

## THE LOCAL CHOICE E-NEWS

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

*September 1, 2020*

#### **Accuracy of Enrollment/Eligibility Data**

Earlier this year in our Regional Meetings we shared with you that The Local Choice (TLC) will be transitioning to a new and improved eligibility system, Cardinal Human Capital Management (HCM) in March 2021.

The enrollment/eligibility data currently in BES will be loaded into HCM, so it is essential the data is accurate. Correct information ensures that you and your employees receive timely and important communications from TLC and your insurance carrier.

We are asking you to review the most recent enrollment reports in your group's HuRMan folder for accuracy. Remember, there are two enrollment reports, one for participants and one for dependents.

You will need to review all of the fields shown on the report. Please report any errors to us by submitting a Personal Data Change form (attached). This form does not have to be signed by your participant but it does need to be signed by you, the group administrator. Once you verify the current data is accurate, you will need to continue to review these reports on a routine basis and verify all transactions going forward are processed correctly. There is an expectation that you should be performing this review currently but we have discovered some of you are not. Reviewing this data on a routine basis will improve your overall administration process.

**Currently, TLC does not use email addresses but a participant's email address will be required for them to access the new system.** Therefore, these need to be correct as well. We prefer to have their work email address, however, if they do not have one please use a personal email address.

Please return the forms to us via email or fax, as noted on bottom of form, by September 15.

If you have any questions, please let us know.

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