

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

April 2, 2018

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

1. Submit Open Enrollment forms by May 31 for a July 1 effective date.
 - Forms received after the May 31 deadline will likely delay ID cards and access to benefits, or allow coverage to continue when it should be waived.
 - Only send forms for members making a change.
 - Send forms to DHRM-TLC as early as possible to allow ample time for processing.
 - DHRM automatically moves members from a dropped plan offering without an enrollment form. An enrollment form is required when the member prefers a different plan, prefers to waive current coverage or chooses to add or remove a dependent.
 - Example 1: When KA Expanded and KA250 are changed to KA250 and KA1000 at renewal (KA Expanded is dropped and KA1000 is added), members enrolled in KA250 remain in KA250 and members enrolled in KA Expanded will automatically move to KA250.
 - Example 2: When KA500 and HDP are changed to KA500 and KA1000 at renewal (HDP is dropped and KA1000 is added), members enrolled in KA500 remain in KA500 and members enrolled in HDP are enrolled in KA1000.
 - Example 3: When KA Expanded is the only plan offered, and at renewal it is replaced with KA250, members enrolled in KA Expanded will automatically move to KA250.

2. Use these forms posted under the Forms link on the TLC Website.
 - [2018-19 Enrollment Form](#)
Use this form when a participant wants to:
 - Enroll in, waive, or change a plan
 - Add or remove a covered dependent

 - [2018-19 Personal Data Change Form](#)
Use this form when a participant wants to update personal data without a change in enrollment. (For example, name, address, phone, email, etc.)
 - A benefits administrator may sign this form on behalf of the participant.

 - [2018-19 Group Adjustment Form](#)
Use this form when a participant is no longer eligible for group coverage.
 - This form terminates the database record and coverage is cancelled for the participant and all covered family members.

3. Make sure forms are complete, legible and certified with the correct group number.
 - The date a participant signs the form and the date the form is received by the group must be before the end of the group's Open Enrollment period. Remember, a participant may not change an Open Enrollment election once your Open Enrollment period has ended.
 - The employer certification must include the correct DHRM group number, not the Anthem group billing number. See your Renewal DataSheet for the correct 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 DHRM-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.
 - The daily BES Turnaround Report is available once a form is keyed.
 - The weekly Enrollment Report, beginning June 24, reflects the total group enrollment effective July 1.
 - Report any error, with the participant's ID number, to TLC@dhrm.virginia.gov.
 - Do not 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.

5. Contact the vendor with questions about ID cards. DHRM does not issue ID cards.
 - Contact Anthem at 866-587-6713.
 - Contact Kaiser at 800-777-7902.
 - Not all enrollment changes create a new ID card.
 - Changes that create a new ID card include a plan change, participant name change, or group number change.
 - Adding or removing a dependent does not create a new ID card.

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