

## THE LOCAL CHOICE E-NEWS

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

*March 30, 2020*

#### **Important Reminders About TLC Renewals And Open Enrollment**

1. As in the past, you are **required** to submit your renewal selections electronically via SecurePass. Attached are instructions to access SecurePass if you have not submitted your renewal yet.
2. Any of the contacts we have on file can submit your renewal. If you need to change your contacts, please submit a Group Data Change form (found on TLC website, under forms).
3. **Reminder of the Following Deadlines:**
  - April 1 – Deadline for July renewal to be submitted electronically
  - July 1 – Deadline for October renewal to be submitted electronically
  - You may request a 30 day extension of these deadlines by sending an email to Freddie Oliver ([Freddie.Oliver@dhrm.virginia.gov](mailto:Freddie.Oliver@dhrm.virginia.gov)) or Ann Wohl ([Ann.Wohl@dhrm.virginia.gov](mailto:Ann.Wohl@dhrm.virginia.gov)). **Remember, an extension only extends the deadline for you to complete your submission. It does not extend the 90-day requirement for written notice to terminate your participation should you choose to do so.**
4. Open Enrollment for July renewals need to be between April 1 and May 15 (no longer than a 30 day period). Open Enrollment for October renewals need to be between July 28 and September 10. You provide the exact dates when you submit your renewal.
5. Don't forget to order Open Enrollment packets if you have not already done so.

#### **How to order open enrollment materials:**

- Anthem: **Use the NEW online portal, instructions attached.**
  - Delta Dental: Use attached order form.
  - Kaiser (if plan is offered): send email with the number of packets required to: [Julie.K.Brosnan@kp.org](mailto:Julie.K.Brosnan@kp.org)
  - Optima (if plan is offered): send email with the number of packets required to: [MKTRIMM1@sentara.com](mailto:MKTRIMM1@sentara.com)
- 6. Submit all Open Enrollment forms to DHRM by May 31 for a July 1 effective date.**
- Forms received after the May 31 deadline may delay ID cards and access to benefits
  - Only send forms for members making a change
  - Send forms to DHRM-TLC as early as possible to allow time for processing

## **7. What if you are no longer offering a specific plan?**

DHRM automatically moves participants from a no longer offered plan to the next lowest cost plan without requiring a new enrollment form. An enrollment form is required when a participant chooses a different plan (if offered), chooses to add or remove a dependent or decides to waive coverage.

## **8. All TLC forms are on the TLC Website under Forms.**

**Make sure forms are complete, legible and certified (signed and dated by the 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 your group's Open Enrollment period.  
**Remember, a participant may not change an Open Enrollment election once your Open Enrollment period has ended.**
- As indicated on the bottom of the enrollment form, you may send forms to TLC either by fax, email or postal mail.

**NOTE: Due to the current temporary closing of businesses, if obtaining a "signed" form is not possible at this time, TLC will temporarily accept enrollment forms (for a 90 day period) with authorizing names typed in the signature fields. Please be advised that benefits administrators are responsible for obtaining a signed form for their permanent records as soon as possible.**

## **9. Review your HuRMan reports to confirm that 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](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 [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov).***