sept. 22, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachments:

- ALL PLANS – [Sept. 26 ABC Conference Call Agenda](#)
- ALL PLANS – Annual Enrollment Posters
 - https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf
 - https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg
 - https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

ALL PLANS

For ABCs (all plans)

ABC Weekly Conference Calls Continue

The next ABC conference call is Tuesday, Sept. 26. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Sept. 26, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Sept. 26, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Sept. 26, 10:30 – 11 a.m. CT**
- **State – Tuesday, Sept. 26, 11:30 a.m.– 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Sept 19. ABC Conference Call Notes

The Sept. 19 combined ABC conference call notes are **posted** with today's Friday update on the [ABC webpage](#). We've also **posted** the PowerPoint presentations from the Sept. 19 calls under Conference Call Notes Archive and Resources.

Annual Enrollment Member Messages

Below by plan, you'll find messaging you can share with your employees about Annual Enrollment starting on and after Oct. 1, 2023. If applicable for your organization, links to Edison are included for members to access their benefits enrollment, unless otherwise noted in enrollment materials.

Reminder: Annual Enrollment Takes Center Stage Oct. 1!

Annual Enrollment for 2024 benefits starts soon! Here are the enrollment dates:

- **State and higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local education and local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

Below are links to Annual Enrollment webpages where you'll find resources and information.

- **Annual Enrollment landing page:** <https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>
- **About Enrollment webpage** – dates, benefits updates and enrollment information: <https://www.tn.gov/partnersforhealth/ae/about-enrollment.html>
- **Enrollment Materials webpage** – newsletters, insurance comparison charts, premiums and Edison information: <https://www.tn.gov/partnersforhealth/ae/materials.html>
- **For Retirement webpage** – specific information for retirees: <https://www.tn.gov/partnersforhealth/ae/for-retirement.html>
- **NEW! Annual Enrollment Videos webpage** – videos about benefits updates and recorded benefits webinars: <https://www.tn.gov/content/tn/partnersforhealth/ae/materials/enrollment-videos.html>
- **NEW! Annual Enrollment Posters for your use - links below:**
https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf
https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg
https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

The ParTNers for Health webpages have been updated with 2024 benefits information. You can find 2023 benefits information in the New Hire Guides found on the [Publications webpage](#) > New Hire Guides.

Reminder: AE ABC Training

Don't forget to complete the new AE ABC training. The training is open for all ABCs to take prior to this year's Annual Enrollment. It's designed to provide you with all the resources you need to have a stress-free and successful enrollment period. For easy access, use the link below to go to the Partners for Health website, ABC webpage:

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators.html> > located right under the "Weekly ABC Update" box.

STATE

For Members (state)

Annual Enrollment begins Sunday, Oct. 1 and runs through Friday, Oct. 13. This is your chance to make changes to your benefit elections for 2024.

Find Annual Enrollment information and resources by [clicking on Annual Enrollment](#).

- [Click here](#) for the Annual Enrollment newsletter.
- [Click here](#) for new videos about benefits changes and options.

Effective Jan. 1, 2024, **life insurance benefits are changing**. To find more information about all life insurance options, [click on the Life Insurance webpage](#).

For most benefits*, if you don't want to make changes, you don't have to do anything during Annual Enrollment.

**Central state government employees: Most flexible spending accounts require you to enroll each year.*

Starting Oct. 1, you can enroll using employee self-service in Edison at www.edison.tn.gov to select your benefit options, unless otherwise noted.

- Click the "**Benefits Enrollment**" button
- Log in to Edison using your credentials:
 - Edison Access ID* and Edison Password
- Once logged into Edison, choose the Annual Enrollment tile to start your enrollment.

Notes:

- Your Edison Access ID* is not your eight-digit Edison employee ID.
- To retrieve your Access ID, click "Retrieve Access ID".

[Click here](#) for state employee self-service Instructions.

Contact Us

On the ParTNers for Health website tn.gov/ParTNersForHealth you'll find:

- A **red button** to contact our help desk: <https://benefitssupport.tn.gov/hc/en-us>
- A **green Help button** to chat during business hours.

Call Benefits Administration at 615.741.3590 or 800.253.9981, M-F, 8 a.m. to 4:30 p.m. CT.

For ABCs (state)

ABC HIPAA Training Deadline is Sept. 30

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the end of September.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is

transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **State will take [State_HE_HIPAA_2023](#)**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > [State_HE_HIPAA_2023](#).

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

Annual Enrollment begins Sunday, Oct. 1 and runs through Friday, Oct. 13. This is your chance to make changes to your benefit elections for 2024.

Find Annual Enrollment information and resources by [clicking on Annual Enrollment](#).

- [Click here](#) for the Annual Enrollment newsletter.
- [Click here](#) for new videos about benefits changes and options.

Effective Jan. 1, 2024, **life insurance benefits are changing**. To find more information about all life insurance options, [click on the Life Insurance webpage](#).

For most benefits*, if you don't want to make changes, you don't have to do anything during Annual Enrollment.

**State higher education employees: Most flexible spending accounts require you to enroll each year.*

Starting Oct. 1, you can enroll using employee self-service in Edison at www.edison.tn.gov to select your benefit options, unless otherwise noted. **Some higher education employees may access Edison through your HR system.** Look for information from your agency benefits coordinator.

- Click the “**Benefits Enrollment**” button.
- Log in to Edison using your credentials:
 - Edison Access ID* and Edison Password
- Once logged into Edison, choose the Annual Enrollment tile to start your enrollment.

Notes:

- Your Edison Access ID* is not your eight-digit Edison employee ID.
- To retrieve your Access ID, click “Retrieve Access ID”.

[Click here](#) for higher education employee self-service Instructions.

Contact Us

On the ParTNers for Health website tn.gov/ParTNersForHealth you’ll find:

- A **red button** to contact our help desk: <https://benefitssupport.tn.gov/hc/en-us>
- A **green Help button** to chat during business hours.

Call Benefits Administration at 615.741.3590 or 800.253.9981, M-F, 8 a.m. to 4:30 p.m. CT.

For ABCs (higher ed)

We don’t have any specific messages for higher education ABCs this week.

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

Annual Enrollment begins Sunday, Oct. 1 and runs through Friday, Oct. 27. This is your chance to make changes to your benefit elections for 2024.

Find Annual Enrollment information and resources by [clicking on Annual Enrollment](#).

- [Click here](#) for the Annual Enrollment newsletter.
- [Click here](#) for new videos about benefits changes and options.

If you don’t want to make changes, you don’t have to do anything during Annual Enrollment.

Starting Oct. 1, you can enroll using employee self-service in Edison at www.edison.tn.gov to select your benefit options.

- Click the “**Benefits Enrollment**” button
- Log in to Edison using your credentials:
 - Edison Access ID* and Edison Password
- Once logged into Edison, choose the Annual Enrollment tile to start your enrollment.

Notes:

- Your Edison Access ID* is not your eight-digit Edison employee ID.
- To retrieve your Access ID, click “Retrieve Access ID”.

[Click here](#) for local education employee self-service Instructions.

Contact Us

On the ParTNers for Health website tn.gov/ParTNersForHealth you’ll find:

- A **red button** to contact our help desk: <https://benefitssupport.tn.gov/hc/en-us>
- A **green Help button** to chat during business hours.

Call Benefits Administration at 615.741.3590 or 800.253.9981, M-F, 8 a.m. to 4:30 p.m. CT.

For ABCs (local ed)

We don’t have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For Members (local gov)

Annual Enrollment begins Sunday, Oct. 1 and runs through Friday, Oct. 27. This is your chance to make changes to your benefit elections for 2024.

Find Annual Enrollment information and resources by [clicking on Annual Enrollment](#).

- [Click here](#) for the Annual Enrollment newsletter.
- [Click here](#) for new videos about benefits changes and options.

If you don’t want to make changes, you don’t have to do anything during Annual Enrollment.

Starting Oct. 1, you can enroll using employee self-service in Edison at www.edison.tn.gov to select your benefit options.

- Click the “**Benefits Enrollment**” button
- Log in to Edison using your credentials:
 - Edison Access ID* and Edison Password
- Once logged into Edison, choose the Annual Enrollment tile to start your enrollment.

Notes:

- Your Edison Access ID* is not your eight-digit Edison employee ID.
- To retrieve your Access ID, click “Retrieve Access ID”.

[Click here](#) for local government employee self-service Instructions.

Contact Us

On the ParTNers for Health website tn.gov/ParTNersForHealth you’ll find:

- A **red button** to contact our help desk: <https://benefitssupport.tn.gov/hc/en-us>
- A **green Help button** to chat during business hours.

Call Benefits Administration at 615.741.3590 or 800.253.9981, M-F, 8 a.m. to 4:30 p.m. CT.

For ABCs (local gov)

We don't have any specific messages for local government ABCs this week.

End of local gov message

Friday, Sept. 15, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachments:

October Preferred Drug List (All Plans):

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/all_plans_caremark_pdl.pdf

Annual Enrollment Posters (All Plans):

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf

https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg

https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

ALL PLANS

For Members (all plans)

We don't have any messages for you to share this week.

For ABCs (all plans)

ABC Weekly Conference Calls Continue

The next ABC conference call is Tuesday, Sept. 19. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed – Tuesday, Sept. 19, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Sept. 19, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Sept. 19, 10:30 – 11 a.m. CT**
- **State – Tuesday, Sept. 19, 11:30 a.m.– 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Sept 12. ABC Conference Call Notes

The September 12 combined ABC conference call notes are **posted** with today's Friday update on the [ABC webpage](#). We've also **posted** the PowerPoint presentations from the Sept. 12 calls under Conference Call Notes Archive and Resources.

HCA Parkridge Health System and TriStar Health System, Inc. Facilities Notice for Cigna Open Access Plus Network Enrollees

Facilities and affiliated provider groups may no longer participate in Cigna's OAP network starting Oct. 1, 2023, and will leave the network unless a contract agreement is reached.

The following hospitals are expected to leave the network Oct. 1, 2023:

- Parkridge Medical Center, Inc. – Chattanooga
- Parkridge East Hospital – Chattanooga
- Parkridge West Hospital – Jasper
- TriStar Ashland City Medical Center – Ashland City
- Tristar Horizon Medical Center – Dickson
- TriStar Hendersonville Medical Center – Hendersonville
- TriStar Summit Medical Center – Hermitage
- TriStar Centennial Medical Center – Nashville
- TriStar Skyline Medical Center – Nashville
- TriStar Southern Hills Medical Center – Nashville
- Tristar Stonecrest Medical Center – Smyrna
- TriStar NorthCrest Medical Center – Springfield

Letters will be mailed to member families who have recently visited one of the listed facilities. Later today, samples of these letters will be posted on the [Carrier Information Network Updates webpage](#).

Members who have questions or think they may qualify for continuity of care should call Cigna at 800.997.1617 anytime or visit [cigna.com/stateoftn](https://www.cigna.com/stateoftn).

Members can find links to lists for network facilities on the ParTNers website, under [Carrier Information](#) and an updated comparison of hospitals across all networks will be posted under the All-Networks Hospital List later today.

NEW! 2024 Annual Enrollment Posters

Links to the new 2024 AE posters are **posted** with today's Friday update. You'll find a PDF, jpeg and png files of a poster you'll be able to display and/or share with your employees that includes the Annual Enrollment dates. Here are links to the posters:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/ae_poster.pdf

https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.jpg

https://www.tn.gov/content/dam/tn/partnersforhealth/images/ae_poster.png

October Preferred Drug List

The October PDL has been posted under the [ABC webpage](#) updates and on our [ParTNers for Health pharmacy webpage](#). As with each quarterly formulary update, CVS Caremark has mailed notification letters to members who are affected by tier changes or drugs becoming non-

covered, except in the case of products that have generic equivalents available or are acute therapies. The letter was sent to 3,692 impacted members notifying them about their prescription benefit change.

Shown below are drugs changing to tier 3 (nonpreferred) or being removed from the PDL. Please encourage employees to use the state’s specific webpage at info.caremark.com/stateoftn to view the most current version of the drug list, to review their prescription drug benefit information, request mail service orders and research drug information.

THE FOLLOWING CHANGES TO THE PDL (OR FORMULARY) AS OF Oct. 1, 2023

Drugs moving from Tier 2 (preferred brand) to Tier 3 (non-preferred brand) that will have a higher copay effective Oct. 1, 2023:

| <u>Drug name</u> | |
|------------------|--|
| Vyvanse | |
| | |

Drugs not covered effective Oct. 1, 2023, unless prior authorization is approved through the CVS Caremark medical exception process:

| <u>Drug name</u> | |
|------------------------|--|
| Ziextenzo | |
| diclofenac powder 50mg | |

Reminder: Annual Enrollment Takes Center Stage Oct. 1!

Annual Enrollment for 2024 benefits starts soon! Here are the enrollment dates:

- **State and higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local education and local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

Below are links to Annual Enrollment webpages where you’ll find resources and information.

- **Annual Enrollment landing page:** <https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>
- **About Enrollment webpage** – dates, benefits updates and enrollment information: <https://www.tn.gov/partnersforhealth/ae/about-enrollment.html>
- **Enrollment Materials webpage** – newsletters, insurance comparison charts, premiums and Edison information: <https://www.tn.gov/partnersforhealth/ae/materials.html>
- **For Retirement webpage** – specific information for retirees: <https://www.tn.gov/partnersforhealth/ae/for-retirement.html>
- **NEW! Annual Enrollment Videos webpage** – videos about benefits updates and recorded benefits webinars: <https://www.tn.gov/content/tn/partnersforhealth/ae/materials/enrollment-videos.html>

The ParTners for Health webpages have been updated with 2024 benefits information. You can find 2023 benefits information in the New Hire Guides found on the [Publications webpage](#) > New Hire Guides.

Reminder: AE ABC Training

Don't forget to complete the new AE ABC training. The training is open for all ABCs to take prior to this year's Annual Enrollment. It's designed to provide you with all the resources you need to have a stress-free and successful enrollment period. For easy access, use the link below to go to the Partners for Health website, ABC webpage:

<https://www.tn.gov/partnersforhealth/agency-benefits-coordinators.html> > located right under the "Weekly ABC Update" box.

Edison Down for Maintenance

Edison will be performing system maintenance on Sunday, Sept. 17, 2023, from 6 a.m. to 12 p.m. CT. During this time, Edison will be unavailable and users will not be able to log in.

STATE

For ABCs (state)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WiPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory

training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- State will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

We don't have any specific messages for local education ABCs this week.

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any specific messages for local education ABCs this week.

End of local gov message

Friday, Sept. 8, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

We don't have any messages for you to share this week.

For ABCs (all plans)

ABC Weekly Conference Calls Start Next Week!

The next ABC conference call is Tuesday, Sept. 12. Benefits Administration staff will join you remotely via WebEx.

- Higher Ed – Tuesday, Sept. 12, 8:30 – 9 a.m. CT
- Local Ed – Tuesday, Sept. 12, 9:30 – 10 a.m. CT
- Local Government – Tuesday, Sept. 12, 10:30 – 11 a.m. CT
- State – Tuesday, Sept. 12, 11:30 a.m.– 12 p.m. CT

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

ABC Conference Call Schedule

Below is a schedule of the remaining 2023 ABC conference calls. The ABC conference call schedule is found on the [ABC webpage](#) under Conference Call Notes Archive and Resources:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/2023_jun_dec_abc_conf_c_all_schedule.pdf

- All plans: Sept. 12 – Vendor Presentations
- All plans: Sept. 19 – Vendor Presentations
- All plans: Sept. 26 – Vendor Presentations
- All plans: Oct. 3
- All plans: Oct. 17
- **Local Ed/Local Gov only:** Oct. 31

- All plans: Nov. 14 (regular monthly calls resume)
- All plans: Dec. 12

Important! New Training Alert

The ***NEW* 2023 Annual Enrollment ABC Training is live.** This week, ABCs should have received an email from the training team about this training.

The training is open for all ABCs to take prior to this year's Annual Enrollment. It's designed to provide you with all the resources you need to have a stress-free and successful enrollment period. For easy access, use the link below to go to the Partners for Health website, ABC webpage: <https://www.tn.gov/partnersforhealth/agency-benefits-coordinators.html> > located right under the "Weekly ABC Update" box.

2024 Summary of Benefits and Plan Documents

You can find the 2024 Summary of Benefits and Coverage by plan (Premier, Standard, Limited, CDHP and Local CDHP) by going to the bottom of the homepage and [clicking on Summary of Benefits](#) under the **Important** header. As required by law, the State of Tennessee Group Health Plan creates SBCs to describe the health coverage options. Employees can view or print the summary that applies.

The 2024 Plan Documents are posted on the [Publications webpage](#) > Medical Plan Documents by plan (state, local education, local government). You can also find them on the [ABC webpage](#) under each plan (State Plan, Local Education Plan, Local Government Plan).

Service Center Metrics

The BA Service Center metrics and customer service rating for August 2023 are below:

- Tickets via Email: 1,559
- Tickets via Self-Service: 4,513
- Tickets via Phone: 4,714
- Tickets via Chat: 217
- Total: 11,003
- Satisfaction Score: 98.1%

Reminder: Annual Enrollment Takes Center Stage Oct. 1!

Annual Enrollment for 2024 benefits starts soon! Here are the enrollment dates:

- **State and higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local education and local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

Below are links to Annual Enrollment webpages where you'll find resources and information.

- **Annual Enrollment landing page:** <https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>
- **About Enrollment webpage** – dates, benefits updates and enrollment information: <https://www.tn.gov/partnersforhealth/ae/about-enrollment.html>

- **Enrollment Materials webpage** – newsletters, insurance comparison charts, premiums and Edison information: <https://www.tn.gov/partnersforhealth/ae/materials.html>
- **For Retirement webpage** – specific information for retirees: <https://www.tn.gov/partnersforhealth/ae/for-retirement.html>
- **Annual Enrollment Videos webpage** – videos about benefits updates and recorded benefits webinars: <https://www.tn.gov/content/tn/partnersforhealth/ae/materials/enrollment-videos.html>

The ParTners for Health webpages have been updated with 2024 benefits information. You can find 2023 benefits information in the New Hire Guides found on the [Publications webpage](#) > New Hire Guides.

STATE

For ABCs (state)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

Past Due ABC HIPAA Training

The deadline for all higher education ABCs and directors to complete required HIPAA training was Aug. 31. If you have not completed this training, please do so immediately.

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Higher education will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

Past due - Aug. 31

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any specific messages for local education ABCs this week.

End of local gov message

Friday, Sept. 1, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Annual Enrollment Takes Center Stage Oct. 1!

Annual Enrollment for 2024 benefits starts in one month on Oct. 1! Here are the enrollment dates:

- **State and higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local education and local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

Today, an AE reminder email was sent from ParTners for Health to all eligible employees and retirees for whom we have accurate email addresses in Edison. We've included a message with each plan section that you can copy and share with employees.

Below are links to Annual Enrollment webpages where you'll find resources and information.

- **Annual Enrollment landing page:** <https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>
- **About Enrollment webpage** – dates, benefits updates and enrollment information: <https://www.tn.gov/partnersforhealth/ae/about-enrollment.html>
- **Enrollment Materials webpage** – newsletters, insurance comparison charts, premiums and Edison information: <https://www.tn.gov/partnersforhealth/ae/materials.html>
- **For Retirement webpage** – specific information for retirees: <https://www.tn.gov/partnersforhealth/ae/for-retirement.html>
- **Annual Enrollment Videos webpage** – videos about benefits updates and recorded benefits webinars: <https://www.tn.gov/content/tn/partnersforhealth/ae/materials/enrollment-videos.html>

STATE

For Members (state)

Email/subject line: Annual Enrollment takes center stage Oct. 1!

Annual Enrollment for 2024 benefits starts Oct. 1! This is your chance to make changes to your benefit elections for 2024. Here are the enrollment dates:

- **State employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

For all Annual Enrollment information and resources, go to our Annual Enrollment webpage by [clicking here](https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html) (<https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>).

[Click on the Enrollment Materials webpage](#), where you'll find newsletters, insurance comparison charts, premium charts and more.

For most benefits*, if you don't want to make changes, you don't have to do anything during Annual Enrollment.

State and higher education employees: Most flexible spending accounts require you to enroll each year. Effective Jan. 1, 2024, **life insurance benefits are changing. Employee basic term life/basic accidental death and dismemberment insurance is changing; dependent basic term life/basic AD&D will end after Dec. 31, 2023; and there is a voluntary term life insurance enhanced enrollment opportunity. **Please review your life insurance coverage options carefully.***

For ABCs (state)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

Email/subject line: Annual Enrollment takes center stage Oct. 1!

Annual Enrollment for 2024 benefits starts Oct. 1! This is your chance to make changes to your benefit elections for 2024. Here are the enrollment dates:

- **Higher education employees:** Sunday, Oct. 1 – Friday, Oct. 13
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

For all Annual Enrollment information and resources, go to our Annual Enrollment webpage by [clicking here](https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html) (<https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>).

[Click on the Enrollment Materials webpage](#), where you'll find newsletters, insurance comparison charts, premium charts and more.

For most benefits*, if you don't want to make changes, you don't have to do anything during Annual Enrollment.

State and higher education employees: Most flexible spending accounts require you to enroll each year. Effective Jan. 1, 2024, **life insurance benefits are changing. Employee basic term life/basic accidental death and dismemberment insurance is changing; dependent basic term life/basic AD&D will end after Dec. 31, 2023; and there is a voluntary term life insurance enhanced enrollment opportunity. **Please review your life insurance coverage options carefully.***

For ABCs (higher ed)

Deadline ABC HIPAA Training

The deadline for all higher education ABCs and directors to complete required HIPAA training was Aug. 31. If you have not completed this training, please do so immediately.

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

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- Higher education will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

Past due - Aug. 31

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

Email/subject line: Annual Enrollment takes center stage Oct. 1!

Annual Enrollment for 2024 benefits starts Oct. 1! This is your chance to make changes to your benefit elections for 2024. Here are the enrollment dates:

- **Local education employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

For all Annual Enrollment information and resources, go to our Annual Enrollment webpage by [clicking here](https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html) (<https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>).

[Click on the Enrollment Materials webpage](#), where you'll find newsletters, insurance comparison charts, premium charts and more.

If you don't want to make changes, you don't have to do anything during Annual Enrollment.

For ABCs (local ed)

We don't have any specific messages for local education ABCs this week.

End of local education message

LOCAL GOVERNMENT

For Members (local gov)

Email/subject line: Annual Enrollment takes center stage Oct. 1!

Annual Enrollment for 2024 benefits starts Oct. 1! This is your chance to make changes to your benefit elections for 2024. Here are the enrollment dates:

- **Local government employees:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

For all Annual Enrollment information and resources, go to our Annual Enrollment webpage by [clicking here](https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html) (<https://www.tn.gov/partnersforhealth/ae/2023-annual-enrollment.html>).

[Click on the Enrollment Materials webpage](#), where you'll find newsletters, insurance comparison charts, premium charts and more.

If you don't want to make changes, you don't have to do anything during Annual Enrollment.

For ABCs (local gov)

Updated Memorandum of Understanding

Next week, an updated Memorandum of Understanding will be emailed to ABCs and agency directors. The MOU will need to be signed by the primary ABC, the director and the finance officer by mid-October.

End of local gov message

Friday, Aug. 25, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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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 Members (all plans)

We don't have any messages for you to share with employees this week.

For ABCs (all plans)

Annual Enrollment Dates

Here are the enrollment dates:

- **State/Higher Ed:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local Ed/Local Gov:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

2024 Annual Enrollment PDF Newsletters

Below are links to PDF versions of the 2024 Annual Enrollment newsletters for your reference. These PDF versions are not to be shared until on or after Sept. 1 as all AE materials and information (website, insurance comparison charts, premium charts, etc.) won't be live until Sept. 1.

This year, we'll have interactive, **digital newsletters** available. We'll walk through them during the Sept. 12 ABC conference calls.

State/higher education employees:

<https://www.tn.gov/partnersforhealth/ae/materials/state-and-higher-education-enrollment-materials.html>

Local education employees:

<https://www.tn.gov/partnersforhealth/ae/materials/local-education-enrollment-materials.html>

Local government employees:

<https://www.tn.gov/partnersforhealth/ae/materials/local-government-enrollment-materials.html>

Retirees:

<https://www.tn.gov/partnersforhealth/ae/materials/retiree-enrollment-materials.html>

ABC Roadshow Training Video Links

Here are the playlist links from the 2023 Roadshow training sessions where you'll find videos of each session:

State/Higher Ed – https://www.youtube.com/playlist?list=PLH-QH4kFKvt_B_GYZTIDQQ33yceB4-d9S

Local Ed/Local Gov – https://www.youtube.com/playlist?list=PLH-QH4kFKvt89WBt_y8zAMXDmfSIRwv0v

Local government ABCs — see the notice about required HIPAA training below.

STATE

For ABCs (state)

ABC HIPAA Training

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Here is a YouTube HIPAA instruction video to walk you through the process:
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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory

training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- State will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

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<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Higher education will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

Reminder - Updated Memorandum of Understanding

All ABCs, directors and finance directors were sent an email on July 26 regarding the updated Memorandum of Understanding. The MOU will need to be signed by the primary ABC, the director and the finance director and returned to Benefits Administration **by Aug. 31**. Thank you to those agencies that have already returned your signed MOUs.

If you have questions or your agency did not receive the email with the updated MOU, email benefits.administration@tn.gov.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Important! Required HIPAA Training

We have many local government ABCs who have not completed required HIPAA training. **You must complete the training in Edison as soon as possible.**

Here is a YouTube HIPAA instruction video to walk you through the process:

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- **Local government will take LG_LE_HIPAA_2023**

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Training completion schedule:

Past due: LG deadline - July 31

End of local gov message

Friday, Aug. 18, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachment: Here4TN Community Connector Flyer

ALL PLANS

For Members (all plans)

Email or subject line: Optum Community Connector can help you find community resources near you.

Discover the Optum Community Connector where you can search for free and reduced-cost services and support.

Use the online Optum Community Connector tool to find resources in your area that can help you and your family with such needs as:

- Food
- Housing
- Transportation
- Finances
- And more

Attached is a flyer about Community Connector. You can search by zip code to see a list of programs and support in and around your community: <https://optum.findhelp.com/>

For ABCs (all plans)

Annual Enrollment

Here is a reminder about the enrollment dates:

- **State/Higher Ed:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local Ed/Local Gov:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

We look forward to sharing the **2024 digital AE newsletters** with you, which will be available along with all premium charts and insurance comparison charts on the ParTNers for Health website by Sept. 1, 2023.

Optum Health Community Connector Flyer

During the May ABC conference calls, Optum Health presented information about the Optum Community Connector tool that helps employees find resources in their area. With today's Friday update, we've posted a flyer about this service. A brief member message you can use when sharing the flyer with your employees is included above.

September ABC Conference Call Presentations

During the weekly Annual Enrollment ABC conference calls held in September, we'll have brief vendor presentations. The presentation schedule is below. Following these calls, we'll post the PowerPoint presentations on the ABC webpage for your reference.

Sept. 12 ABC Conference Calls

- Cigna Dental DHMO
- Cigna Medical Networks
- Optum Financial HSA ([all plans](#)) and FSAs ([state/higher ed only](#))

Sept. 19 ABC Conference Calls

- BlueCross BlueShield Medical Networks
- Delta Dental DPPO
- Securian Financial Life Insurance ([state/higher ed only](#))

Sept 26 ABC Conference Calls

- EyeMed Vision
- Optum Health - Behavioral Health/EAP
- MetLife Disability ([state/higher ed only](#))

Edison Down for Maintenance

Edison will be performing scheduled system maintenance Sunday, Aug. 20 from 6 a.m. to 10 p.m. CT. During this time, all users will be locked out of Edison and users will be unable to access the system.

Local government ABCs — see the notice about required HIPAA training below.

STATE

For ABCs (state)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:
<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

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- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

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Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

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- Higher education will take **State_HE_HIPAA_2023**

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Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

Reminder - Updated Memorandum of Understanding

All ABCs, directors and finance directors were sent an email on July 26 regarding the updated Memorandum of Understanding. The MOU will need to be signed by the primary ABC, the director and the finance director and returned to Benefits Administration **by Aug. 31**. Thank you to those agencies that have already returned your signed MOUs.

If you have questions or your agency did not receive the email with the updated MOU, email benefits.administration@tn.gov.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

Important! Required HIPAA Training

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- **Local government will take LG_LE_HIPAA_2023**

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Training completion schedule:

Past due: LG deadline - July 31

End of local gov message



Find community resources near you

Search for free and reduced-cost services and support

Discover the Optum Community Connector

Want an easy way to find helpful support all in one place? Use the online Optum Community Connector tool to find resources in your area that can help you and your family with needs such as:

- Food
- Housing
- Transportation
- Finances
- And more

Simply enter your ZIP code to see a list of programs and support in and around your community.



See what's available

Scan the code to visit optum.findhelp.com today.

Have questions?

Here4TN is here for you. A WorkLife specialist can help you find resources and referrals for whatever you need. Reach out anytime.



Call 24/7: 1-855-Here4TN
(1-855-437-3486)



Live chat:
Monday through Friday, 8:30 a.m. to 3:00 p.m. CT

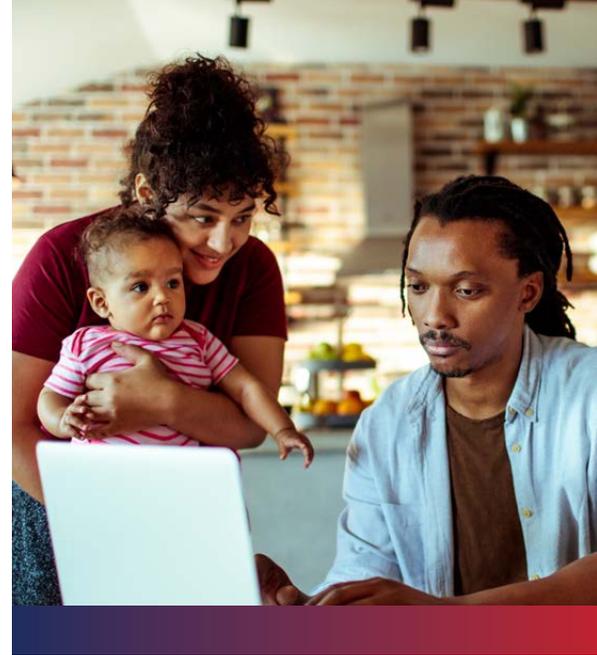
Optum

Stock photo. Posed by model.

*Confidential in accordance with the law.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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Looking for additional financial support?

Your **Here4TN** Employee Assistance Program (EAP) may be able to help you increase your savings, lower debt or improve your credit. The EAP offers 100% confidential* services, including:

- Two calls with a money coach at no extra cost
- A financial stress assessment
- Self-directed online learning
- A 25% discount on tax preparation

Go to Here4TN.com to learn more.

Friday, Aug. 11, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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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 (all plans)

Annual Enrollment

Here is a reminder about the enrollment dates:

- **State/Higher Ed:** Sunday, Oct. 1 – Friday, Oct. 13
- **Local Ed/Local Gov:** Sunday, Oct. 1 – Friday, Oct. 27
- **Retirees:** Sunday, Oct. 1 – Friday, Oct. 27

We look forward to sharing the **2024 digital AE newsletters** with you, which will be available along with all premium charts and insurance comparison charts on the ParTners for Health website by Sept. 1, 2023.

Updated Vendor Contact List

The Vendor Contact List you can use for benefits fairs and materials for your employees has been updated with different contact information for Cigna Dental DHMO and Cigna Medical Networks. Please refer to this updated version, found on the [ABC webpage](#) under Conference Call Archives and Resources:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/vendor_list_081023.pdf

Service Center Metrics/Customer Service Rating

The BA Service Center metrics and customer service ratings comparing July 2023 to July 2022 are below.

July 2023

- Tickets via Email: 1,044
- Tickets via Self-Service: 3,337
- Tickets via Phone: 3,877
- Tickets via Chat: 141
- Total: 8,399

- Satisfaction Score: 97.7%

July 2022

- Tickets via Email: 1,187
- Tickets via Self-Service: 3,394
- Tickets via Phone: 3,893
- Tickets via Chat: 134
- Total: 8,608
- Satisfaction Score: 98.3%

Local government ABCs see the notice about required HIPAA training below.

STATE

For Members (state)

We don't have any messages for you to share this week.

For ABCs (state)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

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- State will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

We don't have any messages for you to share this week.

For ABCs (higher ed)

ABC HIPAA Training

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HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

We don't have any messages for you to share this week.

For ABCs (local ed)

Reminder - Updated Memorandum of Understanding

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If you have questions or your agency did not receive the email with the updated MOU, email benefits.administration@tn.gov.

End of local education message

LOCAL GOVERNMENT

For Members (local gov)

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For ABCs (local gov)

Important! Required HIPAA Training

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Training completion schedule:

Past due: LG deadline - July 31

End of local gov message

Friday, Aug. 4, 2023 | Weekly ABC Update

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ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachments: ST/HE AE postcard final sample
LE/LG AE postcard final sample
4mind4body (state)

ALL PLANS

For ABCs (all plans)

2024 Annual Enrollment Postcards

This week, Annual Enrollment “Save the Date” reminder postcards were mailed to all benefits-eligible active employees. We’ve posted sample postcards on the ABC webpage for your reference. There are two different versions: one version for state and higher education employees and one version for local education/local government employees.

STATE

For Members (state)

Email or subject line: Join Partners for Health and RetireReadyTN for the State Retirement Plans and Resources webinar, Wed., Aug. 9, 11:30 a.m. CT

The session will provide an overview of the retirement benefits and resources available to you through RetireReadyTN, the state’s retirement program. Specific topics will include the Tennessee Consolidated Retirement System defined benefit plan, the State of Tennessee 401(k) and 457 plans and how the benefits of each come together in the Hybrid and Legacy plans. RetireReadyTN will also provide detailed information about how to maximize the benefits of each plan and take full advantage of the many financial education resources available to you through RetireReadyTN.

Preregistration is required. Session will not be recorded.

Click here to register:

<https://tn.webex.com/weblink/register/r828cfbbcc52b3f69c2dd70e1749e5c71>

For ABCs (state)

August 4Mind4Body Webinar – State Retirement Plans and Resources

RetireReadyTN will present the next 4Mind4Body webinar about State Retirement Plans and Resources. You can share the information above with employees along with the flyer posted with today's update. Benefits Administration sent an email about the webinar to all state employees this week.

ABC HIPAA Training

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Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

We don't have any messages for you to share this week.

For ABCs (higher ed)

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Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

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For ABCs (local ed)

Reminder - Updated Memorandum of Understanding

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If you have questions or your agency did not receive the email with the updated MOU, email benefits.administration@tn.gov.

Reminder - OPEB Surveys

The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 7. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration.

End of local education message

LOCAL GOVERNMENT

For Members (local gov)

We don't have any messages for you to share this week.

For ABCs (local gov)

Reminder - OPEB Surveys

The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 7. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration.

End of local gov message

SAVE THE DATE

Annual Enrollment for 2024 benefits starts Oct. 1

Annual Enrollment dates:

- State and higher education employees: Sunday, Oct. 1 – Friday, Oct. 13
- Local education and local government employees: Sunday, Oct. 1 – Friday, Oct. 27
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STATE OF TENNESSEE
BENEFITS ADMINISTRATION
DEPARTMENT OF FINANCE AND ADMINISTRATION
WILLIAM R. SNODGRASS TENNESSEE TOWER
312 ROSA L. PARKS AVENUE, 19TH FLOOR
NASHVILLE, TENNESSEE 37243-1102

Music is a language we all understand

Health benefits, not so much

**PARTNERS
FOR HEALTH**



Scan the QR code to
DISCOVER HOW
Partners for Health
can help orchestrate
your benefits options



Annual Enrollment for 2024 benefits starts Oct. 1

Music has many options. So do your benefits. Choose what works for you.

Here are the high notes!

We have good news to share for 2024! While health premiums are increasing, there will be no increases to deductibles, copays or coinsurance!

Health insurance premiums will increase by an average of 5% for active employees. Premium increases will vary depending on the health plan, network and tier in which you're enrolled.

- For the BlueCross Network P and Cigna Open Access Plus networks, the additional cost to your premium will increase by \$10 or \$20 per month depending on the tier in which you're enrolled.

Starting Jan. 1, 2024, Sharecare will be the **new wellness program vendor**.

Dependent basic term life/basic AD&D insurance coverage is ending. You may be able to enroll your dependents in voluntary term life and/or voluntary AD&D.

More good news!

- The state will pay 50% of the **dental insurance premiums**.
- The state will pay 100% of the premiums for employee **long-term disability insurance**. Employees using this benefit will receive 63% of their monthly salary, up to \$10K per month, after a 90-day waiting period.
- The state will pay 100% of the premiums for **employee basic term life/basic accidental death and dismemberment insurance**. Designated beneficiaries will receive 1X the employee's base

annual salary rounded to the next highest thousand (\$50K minimum except when reduced at age milestones/\$250K maximum).

What do I need to do?

On Sept. 1, go to the Annual Enrollment digital newsletter with 2024 benefits updates, premiums enrollment instructions and educational videos at tn.gov/ParTNersForHealth.

For most benefits*, if you don't want to make changes, you don't have to do anything during Annual Enrollment.

*Most **flexible spending accounts** require you to enroll each year. We encourage you to review your BCBST and Cigna network options each year. Basic term life insurance will change and you may want to take action.

Questions? Call 800.253.9981 or 615.741.3590, M-F, 8 a.m. – 4:30 p.m. CT or email benefits.administration@tn.gov.

As required by law, a Summary of Benefits and Coverage is available which describes your 2024 health coverage options. The SBC may be found at www.tn.gov/ParTNersForHealth/summary-of-benefits-and-coverage no later than Sept. 1. The digital newsletter contains much of the same information. To get a SBC paper copy, free of charge, call 855.809.0071. Please include your name, complete mailing address and name of the SBCs you want: State and Higher Education Plan; Local Education Plan; or Local Government Plan.

The Plans are required by law to maintain the privacy of protected health information and to provide you with notice of our legal duties and privacy practices with respect to PHI. Find Notice of Privacy Practice and other important Legal Notices including Prescription Drug Coverage and Medicare and more at https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/legal_notices.pdf

Find the Notice Regarding Wellness Program at tn.gov/ParTNersForHealth under Wellness, or email benefits.info@tn.gov to request a mailed copy of the Wellness Program Notice.

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Have you been denied services or treated differently for the above stated reasons? Find the Department of Finance and Administration's Nondiscrimination Policy and Complaint Procedures and Form under F&A Department Policies at <https://www.tn.gov/finance/looking-for/policies.html> (Policy 36); contact the F&A Civil Rights Coordinator/Office of General Counsel, 20th Floor, 312 Rosa L. Parks Avenue, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

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لك بالمجان. اتصل برقم 1-800-848-0298. هل تحتاج مساعدة في اللغة، فإنا نقدم لك خدمة الترجمة مجاناً. إذا كنت والبلد: 1 866 576 0029 - ملحوظة: إذا كنت

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ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገኙት ተዘጋጅተዋል። ወደ ሚስተኛው ስልክ ይደውሉ 1-866-576-0029 (ማስታወሻ ለተናገሩት: 1-800-848-0298)።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-576-0029 (TTY: 1-800-848-0298).

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If you have questions about civil rights compliance or concerns, you may also contact:

- U.S. Department of Health & Human Services – Region IV Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street, SW, Atlanta, GA 30303-8909 or 1-800-368-1019 or TTY/TDD at 1-800-537-7697.
- U.S. Office for Civil Rights, Office of Justice Programs, U.S. Department of Justice, 810 7th Street, NW, Washington, DC 20531.
- Tennessee Human Rights Commission, 312 Rosa Parks Avenue, 23rd Floor, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

Tennessee Department of Finance and Administration. Authorization Number 317597, 180,000 copies, July 2023. This public document was promulgated at a cost of \$0.44 per copy.



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We have good news to share for 2024! While health premiums are increasing for some members, there will be no increases to deductibles, copays or coinsurance!

HEALTH INSURANCE PREMIUMS

Local education: Premiums will increase by an average of 5.1% for active employees. Premium increases will vary depending on the health plan, network and tier in which you're enrolled.

Local government: Good news! All members will now have the same level of premiums. Premiums may increase or decrease for active employees depending on the current level for your agency, and the health plan,

network and tier in which you are enrolled. See your agency benefits coordinator with questions.

Local education and local government:

For the BlueCross Network P and Cigna Open Access Plus networks, the additional cost to your premium will increase by \$10 or \$20 per month depending on the tier in which you're enrolled.

Other benefits

For agencies that offer dental and vision coverage, dental plan premiums will increase slightly. Vision premiums will stay the same.

Starting Jan. 1, 2024, Sharecare will be the new wellness program vendor. All enrolled health plan members will

have access to lifestyle counseling, chronic condition management, weight management program, digital health devices, website/mobile app and biometric screenings.

What do I need to do?

On Sept. 1, go to the Annual Enrollment digital newsletter with 2024 benefits updates, premiums, enrollment instructions and educational videos at tn.gov/ParTNersForHealth, click on Annual Enrollment > Enrollment Materials.

If you don't want to make changes to your benefits, you don't have to do anything during Annual Enrollment. We encourage you to review your BCBST and Cigna network options each year.

Questions? Call 800.253.9981 or 615.741.3590, M-F, 8 a.m. – 4:30 p.m. CT or email benefits.administration@tn.gov.

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لک بالعمان. اتصل برقم 1-800-848-0298. متحدث انكسر اللغة، فان خدمات المساعدة اللغوية متوفرة وبالعمان. والبلد: 1 866 576 0029 - ملحوظة: انكسر

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4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information.](#)

State Retirement Plans and Resources

Presented by RetireReady TN

Wednesday, Aug. 9, starting at 11:30 a.m. CT

The session will provide an overview of the retirement benefits and resources available to you through RetireReadyTN, the state's retirement program. Specific topics will include the Tennessee Consolidated Retirement System defined benefit plan, the State of Tennessee 401(k) and 457 Plans, and how the benefits of each come together in the Hybrid and Legacy Plans. RetireReadyTN will also provide detailed information about how to maximize the benefits of each plan and take full advantage of the many financial education resources available to you through RetireReadyTN.



[CLICK HERE TO REGISTER](#)



Simplify Work, Life and You

Presented by ActiveHealth Management and Optum Health

Wednesday, Sept. 13, starting at 11:30 a.m. CT

Are you feeling overwhelmed by everything life throws your way? We will take a closer look at how you can organize your time and manage commitments. Learn how to prioritize tasks and procrastinate less. You'll leave with strategies to help create a more balanced life.

[CLICK HERE TO REGISTER](#)



How to Support Mental Health

Presented by Optum Health

Wednesday, Oct. 18, starting at 11:30 a.m. CT

From time to time we all have friends or family who suffer with low mood. When low mood persists, it's hard to know what to do, especially when you don't want to make things worse. This is not a program about your mental and emotional health; it's about the positive role you can play in other's wellness. Because you're probably not a doctor or health professional, there are limits to the support you can provide, so it's important to know those boundaries. Then, once you understand those limitations, there are many helpful and supportive conversations and actions you can take.

Participants will:

- Understand the boundaries of being a supportive friend versus the role of professionals.
- Know how to overcome social stigma and start the conversation.
- Identify questions to ask and actions to take.
- Recognize the importance of being there.
- Learn that talking about suicide will not make things worse.
- Explore how to follow up without being intrusive.

[CLICK HERE TO REGISTER](#)

Friday, July 28, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachment: 4mind4body (state)

ALL PLANS

For ABCs (all plans)

ABC Roadshow Training Reminder

The ABC Roadshow training is next week! Registration is now closed. We'll email information to those who have registered for the in-person or virtual training early next week. If you have questions about registration or the Roadshow, send us an email at partners@tn.gov.

Edison Down for Maintenance

Edison will be down Sunday, July 30, from 6 a.m. until 12 p.m. CT for regular monthly maintenance. During this time frame, you will not be able to log into the system.

STATE

For Members (state)

Email or subject line: Join Partners for Health and RetireReadyTN for the State Retirement Plans and Resources webinar, Wed., Aug. 9, 11:30 a.m. CT

The session will provide an overview of the retirement benefits and resources available to you through RetireReadyTN, the state's retirement program. Specific topics will include the Tennessee Consolidated Retirement System defined benefit plan, the State of Tennessee 401(k) and 457 plans and how the benefits of each come together in the Hybrid and Legacy plans. RetireReadyTN will also provide detailed information about how to maximize the benefits of each plan and take full advantage of the many financial education resources available to you through RetireReadyTN.

Preregistration is required. Session will not be recorded.

Click here to register:

<https://tn.webex.com/weblink/register/r828cfbbcc52b3f69c2dd70e1749e5c71>

For ABCs (state)

August 4Mind4Body Webinar – State Retirement Plans and Resources

RetireReadyTN will present the next 4Mind4Body webinar about State Retirement Plans and Resources. You can share the information above with employees along with the flyer posted with today's update. Benefits Administration will send an email to state employees prior to the webinar.

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

We don't have any messages for you to share this week.

For ABCs (higher ed)

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

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All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Higher education will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

We don't have any messages for you to share this week.

For ABCs (local ed)

Important! Updated Memorandum of Understanding

All ABCs, directors and finance directors should have received an email on July 26 regarding the updated Memorandum of Understanding. The MOU will need to be signed by the primary ABC, the director and the finance director and returned to Benefits Administration by Aug. 31. Thank you to those agencies that have already returned your signed MOUs.

If you have questions or your agency did not receive the email with the updated MOU, email benefits.administration@tn.gov.

OPEB Surveys

The other post-employment benefits survey email will go out to all local education and local government agencies on Aug. 7. Please watch your email for this important survey, which will give you detailed information on who to contact with questions and the deadline to return information to Benefits Administration.

End of local education message

LOCAL GOVERNMENT

For Members (local gov)

We don't have any messages for you to share this week.

For ABCs (local gov)

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You can take the 2023 HIPAA annual training classes now! **You must complete the training by July 31.**

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This year, we have updated the local government training to include a review of the Memorandum of Understanding.

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- **Local government will take LG_LE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2023.

Training completion schedule:

LG – July 31

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information.](#)

State Retirement Plans and Resources

Presented by RetireReady TN

Wednesday, Aug. 9, starting at 11:30 a.m. CT

The session will provide an overview of the retirement benefits and resources available to you through RetireReadyTN, the state's retirement program. Specific topics will include the Tennessee Consolidated Retirement System defined benefit plan, the State of Tennessee 401(k) and 457 Plans, and how the benefits of each come together in the Hybrid and Legacy Plans. RetireReadyTN will also provide detailed information about how to maximize the benefits of each plan and take full advantage of the many financial education resources available to you through RetireReadyTN.



[CLICK HERE TO REGISTER](#)



Simplify Work, Life and You

Presented by ActiveHealth Management and Optum Health

Wednesday, Sept. 13, starting at 11:30 a.m. CT

Are you feeling overwhelmed by everything life throws your way? We will take a closer look at how you can organize your time and manage commitments. Learn how to prioritize tasks and procrastinate less. You'll leave with strategies to help create a more balanced life.

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How to Support Mental Health

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Wednesday, Oct. 18, starting at 11:30 a.m. CT

From time to time we all have friends or family who suffer with low mood. When low mood persists, it's hard to know what to do, especially when you don't want to make things worse. This is not a program about your mental and emotional health; it's about the positive role you can play in other's wellness. Because you're probably not a doctor or health professional, there are limits to the support you can provide, so it's important to know those boundaries. Then, once you understand those limitations, there are many helpful and supportive conversations and actions you can take.

Participants will:

- Understand the boundaries of being a supportive friend versus the role of professionals.
- Know how to overcome social stigma and start the conversation.
- Identify questions to ask and actions to take.
- Recognize the importance of being there.
- Learn that talking about suicide will not make things worse.
- Explore how to follow up without being intrusive.

[CLICK HERE TO REGISTER](#)

Friday, July 21, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

Attachment: 4mind4body (state)

ALL PLANS

For ABCs (all plans)

Vendor Contact List

The [Vendor Contact List](#) has been updated and includes contacts for 2024 wellness program vendor, Sharecare. Please refer to this version when making requests for benefits fairs and materials that cover 2024 benefits.

ABC Roadshow Training Registration Reminder

Please remember to register for the upcoming ABC Roadshow training by going to the ABC webpage > 2023 Summer Training – NEW and [clicking on Virtual/In-person Registration](#).

Registration deadline is July 27. Here is more information about the upcoming Roadshow training:

- [2023 Summer Training Flyer](#)
- [2023 Summer Training Overview](#)

Local Education ABCs – be sure to see the important MOU message in your section below.

STATE

For Members (state)

Email or subject line: Join Partners for Health and RetireReadyTN for State Retirement Plans and Resources webinar, Wed., Aug. 9, 11:30 a.m. CT

The session will provide an overview of the retirement benefits and resources available to you through RetireReadyTN, the state's retirement program. Specific topics will include the Tennessee Consolidated Retirement System defined benefit plan, the State of Tennessee 401(k) and 457 Plans, and how the benefits of each come together in the Hybrid and Legacy Plans. RetireReadyTN will also provide detailed information about how to maximize the benefits of each plan and take full advantage of the many financial education resources available to you through RetireReadyTN.

Preregistration is required. Session will not be recorded.

Click here to register:

<https://tn.webex.com/weblink/register/r828cfbbcc52b3f69c2dd70e1749e5c71>

For ABCs (state)

August 4Mind4Body Webinar – State Retirement Plans and Resources

RetireReadyTN will present the next 4Mind4Body webinar about State Retirement Plans and Resources. You can share the information above with employees along with the flyer posted with today's update. Benefits Administration will send an email to state employees prior to the webinar.

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

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- **State will take State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:
NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For Members (higher ed)

We don't have any messages for you to share this week.

For ABCs (higher ed)

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Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For Members (local ed)

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For ABCs (local ed)

Important! Updated Memorandum of Understanding

An updated Memorandum of Understanding will go out soon to your directors. The MOU will need to be signed by the primary ABC, the director and the finance director by Aug. 31.

End of local education message

LOCAL GOVERNMENT

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Training completion schedule:

LG – July 31

End of local gov message

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- Explore how to follow up without being intrusive.

[CLICK HERE TO REGISTER](#)

Friday, July 14, 2023 | Weekly ABC Update

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ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

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

Attachments: 2024 Dental Premiums (all plans)
2024 Vision Premiums (all plans)
2024 Short-term Disability Premiums (state/higher ed only)
2024 Long-term Disability Premiums (state/higher ed only)
2024 Basic Term/Basic AD&D Insurance Premiums (state/higher ed only)
2024 Voluntary AD&D Premiums (state/higher ed only)
2024 Voluntary Term Life Insurance Premiums (state/higher ed only)

ALL PLANS

For Members (all plans)

We don't have any messages for you to share this week.

For ABCs (all plans)

ABC Conference Call Notes (all plans)

The combined July 11 ABC Conference Call Notes are posted with today's July 14 Friday ABC Update.

2024 Voluntary Products Premiums Charts (all plans)

The 2024 premium charts for all voluntary products to include dental and vision, and for state and higher education employees, long-term disability, short-term disability and life insurance coverage options are posted with today's July 14 Friday ABC Update on the [ABC webpage](#). If applicable to your employees, you can click the red button to find these premium charts.

ABC Roadshow Training Registration Reminder

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Registration deadline is July 27. Here is more information about the upcoming Roadshow training:

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- [2023 Summer Training Overview](#)

Service Center Metrics/Customer Service Rating (all plans)

The BA Service Center metrics and customer service ratings comparing June 2023 and June 2022 are below.

June 2023

- Tickets via Email: 1,015
- Tickets via Self-Service: 3,138
- Tickets via Phone: 3,801
- Tickets via Chat: 154
- Total: 8,108
- Satisfaction Score: 99.6%

June 2022

- Tickets via Email: 1,230
- Tickets via Self-Service: 3,523
- Tickets via Phone: 3,893
- Tickets via Chat: 162
- Total: 8,808
- Satisfaction Score: 95.1%

STATE

For ABCs (state)

ABC HIPAA Training

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Training completion schedule:

STATE – Sept. 30

End of state message

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Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

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Training completion schedule:

LG – July 31

End of local gov message



2024 Monthly Dental Premiums

| | CIGNA DHMO (PREPAID PROVIDER) PLAN | | | DELTA DENTAL DPPO PLAN | | |
|--------------------------------------|--|---------------------------|---------------------------|--|---------------------------|---------------------------|
| ACTIVE MEMBERS | TOTAL PREMIUM (LOCAL EDUCATION AND LOCAL GOVERNMENT) | STATE EMPLOYEE PREMIUM | STATE EMPLOYER PREMIUM | TOTAL PREMIUM (LOCAL EDUCATION AND LOCAL GOVERNMENT) | STATE EMPLOYEE PREMIUM | STATE EMPLOYER PREMIUM |
| Employee Only | \$14.19 | \$7.09 | \$7.10 | \$20.02 | \$10.01 | \$10.01 |
| Employee + Child(ren) | \$29.47 | \$14.73 | \$14.74 | \$53.23 | \$26.61 | \$26.62 |
| Employee + Spouse | \$25.15 | \$12.57 | \$12.58 | \$39.37 | \$19.68 | \$19.69 |
| Employee + Spouse + Child(ren) | \$34.58 | \$17.29 | \$17.29 | \$81.53 | \$40.76 | \$40.77 |
| COBRA PARTICIPANTS | | | | | | |
| Employee Only/Single | | \$14.47 | | | \$20.42 | |
| Employee + Child(ren) | | \$30.06 | | | \$54.29 | |
| Employee + Spouse | | \$25.65 | | | \$40.16 | |
| Employee + Spouse + Child(ren) | | \$35.27 | | | \$83.16 | |
| COBRA DISABILITY PARTICIPANTS | | | | | | |
| Employee Only/Single | | \$21.29 | | | \$30.03 | |
| Employee + Child(ren) | | \$44.21 | | | \$79.85 | |
| Employee + Spouse | | \$37.73 | | | \$59.06 | |
| Employee + Spouse + Child(ren) | | \$51.87 | | | \$122.30 | |
| RETIREE PARTICIPANTS | | | | | | |
| Retiree Only | | \$15.77 | | | \$26.87 | |
| Retiree + Child(ren) | | \$32.74 | | | \$60.69 | |
| Retiree + Spouse | | \$27.95 | | | \$52.96 | |
| Retiree + Spouse + Child(ren) | | \$38.40 | | | \$95.90 | |

2024 Monthly Vision Premiums

| | BASIC PLAN | EXPANDED PLAN |
|--------------------------------------|------------|---------------|
| ACTIVE MEMBERS | | |
| Employee Only | \$3.18 | \$6.30 |
| Employee + Child(ren) | \$6.35 | \$12.60 |
| Employee + Spouse | \$6.03 | \$11.98 |
| Employee + Spouse + Child(ren) | \$9.33 | \$18.54 |
| COBRA PARTICIPANTS | | |
| Employee Only/Single | \$3.24 | \$6.43 |
| Employee + Child(ren) | \$6.48 | \$12.85 |
| Employee + Spouse | \$6.15 | \$12.22 |
| Employee + Spouse + Child(ren) | \$9.52 | \$18.91 |
| COBRA DISABILITY PARTICIPANTS | | |
| Employee Only/Single | \$4.77 | \$9.45 |
| Employee + Child(ren) | \$9.53 | \$18.90 |
| Employee + Spouse | \$9.05 | \$17.97 |
| Employee + Spouse + Child(ren) | \$14.00 | \$27.81 |
| RETIREE PARTICIPANTS | | |
| Retiree Only | \$3.18 | \$6.30 |
| Retiree + Child(ren) | \$6.35 | \$12.60 |
| Retiree + Spouse | \$6.03 | \$11.98 |
| Retiree + Spouse + Child(ren) | \$9.33 | \$18.54 |
| Spouse Only | \$3.18 | \$6.30 |
| One Child Only | \$3.18 | \$6.30 |
| Two or More Children Only | \$6.35 | \$12.60 |
| Spouse + Children Only | \$6.35 | \$12.60 |



State and Higher Education

2024 Monthly Premiums for Short-term Disability

| STD COST: PER \$100 OF MEMBER'S COVERED MONTHLY SALARY | |
|--|--------|
| Option A: 60%, 14-day elimination period | \$0.41 |
| Option B: 60%, 30-day elimination period | \$0.33 |

| OPTION A TO CALCULATE YOUR MONTHLY PAYROLL DEDUCTION, USE THIS FORMULA | |
|---|----------------|
| Average monthly earnings (not to exceed \$18,055.57)* | Line 1: |
| Line 1 amount divided by 100 | Line 2: |
| Rate | Line 3: \$0.41 |
| Multiply Lines 2 and 3 | Line 4: |
| The amount shown on Line 4 is your estimated monthly payroll deduction | |

| OPTION B TO CALCULATE YOUR MONTHLY PAYROLL DEDUCTION, USE THIS FORMULA | |
|---|----------------|
| Average monthly earnings (not to exceed \$18,055.57)* | Line 1: |
| Line 1 amount divided by 100 | Line 2: |
| Rate | Line 3: \$0.33 |
| Multiply Lines 2 and 3 | Line 4: |
| The amount shown on Line 4 is your estimated monthly payroll deduction | |

*Base annual salary divided by 12

| EXAMPLE SHORT-TERM DISABILITY PREMIUM CALCULATION OPTION A | |
|--|------------|
| Annual salary | \$35,000 |
| Covered monthly salary | \$2,916.67 |
| Number of 100s in average monthly earnings | \$29.17 |
| Monthly premium rate per \$100 | \$0.41 |
| Monthly premium due | \$11.96 |

| EXAMPLE SHORT-TERM DISABILITY PREMIUM CALCULATION OPTION B | |
|--|------------|
| Annual salary | \$35,000 |
| Covered monthly salary | \$2,916.67 |
| Number of 100s in average monthly earnings | \$29.17 |
| Monthly premium rate per \$100 | \$0.33 |
| Monthly premium due | \$9.63 |

2024 Monthly Premiums for Long-term Disability

| LTD: EMPLOYEE'S AGE (PER \$100 OF COVERED MONTHLY SALARY) | | | | | | | | | | |
|---|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Benefit %/ Elimination Period | Under 30 | 30-34 | 35-39 | 40-44 | 45-49 | 50-54 | 55-59 | 60-64 | 65-69 | 70+ |
| Option 1 60%/90 days – Employee Premium | \$.06 | \$.06 | \$.12 | \$.17 | \$.22 | \$.27 | \$.32 | \$.42 | \$.28 | \$.28 |
| Option 2 60%/180 days – Employee Premium | \$.05 | \$.05 | \$.09 | \$.14 | \$.17 | \$.21 | \$.25 | \$.33 | \$.22 | \$.22 |
| Option 3 63%/90 days – Employee Premium | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 | \$.00 |
| Option 3 63%/90 days – Employer Premium | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 | \$.278 |
| Option 4 63%/180 days – Employee Premium | \$.06 | \$.06 | \$.12 | \$.17 | \$.21 | \$.26 | \$.31 | \$.41 | \$.27 | \$.27 |

| OPTION 1 OR 2 TO CALCULATE YOUR MONTHLY PAYROLL DEDUCTION, USE THIS FORMULA | |
|--|---------|
| Average monthly earnings (not to exceed \$12,500)** | Line 1: |
| Line 1 divided by 100 | Line 2: |
| Rate from the rate table | Line 3: |
| Multiply Line 2 by Line 3 | Line 4: |
| The amount shown on Line 4 is your estimated monthly payroll deduction | |

| OPTION 4 TO CALCULATE YOUR MONTHLY PAYROLL DEDUCTION, USE THIS FORMULA | |
|---|---------|
| Average monthly earnings (not to exceed \$15,873.02)** | Line 1: |
| Line 1 divided by 100 | Line 2: |
| Rate from the rate table | Line 3: |
| Multiply Line 2 by Line 3 | Line 4: |
| The amount shown on Line 4 is your estimated monthly payroll deduction | |

**Base annual salary divided by 12

| EXAMPLE LONG-TERM DISABILITY PREMIUM CALCULATION OPTION 1 | |
|---|------------|
| Annual salary | \$35,000 |
| Covered monthly salary | \$2,916.67 |
| Number of 100s in average monthly earnings | \$29.17 |
| Monthly premium rate per \$100 (age 45-49) | \$0.22 |
| Monthly premium due | \$6.42 |

| EXAMPLE LONG-TERM DISABILITY PREMIUM CALCULATION OPTION 3 | |
|---|------------|
| Annual salary | \$35,000 |
| Covered monthly salary | \$2,916.67 |
| Number of 100s in average monthly earnings | \$29.17 |
| Monthly premium rate per \$100 (45-49) | \$0.00 |
| Monthly premium due – Employee (Employer Prem = \$.278 x 29.17 = \$8.11) | \$0.00 |



2024 Employee Basic Term Life/AD&D Coverage Calculation Examples

Employee Premium Rate = Zero

Employer Premium Rate = \$0.162 Basic Term Life; \$0.019 Basic AD&D per \$1000 Benefit

| SALARY | LEVELS OF COVERAGE | | EMPLOYEE PREMIUM RATES | | EMPLOYER PREMIUM RATES | | |
|--------------|--------------------|------------|------------------------|-----|------------------------|------------|---------------|
| | Basic Term Life | Basic AD&D | \$0 | \$0 | Basic Term Life | Basic AD&D | Total Premium |
| \$12,000.00 | \$50,000 | \$50,000 | \$0 | \$0 | \$8.10 | \$0.95 | \$9.05 |
| \$15,200.00 | \$50,000 | \$50,000 | \$0 | \$0 | \$8.10 | \$0.95 | \$9.05 |
| \$24,152.00 | \$50,000 | \$50,000 | \$0 | \$0 | \$8.10 | \$0.95 | \$9.05 |
| \$30,057.00 | \$50,000 | \$50,000 | \$0 | \$0 | \$8.10 | \$0.95 | \$9.05 |
| \$71,000.00 | \$71,000 | \$71,000 | \$0 | \$0 | \$11.502 | \$1.349 | \$12.85 |
| \$125,000.00 | \$125,000 | \$125,000 | \$0 | \$0 | \$20.25 | \$2.375 | \$22.63 |
| \$288,545.00 | \$250,000 | \$250,000 | \$0 | \$0 | \$40.50 | \$4.75 | \$45.25 |

Basic term life coverage amount is equal to 1x the employee's base annual salary rounded to the next highest \$1,000. Minimum coverage is \$50,000 and maximum coverage is \$250,000, except when reduced at age milestones shown below. Basic AD&D coverage amount is equal to 1x the basic term life coverage amount.

Reduction in coverage due to reaching age milestones

| SALARY | UNDER AGE 65 COVERAGE (100%) | | AGES 65 – 69 AND ALL PERMAPLAN EMPLOYEES (65%) | | AGES 70 – 74 (45%) | | AGES 75 AND OVER (30%) | |
|--------------|------------------------------|------------|--|------------|--------------------|------------|------------------------|------------|
| | Basic Term Life | Basic AD&D | Basic Term Life | Basic AD&D | Basic Term Life | Basic AD&D | Basic Term Life | Basic AD&D |
| \$12,000.00 | \$50,000 | \$50,000 | \$32,500 | \$32,500 | \$22,500 | \$22,500 | \$15,000 | \$15,000 |
| \$15,200.00 | \$50,000 | \$50,000 | \$32,500 | \$32,500 | \$22,500 | \$22,500 | \$15,000 | \$15,000 |
| \$24,152.00 | \$50,000 | \$50,000 | \$32,500 | \$32,500 | \$22,500 | \$22,500 | \$15,000 | \$15,000 |
| \$30,057.00 | \$50,000 | \$50,000 | \$32,500 | \$32,500 | \$22,500 | \$22,500 | \$15,000 | \$15,000 |
| \$71,000.00 | \$71,000 | \$71,000 | \$46,150 | \$46,150 | \$31,950 | \$31,950 | \$21,300 | \$21,300 |
| \$125,000.00 | \$125,000 | \$125,000 | \$81,250 | \$81,250 | \$56,250 | \$56,250 | \$37,500 | \$37,500 |
| \$288,545.00 | \$250,000 | \$250,000 | \$162,500 | \$162,500 | \$112,500 | \$112,500 | \$75,000 | \$75,000 |



Voluntary AD&D 2024 Monthly Cost Illustration

Monthly Premium Rate Per \$1,000 of Benefit = \$0.021

| EMPLOYEE VOLUNTARY AD&D | | DEPENDENT VOLUNTARY AD&D | | TOTAL |
|---|------------------------------------|---|----------------------------|--|
| Employee Level of Voluntary AD&D Coverage | Total Monthly Cost - Employee Only | Spouse Only: 60% of EE's Voluntary AD&D | Monthly Cost - Spouse Only | Total Monthly Cost - Employee + Spouse |
| \$50,000 | \$1.050 | \$30,000 | \$0.630 | \$1.680 |
| \$60,000 | \$1.260 | \$36,000 | \$0.756 | \$2.016 |
| \$100,000 | \$2.100 | \$60,000 | \$1.260 | \$3.360 |
| \$250,000 | \$5.250 | \$150,000 | \$3.150 | \$8.400 |
| \$500,000 | \$10.500 | \$300,000 | \$6.300 | \$16.800 |

| EMPLOYEE VOLUNTARY AD&D | | DEPENDENT - SPOUSE & CHILD(REN) VOLUNTARY AD&D | | | | TOTAL | ADDITIONAL CHILDREN |
|---|------------------------------------|--|---|--|---|--|--|
| Employee Level of Voluntary AD&D Coverage | Total Monthly Cost - Employee Only | Spouse = 40% of EE's Voluntary AD&D | Child(ren) = 10% of EE's Voluntary AD&D (per child) | Total Spouse & Child (one child) Voluntary AD&D Coverage | Total Monthly Cost - Spouse and Child (one child) | Total Monthly Cost - Employee + Spouse + Child (one child) | Additional Monthly Cost per Enrolled Child |
| \$50,000 | \$1.050 | \$20,000 | \$5,000 | \$25,000 | \$0.525 | \$1.575 | \$0.105 |
| \$60,000 | \$1.260 | \$24,000 | \$6,000 | \$30,000 | \$0.630 | \$1.890 | \$0.126 |
| \$100,000 | \$2.100 | \$40,000 | \$10,000 | \$50,000 | \$1.050 | \$3.150 | \$0.210 |
| \$250,000 | \$5.250 | \$100,000 | \$25,000 | \$125,000 | \$2.625 | \$7.875 | \$0.525 |
| \$500,000 | \$10.500 | \$200,000 | \$50,000 | \$250,000 | \$5.250 | \$15.750 | \$1.050 |

| EMPLOYEE VOLUNTARY AD&D | | DEPENDENT VOLUNTARY AD&D - CHILD(REN) ONLY | | TOTAL | ADDITIONAL CHILDREN |
|---|------------------------------------|--|--|---------------------------------------|--|
| Employee Level of Voluntary AD&D Coverage | Total Monthly Cost - Employee Only | Child(ren) Only = 10% of EE's Voluntary AD&D per Child | Monthly Cost - Child(ren) Only (One Child) | Total Monthly Cost - Employee + Child | Additional Monthly Cost per Enrolled Child |
| \$50,000 | \$1.050 | \$5,000 | \$0.105 | \$1.155 | \$0.105 |
| \$60,000 | \$1.260 | \$6,000 | \$0.126 | \$1.386 | \$0.126 |
| \$100,000 | \$2.100 | \$10,000 | \$0.210 | \$2.310 | \$0.210 |
| \$250,000 | \$5.250 | \$25,000 | \$0.525 | \$5.775 | \$0.525 |
| \$500,000 | \$10.500 | \$50,000 | \$1.050 | \$11.550 | \$1.050 |



2024 Voluntary Term Life - Active Employee & Spouse Premium Rates

| ATTAINED AGE BRACKET | MONTHLY PREMIUM RATE PER \$1,000 OF BENEFIT: |
|----------------------|--|
| Under 20 | \$0.048 |
| 20-24 | \$0.048 |
| 25-29 | \$0.048 |
| 30-34 | \$0.051 |
| 35-39 | \$0.063 |
| 40-44 | \$0.096 |
| 45-49 | \$0.162 |
| 50-54 | \$0.274 |
| 55-59 | \$0.427 |
| 60-64 | \$0.664 |
| 65-69 | \$1.102 |
| 70-74 | \$1.102 |
| 75-79 | \$1.102 |
| 80 and over | \$1.102 |

2024 Voluntary Term Life - Ported Employee & Spouse Premium Rates

| ATTAINED AGE BRACKET | MONTHLY PREMIUM RATE PER \$1,000 OF BENEFIT: |
|----------------------|--|
| Under 20 | \$0.057 |
| 20-24 | \$0.057 |
| 25-29 | \$0.057 |
| 30-34 | \$0.062 |
| 35-39 | \$0.076 |
| 40-44 | \$0.115 |
| 45-49 | \$0.194 |
| 50-54 | \$0.328 |
| 55-59 | \$0.512 |
| 60-64 | \$0.797 |
| 65-69 | \$1.322 |

2024 Voluntary Term Life - Child Term Rider Rate

| ATTAINED AGE BRACKET | MONTHLY PREMIUM RATE PER \$1,000 OF BENEFIT |
|----------------------|---|
| \$2,500 | \$0.15 |
| \$5,000 | \$0.30 |
| \$10,000 | \$0.60 |

Friday, July 7, 2023 | Weekly ABC Update

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

ALL PLANS

STATE

HIGHER EDUCATION

LOCAL EDUCATION

LOCAL GOVERNMENT

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

We don't have any messages for you to share this week.

For ABCs (all plans)

ABC Roadshow Training Registration Reminder

Please remember to register for the upcoming ABC Roadshow training by going to the ABC webpage > 2023 Summer Training – NEW and [clicking on Virtual/In-person Registration](#). Here is more information about the upcoming Roadshow training:

- [2023 Summer Training Flyer](#)
- [2023 Summer Training Overview](#)

STATE

For ABCs (state)

ABC Conference Calls

The next ABC conference call is Tuesday, July 11. Benefits Administration staff will join you remotely via WebEx.

- **State: Tuesday, July 11 from 11:30 a.m. - 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- State will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

STATE – Sept. 30

End of state message

HIGHER EDUCATION

For ABCs (higher ed)

ABC Conference Calls

The next ABC conference call is Tuesday, July 11. Benefits Administration staff will join you remotely via WebEx.

- **Higher Ed: Tuesday, July 11 from 8:30 – 9 a.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- Higher education will take **State_HE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2023.

Training completion schedule:

HE – Aug. 31

End of higher ed message

LOCAL EDUCATION

For ABCs (local ed)

ABC Conference Calls

The next ABC conference call is Tuesday, July 11. Benefits Administration staff will join you remotely via WebEx.

- **Local Ed: Tuesday, July 11 from 9:30 - 10 a.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

ABC Conference Calls

The next ABC conference call is Tuesday, July 11. Benefits Administration staff will join you remotely via WebEx.

- **Local Government: Tuesday, July 11 from 10:30 – 11 a.m. CT**

Use the webinar (WebEx) login link and instructions in the **attached** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

ABC HIPAA Training

You can take the 2023 HIPAA annual training classes now! There is no need to wait; however, **you must complete the training by the last day of your plan's assigned training month.**

Here is a YouTube HIPAA instruction video to walk you through the process:

<https://youtu.be/54eqJ4WjPZw> (this video is NOT the training).

This year, we have updated the local government training to include a review of the Memorandum of Understanding.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All primary and backup ABCs and directors who have access to Edison are required to complete the annual HIPAA training. The HIPAA training is an example of BA's commitment to educate and promote a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now and not have to worry about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory

training requirements may result in the suspension of insurance benefits access. Training requirements will not be waived unless approved in advance by BA's HIPAA compliance officer.

- **Local government will take LG_LE_HIPAA_2023**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type "HIPAA" > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2023.

Training completion schedule:

LG – July 31

End of local gov message