

# THE LOCAL CHOICE E-NEWS

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

*July 31, 2014*

### Open Enrollment Processing for October Renewal Groups

**Be sure to use the new TLC forms and send only the forms that require changes in the database to TLC.** Use the TLC fax number or regular mail at the bottom of each form as the most secure way of sending forms to TLC. Forms received by email are also accepted. Be sure to keep the original form and all supporting documentation at your office. Forms are generally keyed within 2-3 business days of receipt, but during this busy period it may take longer.

**Open Enrollment forms should be received between August 1 and August 31.** Forms received between August 1 and August 31 will be reflected on your October bill which is created on September 10. Forms received after August 31 may be delayed until your November bill. ID cards should arrive before October 1 if the August 31 deadline is kept.

Please follow these steps to ensure accurate enrollment processing:

- 1) Use the new [TLC Enrollment Form](#) to make enrollment changes or waive coverage. Be sure **ALL** sections are completed and that information is legible. Part 5 must be completed by the Benefits Administrator. Be sure to fill in all the information.
- 2) Use the new [TLC Group Adjustment form](#) to terminate coverage for a participant (employee, retiree, survivor, or Extended Coverage/COBRA Qualified Beneficiary) who is no longer eligible under your group. This also terminates coverage for all dependents. Do not use this form when an employee is moving from employee status to another status such as retiree or Extended Coverage/COBRA Qualified Beneficiary. Instead, use a TLC Enrollment form and indicate the new enrollment in Part 2. When the TLC Enrollment form is processed, the old coverage will be removed and the new coverage will be billed.
- 3) Use the [Personal Data Change form](#) to make corrections to personal data when an enrollment change is not requested. Personal data is also updated when a TLC Enrollment form is processed. It is not necessary to use both a TLC Enrollment form and a Personal Data Change form.
- 4) Use the Group Reports found in your HuRMan folder to compare and verify enrollment processing. The TLC Administrative Process [Questions and Answers](#) updated in February 2014 include a section on Group Reports. These two reports will be helpful during Open Enrollment:

- a. The BES Turnaround Report is posted daily for each transaction keyed. Forms processed may include multiple transactions which create multiple reports. Each report has a date/time stamp.
  - b. Enrollment reports are posted weekly on the 3<sup>rd</sup>, 10<sup>th</sup>, 17<sup>th</sup>, and 24<sup>th</sup> of the month and reflect your total enrollment as it stands in the database. For example, the reports posted on August 3<sup>rd</sup>, 7<sup>th</sup>, and 10<sup>th</sup> reflect total enrollment effective August 1 and the report posted on August 24<sup>th</sup> reflects total enrollment effective September 1.
- 5) Report to [TLC@dhrm.virginia.gov](mailto:TLC@dhrm.virginia.gov) any keying errors as soon as they are discovered. Be sure to include the ID number.

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov)***