

**Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
Feb. 10, 2026**

Communications

Materials and Updates

- **Assistance Following Winter Storm Fern:** We know many employees and their families have been affected by winter storm Fern. Information was provided in the **Jan. 30 ABC Friday Update** on telehealth for members, Teledoc Health available to everyone, Here4TN Emotional Wellbeing Solutions and the Tennessee Disaster Information Line. You can find this information by going to the [ABC webpage](#) and then clicking on the Weekly Updates accordion.
 - If you or your loved ones have experienced property damage, the Tennessee Emergency Management Association has resources and information on the TEMA [website](#) and [Facebook page](#).
 - **TEMA Survey to Self-Report Damages to Homes Impacted by Winter Storm Fern:** The Tennessee Emergency Management Agency is asking anyone whose home has been impacted by recent events to complete a new, easy-to-use survey to report any damages.
The survey helps the state better understand the types and extent of damage Tennesseans are experiencing. Submitting the survey does not guarantee assistance, but it is a critical step in helping state and local officials assess impacts and identify potential needs across Tennessee.
The survey is designed to take only a few minutes to complete.

The survey is available online and can be completed from a computer or mobile device by [visiting the online damage reporting survey](#).
Here is the link:
<https://survey123.arcgis.com/share/9d585f7786564e52a34be72254f425ce>
 - **January Winter Storm Home Crisis Cleanup Hotline:** Call (844) 965-1386 to get assistance with fallen trees, piling debris and garbage at the curb, tarping roofs and more. All services are free but not guaranteed due to overwhelming demand. This hotline will remain open through Feb. 13, 2026.
- **Cigna and Lifepoint Hospitals Update:** This information was shared in an ABC Friday Update. Lifepoint Hospitals will rejoin the Cigna LocalPlus and Open Access Plus networks effective Feb. 15, 2026. Cigna and Lifepoint Hospitals reached a new three-year contract agreement. Cigna mailed impacted members the week of Jan. 19, 2026, about the agreement. Impacted facilities are listed below:

- Riverview Regional Medical Center – Carthage
 - Southern Tennessee Regional Health System – Lawrenceburg
 - Southern Tennessee Regional Health System – Pulaski
 - Southern Tennessee Regional Health System – Winchester/Sewanee
 - Starr Regional Medical Center – Athens
 - Trousdale Medical Center – Hartsville
- **Cigna and East Tennessee Children’s Hospital:** East Tennessee Children’s Hospital will potentially leave the Cigna LocalPlus and Open Access Plus networks, effective March 1, 2026. Cigna is working in good faith with ETCH to reach a new contract agreement that will keep them in the Cigna LP and OAP networks. Cigna mailed letters to impacted members on Monday, Feb. 2. We’ll provide more information as the negotiations develop.
 - **New Partners for Health Maternal Resources Webpage:** The Partners for Health, Your Life, Your Benefits webpage has added a new topic: **Maternal Resources**. The webpage pulls together resources by topic, so members have useful information at their fingertips. Topics currently available on the [Your Life, Your Benefits webpage](#) include:
 - Weight Management
 - Diabetes Support
 - Stress and Anxiety
 - Maternal Resources
 - **2026 ABC Conference Call Schedule:** We’ve posted the 2026 ABC call dates on the main ABC webpage under [ABC Resources](#). The dates are listed on the page [2026 ABC Monthly Conference Call Schedule](#).
 - **State Offices and the Benefits Administration Service Center Closed:** State offices and the BA Service Center will be closed Monday, Feb. 16, 2026, for Presidents Day.
 - **State: March 4Mind4Body Webinar How to Beat Fatigue and Sleep Better:** Optum Behavioral Health will present the March 4Mind4Body webinar, **How to Beat Fatigue and Sleep Better**, on Wednesday, March 5, from 11:30 a.m. to 12:30 p.m. CT.
 - Sleep is important to our health, and not getting enough sleep can cause significant safety risks. This session explores the importance of sleep, the sleep cycle, how to break the barriers to a good night’s sleep and simple ways to develop good sleeping habits.
 - Preregistration is required. Session will be recorded and made available after the session.
 - Go to this [registration page to register](#).
 - Go to the [Partners for Health webinar webpage](#) for current and past webinars.

Operations

- **New Dependent eForm:** Paula Vetter, BA’s insurance benefits manager, provided information on a new Dependent Update eForm. Notes from the slides are included.
 - ABCs can now make updates to dependent demographic information.

- The Dependent Update eForm is located in the benefit work center with the other eForms.
 - This can be used to update a dependent's name, date of birth, gender, relationship to the employee, marital status, address and contact information.
 - To start a new form, you will select Create a Dependent Form and then locate the employee using the employee ID, name or Social Security number.
 - Page one is where you will make the change to the dependent's information.
 - Page two will be where you will upload any required documents and submit the request. Comments can be added at the bottom of the page if needed.
- **Higher Ed/Local Ed/ Local Gov: Revised Employee Checklist:** Tameka Allen, BA's program director of the active service center, presented information on the revised Employee Checklist that has been added to the New Hire module Activity Guide in Edison.
 - Step-by-step instructions for employees self-enrolling in new hire coverage in Edison to view the employee checklist.
 - **Access the Edison Website.**
 - Go to the Edison website and select **Employee Portal Login or Benefits Enrollment.**
 - Enter your Edison Access ID and Password.
 - **Navigate to Benefits Enrollment.**
 - Click the **Benefits & Health** tab, then select the **Benefits Enrollment** link.
 - **Enter the Enrollment Module.**
 - Click the **Enter Here** link to proceed to the Activity Guide Enrollment Module. You will see your name displayed on this page.
 - **Review Required Activities.**
 - On the next page, you will see a list of required activity tiles on the left side of the screen. Locate the tile labeled **New Hire Enrollment Review**—this serves as your checklist to acknowledge and complete.

HIGHER EDUCATION QUESTIONS

Higher Ed: For the benefits checklist, do we have to use this one from BA or can the institution have our own checklist?

Answer: We prefer that you use the one provided by Benefits Administration, which is either embedded in Edison or the print version on the ABC webpage.

Higher Ed: Will there be any form of relief for employees who enrolled in Cigna but lost network providers in February?

Answer: No, there won't be. Members enrolled with Cigna will still be able to use these facilities for emergency care at the in-network level. Members did not lose Cigna coverage as a result of the network changes. Cigna still meets network access requirements, and Erlanger facilities remain in-network. In an emergency, members can utilize the nearest hospital, and emergency services will be covered at the in-network benefit level.

It's not considered a special qualifying event when providers and hospitals leave the network, and therefore, members are not eligible to change elections. Members who are affected can apply to

Cigna for Continuity of Care if they are undergoing ongoing treatment for something like cancer or maternity; otherwise, members who are not currently undergoing ongoing treatment but have regular providers must seek coverage from other in-network providers. Members can call Cigna for additional assistance to find a new provider or facility.

Higher Ed: If employees sign the paper new hire checklist instead of the one in Edison, but they enroll using Edison, are we penalized as ABCs for not completing it electronically?

Answer: No. You and the employees will not be penalized if you have the paper copy on file.

Higher Ed: Just confirming, the information discussed today will be in the call notes?

Answer: Yes. We include the presentation information in the notes, along with the questions and answers.

Higher Ed: Is that checklist in the new-hire system?

Answer: Yes. We have included an electronic checklist within Edison for those enrolling via employee self-service.

Higher Ed: I have a TASC question about billing for claims funding notice. I have not been able to get a complete answer for how these have been sent and reconciled. I did not know where to allocate. I sent everything, and it looks like a match.

Answer: The email you received is relaying that we received an amount of funds, and it doesn't match what we have on file. Amanda Odom with TASC will set up a meeting with you.

Higher Ed: Do you think you and TASC could set up a meeting with all ABCs on any TASC issues since we've been using TASC for a month now?

Answer: Every setup is not the same for all higher education institutions.

Higher Ed: When a new hire was a dependent but had not been the dependent in years, what leaves them attached (to the prior plan), preventing them from enrolling in employee self-service?

Answer: The Social Security number ties them to the other record as the dependent; however, this should not prevent you from hiring the employee in Edison, nor should it prevent them from self-enrolling in Edison, or prevent you from creating a Benefit eForm.

Higher Ed: So previously, when BCBST had a network change, it still gave some coverage throughout the year, and I have some who switched coverage due to CHI Memorial. Do we know if they will offer any level of coverage since they made the announcement?

Answer: There is a difference between the BCBST network change and the Cigna and CHI Memorial network change. The BCBST network change occurred later in the plan year, and CHI Memorial offered to waive balance billing and accepted the old in-network rates for the rest of the year. It is not up to BCBST and Cigna to agree to those terms; it is up to the providers. It is up to CHI Memorial to waive balance billing and accept the old in-network rates, and if they don't, then there is nothing Cigna can do in this situation. Cigna and CHI Memorial are still negotiating, so they may reach contract terms and then backdate claims to the February date. Hopefully, they will agree to terms and backdate their contract, and there will be no disruption. In the interim, members should talk to their providers to see whether they will be balance billed.

LOCAL EDUCATION QUESTIONS

Local Ed: I was hoping that East Tennessee Children's Hospital had reached that agreement with Cigna.

Answer: Cigna has not reached an agreement with the hospital. We will keep you posted as negotiations develop.

Local Ed: Any new information on CHI Memorial (Chattanooga) and Cigna reaching an agreement? I have a lot of members who are hoping that they can reach an agreement. It is just that a lot of members have used CHI Memorial and providers for a long time.

Answer: CHI Memorial did go out of the Cigna network as of Feb. 1, 2026. They're still in negotiations and they are hoping to come to a contract agreement. If they reach an agreement, they may agree to backdate and reprocess claims, but we won't know until those contract negotiations are final. Please remind members that emergency services are still covered at the in-network benefit level. However, for non-emergent services, members should start looking for new providers. Erlanger facilities remain in the Cigna network.

Local Ed: This is a question about TASC. We are having a hard time setting up our TASC. Is there someone who can reach out to us?

Answer: Yes. We'll have someone with TASC onboarding contact you as soon as possible.

Local Ed: Our payroll department is having an issue with TASC as it relates to adding an amount to the employee and having the past funding caught up. She has requested a call back but hasn't received a response yet.

Answer: We'll have someone with TASC reach out to you as soon as possible.

Local Ed: Will this new hire checklist be added during the Annual Enrollment process or is this just for new hire enrollments?

Answer: This is just for new hire enrollments.

Local Ed: I missed the part about those local education agencies that are using paper forms.

Answer: Nothing has changed if you are using the paper form; the employee and ABC will still sign the form, and you will keep a copy in your records. We've added the employee checklist to Edison so it can be acknowledged there as well.

Request from ABC Dee Parker: I have always enrolled employees through the paper form. Just curious if anyone on here uses the employee self-service online enrollment? If so, can you reach out to me? I want to know if it works well with your new employees. Here is Dee's email address:

dee.parker@bentoncountyschools.org

Local Ed: On TASC, it looks as though they now pull from your payroll date the amount you submitted to them for the yearly amount divided by your total number of payrolls. Is this correct?

Answer: That's correct if you are set up for the yearly amount.

Local Ed: Could someone assist me with pulling our PPACA report?

Answer: Yes. If you need assistance running the PPACA report, you can create a Zendesk ticket and a trainer will help you. Also, here's a presentation on How to Run the PPACA report:

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

LOCAL GOVERNMENT QUESTIONS

Local Gov: Can the updated eForm be used in lieu of the other method?

Answer: You would only submit one method. If you don't want to submit a corrections form, you can submit the new Dependent eForm in Edison.

Local Gov: Where is the employee checklist located? We enroll everyone in a Benefit eForm. The employee doesn't complete their enrollment.

Answer: You won't see the checklist unless they go to enroll in Edison as a new hire. The employee will see it on the screen when they enroll. If you enroll your employees using Benefit eForm, you'll continue to use a paper employee checklist and save it in your files.

Local Gov: Can you forward this (employee checklist) slide so that we can be familiar with it?

Answer: We're not able to include that screenshot as it's not ADA-compliant, but we have these notes to help you:

- Step-by-step instructions for employees self-enrolling in new hire coverage in Edison to view the employee checklist.
- **Access the Edison Website.**
- Go to the Edison website and select **Employee Portal Login or Benefits Enrollment.**
- Enter your Edison Access ID and Password.
- **Navigate to Benefits Enrollment.**
- Click the **Benefits & Health** tab, then select the **Benefits Enrollment** link.
- **Enter the Enrollment Module.**
- Click the **Enter Here** link to proceed to the Activity Guide Enrollment Module. You will see your name displayed on this page.
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- On the next page, you will see a list of required activity tiles on the left side of the screen. Locate the tile labeled **New Hire Enrollment Review**—this serves as your checklist to acknowledge and complete.

Local Gov: I have a new human resources director, and she wants to talk to someone about how the state figures the new rates for the year. Who does she need to talk to?

Answer: Please submit a Zendesk ticket and we'll have someone get back to you.

Request from ABC Mary-Beth Sadler: If there are other agencies that use Edison for health insurance and Munis as their HRIS, is there anyone I could ask about their process? We are new and getting settled. We're looking to streamline our process between the two systems as much as possible. Please reach out to Mary-Beth Sadler at msadler@hvilletn.org if you have information to share.

Local Gov: How do we designate a new ABC? I'm retiring soon.

Answer: There is a security form that you'll need to complete for your replacement. We'll have a trainer reach out to you.

Local Gov: We are an agency that still uses physical paper for enrollment. How do we go about setting up our employees and agency for eForm enrollment?

Answer: You are already set up to use the Benefit eForm. I'll have a trainer reach out to you to answer any questions you may have.

Local Gov: Our agency has not been in the benefits program for a year. We joined mid-year in 2025. Does the state, or do we as an agency, send the benefit form to employees so they can file their IRS taxes? It is my understanding this report has to be mailed to employees by Feb. 28.

Answer: We can help you with the PPACA report that will help you to complete those forms. Benefits Administration will not fill out the forms for you, but we can run a report to help you complete and send them. We'll also have a trainer reach out to you. Here is a presentation on How to Run the PPACA report:

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

Local Gov: Is there a query that gives all active members' physical addresses? There is one for address changes, but that doesn't always include every active member.

Answer: You can use this query, TN_BA302_PERSON_AND_JOB. If you still do not get the results you need please create a Zendesk ticket and we will have a query created.

Local Gov: I am new to this role. I do need information on tax information I would need to send out.

Answer: You can go to this IRS website. This page has information for employers:

<https://www.irs.gov/affordable-care-act/employers>

Local Gov: With the Paperwork Burden Reduction Act, we no longer have to provide the paper forms unless requested, correct? This is for printing and sending 1095-C.

Answer: For 2025, the IRS authorized that you do not have to automatically mail a 1095-C to anyone who did not specifically request an electronic copy. The state is not mailing any 1095-Cs unless the employee specifically requests them. Anyone who does not opt in has to request a 1095-C by mail. Your agency is no longer required to mail a paper 1095-C form unless the employee requests one.

STATE QUESTIONS

State: If a hospital leaves the Cigna network, can members change coverage? How does it affect members when their doctors are no longer in-network?

Answer: It's not considered a special qualifying event when providers and hospitals leave the network, and therefore, members are not eligible to change elections. Members who are affected can apply to Cigna for Continuity of Care if they are undergoing ongoing treatment for something like cancer or maternity; otherwise, members who are not currently undergoing ongoing treatment but have regular providers must seek coverage from other in-network providers. Members can call Cigna for additional assistance to find a new provider or facility.

State: How does a member apply for Continuity of Care? I have a member with a child who has cancer.

Answer: Members apply for Continuity of Care by calling Cigna and they can assist with filling out the request form and also work with the provider to get them to sign the form. The customer care number is 800.997.1617. Also, here is a link to the Transition of Care and Continuity of Care information and form on the Cigna website: [Continuity of Care Form](#)

State: Could you tell me about the steps through Edison to get to the dependent e-form screen? Can the employee make these updates?

Answer: Here are the steps in Edison:

Edison > Benefits Workcenter > Benefit e-form > Dependent Update e-form

Although members can add or remove dependents during Annual Enrollment or a special qualifying event, dependents and dependent information can only be updated by the ABC and/or BA. This form can be used year-round.