

THE LOCAL CHOICE E-NEWS

Department of State and Local Health Benefits Programs

March 22, 2016

2016 Open Enrollment Instructions

As The Local Choice (TLC) groups begin Open Enrollment for health care this spring, TLC offers these instructions to help streamline the process. Direct any questions to tlc@dhrm.virginia.gov.

1. Use the newest forms dated 01-2016 and posted on the TLC website. Also, review the updated Administrative Process Questions & Answers.
 - [2016 Administrative Process Questions & Answers](#)
 - [2016 Group Adjustment Form](#)
 - [2016 Group Data Change Form](#)
 - [2016 Enrollment Form](#)
 - [2016 Personal Data Change Form](#)
2. Submit forms to TLC between April 1 and May 31 for July renewals.
 - Send forms as early as possible to allow ample time for data-entry.
 - Forms received after the deadline will likely delay ID cards and access to benefits.
 - Make sure all parts of the form are complete and legible before sending it to TLC. All forms require a complete Group/Employer Certification.
 - Keep original forms and all supporting documentation at your office.
 - Send only pages 3 and 4 of the enrollment form.
 - 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.
3. Send forms to TLC only for members who are making Open Enrollment changes. Do not send forms with no changes included.
 - If your group is dropping a plan offering, members enrolled in that plan will be automatically moved to the next level plan without an enrollment form.
 - If a member previously enrolled in coverage chooses to waive coverage during Open Enrollment, send an enrollment form waiving coverage to TLC.
 - Do not re-send a form until you know it was not received. Check your HuRMan reports or email TLC if you need to know that a form was received.
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.
 - 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.

- The weekly Enrollment Report, beginning June 24, reflects your July 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 ID 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