

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

July 31, 2015

October 2015 Renewals -- Open Enrollment Instructions

1. Use the newest forms dated 01-2015 and posted on the TLC Website.

- [TLC Enrollment Form](#): Used to enroll or make enrollment changes. This form is also used to waive coverage when one is eligible for coverage under your group but chooses not to enroll. Remember, all parts, Parts 1-5, must be completed to enroll, make changes, or waive coverage.
- [TLC Group Adjustment Form](#): Used to terminate coverage for a participant who 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—do not send forms for members not making a change.

- If your group is dropping a plan offering, we will automatically move members enrolled in the dropped plan to the next level plan without an enrollment form.
- If a member previously enrolled in coverage chooses to waive coverage during Open Enrollment, send the enrollment form to TLC.
- If a member previously waived coverage, and chooses to remain waived, do not send the enrollment form to TLC at this time. These forms will be handled at a later date.
- Check your HuRMan reports or email TLC if you need to know that a form was received. Don't re-send a form until you know it was not received.
- Write CORRECTION in large letters at the top of a form being re-sent to correct a form previously received. Remember, a member may not change an Open Enrollment election once the Open Enrollment period has ended.

3. Forms are due to TLC between August 1 and August 31.

- Send forms as early as possible to allow ample time for data-entry.
- 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. Do not fax, mail, and email the same form.
- Keep original forms and all supporting documentation at your office. Do not send the instruction sheet from the enrollment form. Make sure all parts of the form are complete and legible before sending it to TLC.
- 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 September 24, reflects your October 1 total enrollment.

5. Contact the vendor with questions or 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