

Benefits Changes

Medical Premiums & Network Costs

Dental Premiums

HSA's

Wellness Vendor & Expanded Access

Communications Annual Enrollment

The Main Event & Your Ticket!

Digital Newsletter & On Demand

Promoting and Steps to make AE a hit

Backstage Pass

615.741.3590

800.253.9981

benefits.administration@tn.gov

Monday-Friday, 8 a.m. to 4:30 p.m. CT

[Zendesk](https://benefitssupport.tn.gov/hc/en-us): benefitssupport.tn.gov/hc/en-us

Live chat during business hours: Green "Help" button



facebook.com/ParTNersForHealthTN



linkedin.com/company/tn-partners-for-health/



youtube.com/partnersforhealthtn

Voluntary Products Overview

Dental

Knowledge Check

What are members encouraged to receive from their provider before receiving services?

Vision

Knowledge Check

With which vision plan are members are eligible to obtain an eye exam and lenses once every calendar year?

Onboarding, Rehires, & Queries

Onboarding

Knowledge Check:

LE (Hire Date as Eligibility) - The employee's Hire Date is 9/4. What is their eligibility and effective date?

LE (End of Subsequent Month) - The employee's Hire Date is 5/4. What is their eligibility and effective date?

LG (No Probation) - The employee's Hire Date is 5/4. What is their eligibility and effective date?

LG (60-Day Probation) - The employee's Hire Date is 8/4. What is their eligibility and effective date?

Time and Date Calculator – timeanddate.com/date/dateadd.html

Onboarding Must Haves

LE ABC Checklist – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_checklist_le.pdf

LG ABC Checklist – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_checklist_lg.pdf

LE New Hire Guide – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/2023_guide_le.pdf

LG New Hire Guide – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/2023_guide_lg.pdf

Employee Change Application –

https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/2022_forms/1043_2022.pdf

Enrolling in Benefits eForm

[tn.gov/partnersforhealth](https://www.tn.gov/partnersforhealth) > ABC webpage > Training > eForms

[tn.gov/partnersforhealth](https://www.tn.gov/partnersforhealth) > ABC webpage > ABC Guides > How Edison Works

Employee Self-Service

[tn.gov/partnersforhealth](https://www.tn.gov/partnersforhealth) > ABC webpage > Training > How to Enroll Using ESS

Updates & New Hires

The Query Tool

Deadlines & Administrative Errors

Practice Activity

You will be instructed to work through your assigned group practice question(s) during the designated practice time.

1. What's the first step of onboarding a new hire?
2. Where do you find it?
3. Where can you find a list of all the eligible dependents?
4. What documents are needed to cover a spouse?
5. How many days does the employee have to enroll in coverage? If they miss the deadline to enroll, do we give them additional time?
6. Give an example of when you should use the Admin Error Form.
7. If an employee's eligibility date is the hire date for the employee, what is the employee's effective date?
8. Roy is hired 8/1 and his eligibility date is also 8/1. What is the last day he can enroll in benefits?
9. Jan is hired 8/15 and her eligibility date is also 8/15. What is the last day she can enroll in benefits?
10. How many ways can an employee enroll in benefits? What are they?

Bonus Questions

LE- Joe is hired at your agency on 10/10. Your agency has chosen to use the employee's hire date as the eligibility date. What is his:

Hire date –

Eligibility date –

Last day to enroll in benefits –

Effective Date –

LG - Donna is hired at your agency on 9/2. Your agency has a 30-day probation period. What is her:

Hire date –

Eligibility date –

Last day to enroll in benefits –

Effective Date –

Partners for Health Website Review

Billing

Direct Billing

Leave of Absence Forms

[Continue Coverage](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1037.pdf) – <https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1037.pdf>

[Suspend Coverage](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1036.pdf) – <https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1036.pdf>

Knowledge Check:

Is re-enrollment automatic for someone who has suspended benefits while on a leave of absence?

External Calendar

[tn.gov/partnersforhealth](https://www.tn.gov/partnersforhealth) > ABC webpage > Edison Information

Knowledge Check:

When is your agency's final bill confirmed?

Wellness/BHO/EAP

[HERE4TN](https://here4tn.com) – <https://here4tn.com>

Retirement

Retirement Guide

tn.gov/partnersforhealth > ABC webpage > ABC Guides > Retirement Guide

Eligibility

Knowledge Check:

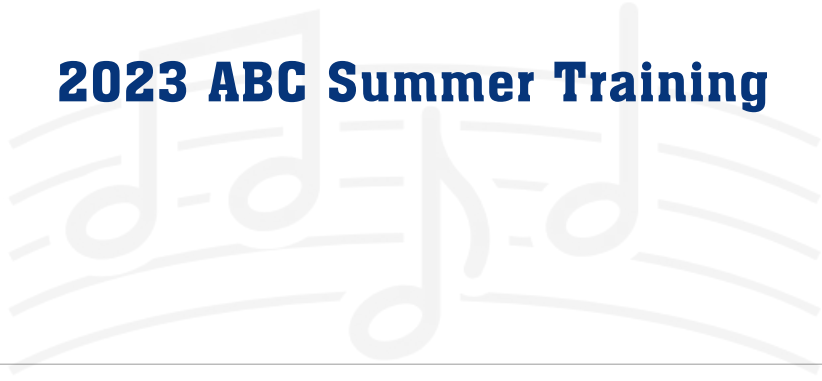
Mrs. Johnson, 61, is looking to retire from her local government agency. She only has medical insurance as an active employee. She wants to know if she can enroll in retiree vision and dental insurance if her agency does not offer it as an active employee. Is she eligible for retiree vision and dental insurance?

The Tennessee Plan

[Explanation Video](https://youtu.be/T3CNNrmKMcs) – <https://youtu.be/T3CNNrmKMcs>

Knowledge Check:

Mr. Thomas, 67, is looking to retire and wants to enroll on the TN Plan with UMR, dental, and vision coverage. Which application will he need to submit? Is he eligible for everything?



Retiree Vision

Retiree Dental

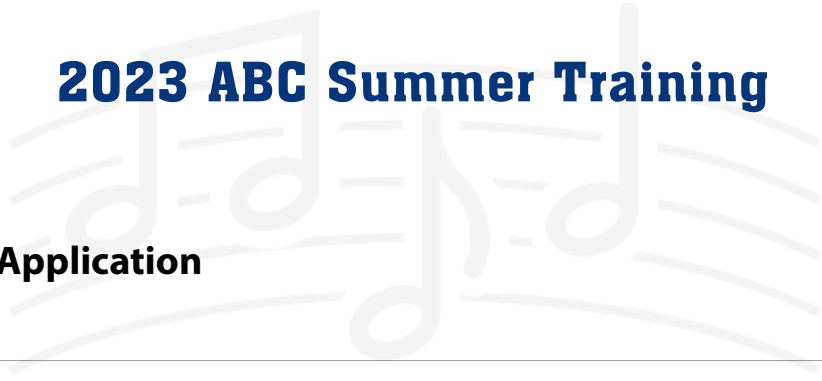
Special Qualifying Events & Enrollment Change Application

Acquire Events

Knowledge Check

How many days do you have to submit a permanent Social Security number to BA?

Loss of Eligibility Events



Enrollment Change Application

Cancel Request

Knowledge Check

If an employee loses coverage, what do you need from them to enroll them into benefits?

Administrative Error Form

Queries Related to SQEs

Practice Activity

Mr. Ray Charles Benefits signed up for single coverage health, dental, and no vision coverage during Annual enrollment in 2022. Now it is August, and he recently welcomed a new addition to the family. The child was born on August 2nd. What's the first step of onboarding a new hire?

1. Can Mr. Benefits add the newborn to coverage in the middle of the year?
2. If so, what do you as the ABC need to do?
3. Mr. Benefits would like to add his spouse and two other natural children. Can Mr. Benefits add everyone mid-year along with the newborn?
4. What documents would Mr. Benefits need to submit to add his additional dependents?
5. How should you submit this change for Mr. Benefits?
6. Since Mr. Benefits is adding a dependent, how long does he have to submit the enrollment?
7. What should Mr. Benefits do if he wants to cancel coverage mid-year? Where can you find this information?
8. Mrs. Dolly Parton Dental always declines to take health insurance with the State because she is on her spouse's plan. Unfortunately, he was let go from his job and they are both losing coverage. Can Mrs. Dental join the plan mid-year? What should the ABC tell Mrs. Dental?
9. How long does Mrs. Dolly Parton Dental have to enroll on benefits?
10. If the loss of coverage date is 9/1 what is the last date Mrs. Dolly Parton Dental has to enroll in benefits? What day would benefits be effective if we used the last day?

Zendesk

Articles and Searches

Submitting a Ticket

Signing in, Viewing your profile, & My activities

Answer Bot
