

# THE LOCAL CHOICE E-NEWS

## Department of State and Local Health Benefits Programs

April 10, 2017

### Open Enrollment Forms Due between April 1 and May 31 for July Renewals

Forms received after the deadline will likely delay ID cards and access to benefits.

1. Submit Open Enrollment forms by May 31 for a July 1 effective date.
  - Only send forms with changes. Do not send forms for participants not making a change.
  - When a group drops a plan offering, DHRM automatically moves members enrolled in the dropped plan to the next level plan offered by the group without an enrollment form. If a participant prefers a different plan, an enrollment form is required.
    - Example 1: When KA Expanded is dropped and KA250 and KA500 are offered, members enrolled in KA Expanded will automatically move to KA250.
    - Example 2: When KA500 is dropped and KA250 is offered, members enrolled in KA500 will automatically move to KA250.
    - Example 3: When HDP is dropped and KA500 and KA1000 are offered, members enrolled in HDP will automatically move to KA1000.
    - Example 4: When an alternative to the automatic move is desired, contact [Walter.Norman@dhrm.virginia.gov](mailto:Walter.Norman@dhrm.virginia.gov).
  - Send forms to DHRM-TLC as early as possible to allow ample time for processing.
2. Use the NEW forms posted under the Forms link on the TLC Website.
  - 2017-18 Enrollment Form  
Use this form when a participant wants to:
    - Waive enrollment in coverage offered
    - Add or remove a person to be covered
    - Enroll in or change a plan

#### 2017-18 Personal Data Change Form

Use this form when a participant wants to update personal data (name, address, phone, email, etc.) without a change in enrollment. A benefits administrator may sign this form on behalf of the member.

- 2017-18 Group Adjustment Form  
Use this form when a participant is no longer eligible for group coverage. When this form is used, the database record is terminated and coverage is cancelled for the participant and all covered family members.
3. Make sure forms are complete, legible and certified.
    - Remember, the date a participant signs the form and the date the form is received by the group must be before the end of the Open Enrollment period.
    - The Employer Certification must include the correct DHRM group number. It is not the Anthem group number. See your Renewal DataSheet for the correct DHRM group number.
      - Groups with one FEIN have one DHRM group number.
      - Groups with more than one FEIN have a DHRM group number for each FEIN.
    - Keep original forms and all supporting documentation at your office. Do not send the instruction sheet from 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.
  4. Review your HuRMan reports to confirm forms have been processed correctly. Report any error to [TLC@dhrm.virginia.gov](mailto:TLC@dhrm.virginia.gov). Be sure to include the participant's ID number.
    - The daily BES Turnaround Report is available for review once a form is keyed.
    - The weekly Enrollment Report, beginning June 24, reflects the total group effective July 1.
    - 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.
    - Do not re-send a form until you know it was not received.
  5. Contact the vendor with questions about new, replacement or additional ID cards.
    - Contact Anthem at 866-587-6713 or Kaiser at 800-777-7902.
    - Delivery of ID cards takes 7 – 10 business days.
    - DHRM does not issue ID cards.

Please do not reply to this e-mail. You may send inquiries to the TLC mailbox at [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov).