

# THE LOCAL CHOICE E-NEWS

## Department of Human Resource Management State and Local Health Benefits Programs

June 29, 2018

### New Plan Year Transition Issues

As we approach the start of a new plan year on July 1, some groups have experienced transition issues. Following are summaries of the issues along with information on how to address them. If your group has not experienced ID card or billing problems, you may disregard this information.

#### Multiple ID Cards:

Some TLC group participants have received two sets of ID cards, one with current information (such as current plan and membership) and one with July 1 updated information. Anyone receiving current ID cards that they did not request may dispose of those cards and just keep the updated cards. Anthem is in the process of reviewing affected participants to ensure that the correct information will be in their system on July 1.

#### New July 1 ID Cards Not Received:

Some groups who have made changes requiring new ID cards (for example, plan change for all group participants) have not received their updated cards, some are missing individual cards, and some new groups have not received any cards for July 1. If you reported either of these scenarios to Ann Wohl, it has been passed along to Anthem. Anthem will update their system and e-mail ID cards to the group administrator on the following day. If your group has experienced this problem and you have not reported the matter, please e-mail Anthem directly at [tlc-covamembershipinquiries@anthem.com](mailto:tlc-covamembershipinquiries@anthem.com), and ID cards will be generated the following day by 5:00 PM. Also, remember that current members' ID numbers will not change. For those participants, providers can be advised to contact Anthem to confirm July 1 membership even if an updated ID card has not been received.

#### July Invoices Not Received:

Some group bill and/or direct bill recipients have not received their invoice for July premiums. As explained in the [June 12 Local Choice E-News](#), July bills were generated later than usual to address a delay in processing July 1 changes. While they were scheduled to go out on June 18, some groups experienced an additional delay. Please be assured that premium due dates will be adjusted according to the date that the bill is generated, and no late fee will be assessed or termination enforced if payment is received within the same payment window time frame that would have applied to a timely billing. For group bills, this means that there will be no late fee assessed if payment is received within 30 days of the bill date. For individual direct bill recipients, this means that the due date will be 20 days from the date of the bill.

Thank you for your patience during this plan year transition. If you have any questions, please send them by e-mail to [tlc-covamembershipinquiries@anthem.com](mailto:tlc-covamembershipinquiries@anthem.com).

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)