

# THE LOCAL CHOICE E-NEWS

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

*October 8, 2013*

### **TLC Administrative Process**

There have been a number of questions about communications, enrollment, reports and the billing process since TLC group enrollment and eligibility transitioned to the Department of Human Resource Management's Benefits Eligibility System (BES). In an effort to clarify the administrative process and answer your questions, we have posted 22 questions and answers on the TLC website. The direct link on the Policies and Procedures page is: [www.thelocalchoice.virginia.gov/policiesandproc/AdministrativeProcessQA.pdf](http://www.thelocalchoice.virginia.gov/policiesandproc/AdministrativeProcessQA.pdf). For your convenience, the Q&A is grouped by these headings:

- Communications
- BES – Enrollment
- HuRMan Reports
- Invoice -Billing
- Enrollment Form

If you have questions, contact information is listed by category:

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

TLC 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: 888-642-4414 or 804-225-3642 in Richmond

#### **Group and Direct Billing questions:**

Anthem: 800-552-2682 x 43380 (all plans except Kaiser HMO)

Fax: 804-354-4240

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

#### **ID Cards and Claims or Covered Services 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)

Also remember that if you have questions on eligibility, you can always contact Walt Norman, TLC Program Manager, at (804) 786-6460 or by e-mail at [walter.norman@dhrm.virginia.gov](mailto:walter.norman@dhrm.virginia.gov). Thank you for your patience during the transition experience.