

THE LOCAL CHOICE E-NEWS

Department of State and Local Health Benefits Programs

September 14, 2017

Delay in October Invoice

Because of the large influx of additions and eligibility changes for October 1, your October invoice will be generated a few days later than usual. Invoices were delayed in hopes of including as many changes as possible on your invoice. While we have made significant progress, there may still be some changes that will need to be adjusted on your November billing. Also, later keying will result in a delay in the generation of new ID cards when necessary.

Following are some reminders that may help in responding to questions from your participants:

1. You may confirm your enrollments through our HuRMan report system. The daily BES Turnaround Report is available for review once a form is keyed. However, it does take an additional 2-3 days for the add/change to be reflected on your invoice, so you may see confirmation of changes that will not be on your invoice.
2. ID cards are prepared and distributed by the carrier and will only generate when there is a plan change. They are not generated based on a membership change. Once the enrollment or change is completed, if additional cards are needed, please have the participant contact the Anthem ID Card Order Line at 866-587-6713.
3. Generally, once a new participant or a change is keyed in BES, it takes about 7-10 business days for the ID cards to be delivered via U.S. mail.
4. If ID cards are not received by the effective date, the participant may wish to register online with Anthem. If systems have updated, they will be able to print a copy of their health ID card and request additional cards, if needed.

Thank you for your patience and understanding. We hope to have the issue resolved quickly.

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