

# THE LOCAL CHOICE E-NEWS

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

*May 16, 2013*

### ***TLC Moves to State's Benefits Eligibility System (BES)***

As announced at renewal, the Local Choice (TLC) is moving eligibility and enrollment to the state Benefits Eligibility System (BES) beginning with effective date July 1, 2013.

BES is the official source of eligibility and enrollment data for both the TLC and State Health Benefits Programs. It collects, validates, and distributes enrollment and billing data to plan administrators. It also creates and distributes reports to groups through a secure Web repository named HuRMan. It is managed by the Department of Human Resource Management (DHRM).

### ***Important! New Process for Eligibility and Enrollment***

Beginning in June you will contact DHRM with questions about eligibility and enrollment. Your enrollment forms and other group adjustments will also be sent to DHRM. Please use the enclosed TLC Enrollment Form and Group Adjustment Form for actions that take effect beginning July 1. Enrollments and adjustments received by DHRM by the 6<sup>th</sup> of a month will be reflected on the upcoming bill. Those received after the 6<sup>th</sup> will be included on the next month's bill.

Premium payments continue to be due by the first of each coverage month. Anthem (or Kaiser) will send both, group bills and direct bills (if applicable), with a payment coupon about two weeks before the premium payment is due. You will continue to contact Anthem (or Kaiser) with questions about billing.

A HuRMan account will be established for each TLC group. You will receive a separate communication from DHRM in June with instructions on how to access your folder in HuRMan. The first BES enrollment report will be posted to your group's HuRMan folder in July. Please see the enclosed list of regularly scheduled reports which also provides a brief description of each report.

### ***Need help?***

#### **Information and Forms:**

Website: [www.TheLocalChoice.virginia.gov](http://www.TheLocalChoice.virginia.gov)

#### **Eligibility and Enrollment questions:**

Email: [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)

Fax: 804-371-0231

Phone: 888-641-4414 or 804-225-3642 in Richmond

#### **Group or Direct Billing questions:**

Anthem: 800-552-2682 (all plans except Kaiser HMO)

Kaiser HMO: 800-777-7902 (only Kaiser HMO)

**Covered Service and Claim questions:**

Anthem:	800-552-2682	(all plans except Kaiser HMO – also issues ID Cards)
Delta Dental:	888-335-8296	(all plans except Kaiser HMO)
Kaiser HMO:	800-777-7902	(only Kaiser HMO)

Enclosures:

TLC Enrollment Form

TLC Group Adjustment Form

BES Reports Posted to Group Folder in HuRMan Repository