

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

March 31, 2015

2015 Open Enrollment Instructions

1. Use the newest forms dated 01-2015 in the footer.

- [TLC Enrollment Form](#): Used to make enrollment changes or to waive coverage. All parts, Parts 1-5, must be completed. Remember, anyone who is eligible for coverage with your group but chooses not to enroll must complete a TLC Enrollment Form to waive the coverage.
- [TLC Group Adjustment Form](#): Used to terminate coverage for a participant (and all covered family members) that is no longer eligible under your group. Remember, it is not necessary to terminate coverage for a participant when they are extending coverage by enrolling as an Early Retiree, Medicare Retiree, Survivor of a Retiree, or COBRA Qualified Beneficiary. Instead, use the TLC Enrollment Form and check the appropriate Initial Enrollment selection in Part 2; this cancels the prior coverage.
- [Personal Data Change Form](#): Used to make corrections to current personal data.

2. Send only forms with changes to TLC.

- Use the TLC fax number or regular mail address at the bottom of each form as the most secure way of sending forms to TLC. Forms received by email are also accepted.
- Keep the original form and all supporting documentation at your office.
- If your group is dropping a plan offering, we will automatically move members without an enrollment form.

3. Forms are due to TLC between April 1 and May 31.

- Send forms as early as possible to allow ample time for data-entry.
- ID cards should arrive before July 1 if the May 31 deadline is kept.
- Forms received after the deadline will likely delay ID cards and access to benefits.

4. Review your reports.

- The daily BES Turnaround Report is available once a form is keyed. Report any error to TLC by email and be sure to include the TLC ID number.
- The weekly Enrollment Report, beginning June 24, reflects your July 1 total enrollment.

5. Contact the vendor, not TLC, with requests for replacement ID cards.

- Contact Anthem at 866-587-6713 or Kaiser at 800-777-7902.
- Delivery of replacement cards takes 7 – 10 business days.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at tlc@dhrm.virginia.gov