

THE LOCAL CHOICE E-NEWS

Department of State and Local Health Benefits Programs

June 22, 2017

July Billing Statements Delayed

A delay in processing changes for July 1 has resulted in late generation of monthly premium billing for July 1 renewing groups. However, the bills have now been released and will be mailed by June 26. (If you have received your July bill, please disregard the following information.)

While your bill will still reflect the normal July 1 due date, to mitigate any resulting financial or administrative hardship, no late penalties will be assessed for payments received by July 27. Normal billing time frames should be restored for your August billing.

This processing delay also may have caused a later distribution of new ID cards for groups or individuals who have made changes requiring issuance of new cards. Keeping in mind the potential delay, remember that ID cards are issued by Anthem and questions about ID cards should be directed to Anthem Customer Service at (800) 552-2682.

Don't forget that you can check your enrollments through our HuRMan report system. Your June 24 Enrollment Report will reflect July 1 Enrollment. Any discrepancies on the June 24 Enrollment Report should be reported to TLC@dhrm.virginia.gov.

We apologize for any inconvenience this may cause. If you have questions regarding premium payments, please contact Walter E. Norman at (804) 786-6460 or via email at walter.norman@dhrm.virginia.gov.

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