

Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
May 14, 2024

Communications

- **Materials and Communications**

- **2024 Annual Enrollment Dates for 2025 Benefits:** We announced the Annual Enrollment dates last month, but here they are again for your reference:
 - **State/Higher Ed: Oct. 1 – Oct 18**
 - **Local Ed/Local Gov/Retirees: Oct. 1 – Oct. 31**
- **2025 Premiums and Benefit Information:** We don't have any information to share about 2025 premiums and any benefits changes but hope to have some information following the May Insurance Committee meeting.
- **BlueCross BlueShield Network Updates:** HCA Parkridge is joining Blue Network S effective July 1, 2024. CHI Memorial doctors and facilities will leave Blue Network S and Blue Network P effective July 1. BCBST members will receive communications soon with additional information on these network changes. To learn more, members may visit <https://bcbstnetworkupdates.com/>. Sample letters for both BCBST Network S and Network P members were posted with last week's Friday Update.
- **CVS Mail Service Pharmacy Change:** Beginning May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense certain GLP-1s, due to widespread supply constraints. GLP-1s are medications used to treat diabetes or obesity, depending on the specific drug.

Members may fill prescriptions for these medications at in-network retail pharmacies, where available. Members will pay plan-designated retail cost-sharing; however, they may be eligible to use manufacturer copay assistance cards, as available.

Summary of Changes

Starting May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense any prescriptions for all dosages of the supply-constrained medications below:

- Mounjaro
- Trulicity
- Wegovy
- Saxenda

Impact to Members

- Starting May 15, 2024, members will no longer be able to fill the above supply-constrained GLP-1 drugs at CVS Caremark Mail Service Pharmacy.
 - The Mail Service Pharmacy will continue to dispense GLP-1s that are not experiencing supply constraints.
- Before May 15, 2024, CVS Caremark's Mail Service Pharmacy will reach out to impacted members:

- Members will receive letters and a call from CVS Caremark Mail Service Customer Care representatives to alert members to the upcoming change and offer alternative options for members to receive their medication.
 - Customer Care representatives will also assist members in transferring prescriptions to any in-network participating retail pharmacy.
 - After May 15, 2024, CVS Caremark’s Mail Service Pharmacy will notify members who attempt to fill a prescription for these drugs that their order cannot be processed.
 - Multiple communication channels will be used, as permitted: letter, email and/or SMS.
 - Prescribers that attempt to send new prescriptions for supply-constrained GLP-1s to CVS Caremark Mail Service Pharmacy will also be notified that the prescription cannot be filled.
 - Claims for supply-constrained GLP-1s filled at in-network retail pharmacies will be processed at contracted retail rates. Members will pay retail copays. Commercial members may be eligible to use manufacturer copay cards which could decrease member out of pocket cost.
 - Members can view a list of participating pharmacies in their network by signing into Caremark.com. Choose “Plan and Benefits” and then select “Pharmacy Locator.” If they have additional questions, they can call the number on their benefit card.
- **ABC Survey:** Our annual ABC survey was sent out last week to primary ABCs and a reminder email was sent out Tuesday, May 14. We value your input and hope you’ll take a few minutes to complete this survey. The deadline is May 21.
 - **Explanation of Benefits Reminder and Resources:** We shared this information in an April Friday Update.
 - Benefits Administration reminds members who have received health services to check their explanation of benefits to make sure the fees they were charged are correct for Partners for Health plan members.
 - Members who believe they may have overpaid for a service should contact their health care provider to ask for a refund. Plan members who need assistance to request a refund should contact their insurance carrier.
 - To learn more about the explanation of benefits and why it’s important, visit <https://mailchi.mp/tn.gov/know-your-health-aug2022-3160941>.
 - Find more information on EOBs on our carrier webpages via the [Partners for Health website](#).
 - **ABC Roadshow Training Reminder:** A reminder that the ABC Roadshow Training will take place in August in Nashville. The dates are below. The training will be in-person and a virtual option will also be available. Registration and more information will be coming soon!
 - **State/Higher Ed:** Aug. 21
 - **Local Ed/Local Gov:** Aug. 22
 - Onsite: Tennessee State Library and Archives
 - Virtual option also available
 - More information coming soon!

- **Local Ed/Local Gov: Sharecare Wellness Program SMS**
 - Starting on June 10, Sharecare will send monthly text messages regarding the wellness program to local ed and local gov members and retirees.
 - The initial text will ask members if they would like to opt-in to receiving text messages regarding the wellness program. Example of that message:
 - “Partners for Health & Sharecare: Welcome to your wellness program. Reply YES to receive texts. Reply STOP to unsubscribe. Msg&data rates may apply.”
 - Members who opt in will then receive a brief welcome message followed by this marketing message encouraging them to learn more about the program:
 - “Partners for Health & Sharecare: You have access to more programs & resources than ever before! Learn more: <https://shareca.re/sotn>. Reply STOP to unsubscribe.”
 - Once a member opts in, they will receive text messages on a monthly cadence.
 - Members can unsubscribe from these texts at any time by replying STOP to the marketing message sent.
 - Once members opt out, Sharecare will not send any follow-up communications via text.
 - If members want to start receiving these types of communications again, they will need to text Sharecare. This information is provided on the microsite sharecare.com/tnwellness > FAQs > General > How do I update my communications preferences?

- **ABC Webpage Changes:** We’ve made changes to the layout of the ABC webpage.
 - The main change to the ABC website involved eliminating the accordion on the main page and moving the options previously under the accordion to the side navigation.
 - Each accordion category is now a separate webpage, making it easier to locate documents using the website's search function.
 - Another advantage of our redesign is the capability to customize the content of each page. Overall, the redesign makes our website more functional and we hope you will find it is more user-friendly.

- **ABC Conference Call and Friday Update Poll Results:** Thank you to all the ABCs who completed the recent poll sent out about the ABC conference call and weekly Friday Update process changes. Here are the results and a few changes we will implement based on your comments.

Question 1. The shortened half hour monthly ABC conference call gives Benefits Administration enough time to present information and answer my questions.

- Strongly agree: 73
- Agree: 194
- Neither agree nor disagree: 41
- Disagree: 8
- Strongly disagree: 1
- No answer: 2
- Total responses: 319

Strongly agree/agree = 83.70%

Disagree/strongly disagree = 2.82%

Neither agree nor disagree = 12.85%

No answer: .63%

Question 2. The ABC conference call time works with my schedule (Higher Education - 8:30 a.m. CT; Local Education - 9:30 a.m. CT; Local Government - 10:30 a.m. CT; State - 11:30 a.m. CT).

- Strongly agree: 67
- Agree: 185
- Neither agree nor disagree: 44
- Disagree: 20
- Strongly disagree: 2
- No answer: 1
- Total responses: 319

Strongly agree/agree = 79.00%

Disagree/strongly disagree = 6.90%

Neither agree nor disagree = 13.79%

No answer = .31%

Question 3. Is there anything Benefits Administration could do to improve the current ABC conference call process?

We received many great comments and suggestions.

- Several requests for call reminders.
 - We're working on an automated reminder that will go out on the Monday before the calls with the link to the join the webinar. We hope to start sending this reminder prior to the June ABC conference calls.
- Request for the slides after the call.
 - We'll start posting slides with the regular Friday Update. Please note that changing the format from a PowerPoint to a PDF may alter some graphics.
- We are discussing many of the additional comments about the ABC conference calls and will update you if any additional changes are made.

Question 4. The process of going to the ABC webpage and clicking the red button to download the Friday weekly ABC update Word document, conference call agenda/notes (if applicable) and flyers is easy.

- Strongly agree: 100
- Agree: 162
- Neither agree nor disagree: 28
- Disagree: 19
- Strongly disagree: 8
- No answer: 2
- Total responses: 319

Strongly agree/agree = 82.13%

Disagree/strongly disagree = 8.46%

Neither agree nor disagree = 8.78%

No answer = .63

Question 5. Is there anything Benefits Administration could do to improve the current Friday ABC update process?

Again, we received many great comments and suggestions.

- The Friday Update email is now automated and is a better way for BA staff to provide the information. Because the email is now automated, this is why the email is titled “Important Benefits Administration Update”, and why we’re not able to add attachments.
 - We had a suggestion to make the Friday Update a PDF. We save the document as a Word document so when you download the document, you can copy and paste information that is designated for your members/employees to easily share with them.
 - We had another suggestion to change the email subject line if we’re emailing specific information outside of the regular Friday Update and we’ll do that going forward.
- **State: 4Mind4Body – Optum Health Men’s Mental Health Webinar, June 12, 11:30 a.m. CT.** Mental health is essential for a happy and full life, yet there is often a lack of awareness and understanding of how men experience mental health. Perceptions of masculinity, gender stereotypes and stigma can also make it harder for men to recognize when they might need support. As a result of these complex factors, there’s a disproportionate difference between the number of males experiencing mental health disorders and those seeking treatment. This session will explore men’s mental health and unpack the key components of psychological wellbeing for men, delving into some of the more damaging societal norms that disempower men from accessing help.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

https://eapworklife.my.site.com/USTrainingForm/s/newregistrationpage?c_recordId=a254N000004DWB0QAO

[Click here](#) for more information about upcoming webinars and previously recorded sessions.

Presentations

- **Here4TN.com Live and Work Well Site Refresh:** Chris Roe, senior client services manager with Optum Health, went over new website features and site functionality changes for members.
- **Higher Ed: HIPAA Training – Deadline May 31:** Chanda Rainey, BA’s director of HIPAA compliance, gave a reminder about HIPAA training. The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month.

This year, we have registered everyone for the class. You’ll locate the class in Edison under My Learning.

- Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying 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 suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Higher education will take **STATE_HE_HIPAA_2024**

- 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_2024.

Training completion date:

- **State higher education – May 31**

You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

- **Local Ed: HIPAA Compliance Announcement:** Chanda Rainey, BA's director of HIPAA compliance, shared an important HIPAA compliance announcement.
 - Some school districts use TalentEd Records or a similar product for operations. This electronic onboarding and records management system allows you to complete HR and payroll documents electronically. If you use it to manage insurance documents, it's essential that you implement safeguards to maintain HIPAA compliance. Authorized access must be installed to restrict access to only those listed in the ABC directory for the insurance folder. Also, any electronic communication regarding insurance benefits with employees must be able to be reproduced at the request of BA. Email documentation is often required for the appeal process. Your commitment to ensuring these safeguards are in place is crucial.

- **Local Gov: HIPAA Training – Deadline: June 30:** Chanda Rainey, BA's director of HIPAA compliance, gave a reminder about HIPAA training. The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.
 - Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying 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 suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local government will take **LG_LE_HIPAA_2024**

- 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_2024.

Training completion date:

- **Local government – June 30**

You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

- **State: HIPAA Training - Deadline June 30:** Chanda Rainey, BA's director of HIPAA compliance, gave a reminder about HIPAA training. The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.

- Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying 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 suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **STATE_HE_HIPAA_2024**

- 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_2024.**

Training completion date:

- **State – June 30**

You can email BA's privacy officer, Chanda Rainey, with any questions: chanda.rainey@tn.gov

Operations

- **Local Ed: Eligibility Rule Survey:** Melissa Wiseman, BA's director of operations, informed ABCs about a short eligibility rule survey going out this week.
 - The Plan Document allows local education agencies a choice of when to start coverage for employees. You can start coverage the first of the month after hire, or you can start coverage the following month. The same option must be applied to all employees. We have not previously documented the choice each agency has selected and will be doing that going forward so that we can better assist your agency with eligibility questions. We will be sending out a survey this week to ask which practice you follow. Please complete the survey by Wednesday, May 29.
- **Higher Ed/Local Ed/Local Gov: Retirement Reminder:** Jasmine McCreight, BA's retirement insurance manager, shared a retirement reminder.
 - If a member's term date in Edison needs correction, please send the Corrections and Clarifications form to the active department for the necessary correction. The retirement department cannot make any corrections if the error was made by the agency.

HIGHER EDUCATION QUESTIONS

Higher Ed: No questions

LOCAL EDUCATION QUESTIONS

Local Ed: Lately when I enter a new hire in Edison, our back up ABC is the person who is receiving the Edison login information instead of me. I have reported this; however, it continues to happen.

- **Answer:** The Edison team is researching this issue.
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LOCAL GOVERNMENT QUESTIONS

Local Gov: I completed a Corrections and Clarification form through Zendesk to correct a Cigna health plan choice. Under “Issue to be Corrected” I didn't see anything relevant, and it wouldn't allow me to type anything.

- **Answer:** The Corrections and Clarifications form is not available to use to change the plan type. Please submit an Administrative Error form.

Local Gov: I replied to a secure email from Benefits Administration. Then I received a call that it couldn't be opened, and we didn't need to use secure emails to BA. Is this correct?

- **Answer:** We do have trouble opening secure emails sent from your systems. The message we are trying to convey is that anything that is sent or uploaded through Zendesk is secure. If you have sensitive information, please submit it through Zendesk so it stays in a secure system the entire time.

Local Gov: Do we have any information regarding 2025 rate increases?

- **Answer:** We don't yet have information about 2025 premiums, but we hope to have information for you following the May Insurance Committee meeting.

Local Gov: When people are entered as retiring and want to continue insurance, can you share the timeline for continuing insurance at retirement? My employees don't always give a month's notice.

- **Answer:** You'll want to submit the Application to Continue Insurance at Retirement within one full calendar month of the active coverage ending.
- **Follow up question:** When I submit the Application to Continue Insurance at Retirement form through Zendesk, I usually include the ACH with it. Do employees need to send money? What needs to happen? Will you ACH the first payment?
- **Answer:** It depends on when the application is submitted and the enrollment is keyed. We'll notify the retiree if payment is needed before the ACH is set to begin.
- **Follow up question:** Also, recently I had an employee who met my requirements, but was under age 55. When you terminate the employee, the COBRA information automatically gets sent out and that is the only thing that gets offered to the employee. Can she continue COBRA coverage for longer than 18 months or is that not available?
- **Answer:** COBRA coverage is up to 18 months and an employee cannot continue after 18 months.

Local Gov: Did you all discuss the survey question about when insurance will begin for new employees?

- **Answer:** That is just for local education agencies. For local government, everyone can have a probationary period, and we track that information.
- **Follow up:** I am local education. Do I need to respond to the survey?
- **Answer:** Yes. If you are a local education ABC, you do need to respond to that survey for your agency.

Local Gov: What is the probationary period?

- **Answer:** Local government agencies have a choice as to when they start coverage, either the first of the month after the hire date or you can implement a probationary period of 30 to 60 days. The same start date has to apply to all employees in your agency.

STATE QUESTIONS

State: If you took the HIPAA training in January, do you need to retake it?

- **Answer:** You shouldn't have to because it would have been the 2024 training that you completed. If you have completed the 2024 training, you should not have to retake it.