

Benefits Changes

Medical Premiums & Network Costs

Dental Premiums & Premium Coverage

HSA's & FSA's

Long-Term Disability & Wellness Vendor

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?

Life Insurance

Disability Changes

tn.gov/partnersforhealth > Publications > Publications > Disability Insurance

Short-Term Disability

Long-Term Disability

Knowledge Check:

What type of disability insurance and for which option will be covered at 100% by the state beginning 1/1/2024?

Life Insurance Changes

Basic Term/Basic AD&D

tn.gov/partnersforhealth > Publications > Publications > Life Insurance

Knowledge Check:

Wayne's salary is \$60,000.

Basic Term life coverage amount will be: _____

AD&D coverage amount: _____

What if his salary is \$255,000?

Basic Term life: _____

AD&D: _____

Voluntary Term Life

Beneficiaries

Knowledge Check:

Where can beneficiaries be updated?

Onboarding, Rehires, & Queries

Onboarding

Knowledge Check:

The employee's Hire Date is 9/4. What is their eligibility and effective date?

The employee's Hire Date is 8/1. What is their eligibility and effective date?

[Time and Date Calculator](https://timeanddate.com/date/dateadd.html) – timeanddate.com/date/dateadd.html

Onboarding Must Haves

[ABC Checklist](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_checklist_st.pdf) – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_checklist_st.pdf

[New Hire Guide](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/2023_guide_st.pdf) – https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/2023_guide_st.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 > ABC webpage > Training > eForms

tn.gov/partnersforhealth > ABC webpage > ABC Guides > How Edison Works

Employee Self-Service

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. What must be completed BEFORE coverage can begin?
8. John is hired at your agency on 10/1. What is his:
 - a. Hire date
 - b. Eligibility date
 - c. Last day to enroll in benefits
 - d. Effective Date
9. Lisa is hired at your agency on 10/16. What is her:
 - a. Hire date
 - b. Eligibility date
 - c. Last day to enroll in benefits
 - d. Effective Date
10. New employees joining your agency from a participating agency will be considered:

Retirement

Retirement Guide

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



Eligibility

Knowledge Check:

Mr. Johnson, 61, just got married and he has been on the retiree insurance for the last two years. He has a new spouse and two stepchildren that are 16 and 17. He wants to know if he is able to add them to his retiree 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

Wellness/BHO/EAP

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

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>

[Family Medical Leave](https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1038.pdf) – <https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1038.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

Worker's Compensation

Knowledge Check:

When is your agency's final bill confirmed?

Termination Dates

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 Aug. 2.

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?



Partners for Health Website Review

Zendesk

Articles and Searches

Submitting a Ticket

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Answer Bot
