

# THE LOCAL CHOICE E-NEWS

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

*April 4, 2019*

### Important Reminders about TLC Open Enrollment

- 1. Don't forget to order Open Enrollment packets if you have not already done so. Use the Materials Order form attached. All participants should receive information to assist them in making their Open Enrollment decisions. DHRM-TLC will not make election changes based on failure of an employer to provide adequate Open Enrollment information.**
- 2. Submit Open Enrollment forms to DHRM-TLC by May 31 for a July 1 effective date.**
  - Sending forms as early as possible would be greatly appreciated and assures adequate time for processing.
  - Forms received after the May 31 deadline may delay ID cards and access to benefits, or allow coverage to continue when it should be waived.
  - Only send forms for participants making a change
- 3. What if you are no longer offering a specific plan?**

DHRM automatically moves participants from a dropped plan to the next lowest cost plan with the same membership level without needing an enrollment form. However, if a participant prefers a different available plan, chooses to add or remove a dependent, or wants to waive, they must submit an enrollment form.

- 4. All TLC forms are posted under the Forms link on the TLC Website.**

**Make sure forms are complete, legible and certified (signed and dated by benefits administrator) and have the correct DHRM group number.**

- The date a participant signs the form and the date the form is received by the group must be during their group's Open Enrollment period.  
**Remember, a participant may not change an Open Enrollment election once their Open Enrollment period has ended.**
- As indicated on the bottom of the enrollment form, you may send forms to DHRM-TLC either by fax, email or postal mail.

**5. Review your HuRMan reports to confirm forms have been processed correctly.**

- Transactions will appear on the daily BES Turnaround Report once they have been keyed. Please allow time for keying.
- 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](mailto:TLC@dhrm.virginia.gov).

**If you have any questions about your open enrollment process, please contact Freddie Oliver at [Freddie.oliver@dhrm.virginia.gov](mailto:Freddie.oliver@dhrm.virginia.gov) or 804-786-0270.**

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