



THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

September 9, 2022

New TLC Senior Health Benefits Specialist

We are very pleased to announce that Mona “Lisa” Hill has joined The Local Choice(TLC) team as the TLC Senior Health Benefits Specialist. While Lisa is new to the TLC team, she is not new to the Department of Human Resource Management/Office of Health Benefits. She has been a State Health Benefits Specialist since 2021. Lisa will bring her knowledge and experience to the TLC Policy team beginning September 10, 2022. Please join us in welcoming her to the team!

Clarification on Effective Dates for New Hires Based on the Election Rule

We continue to receive enrollment forms for new hires with a requested effective date that is not consistent with the initial enrollment rules provided on the TLC Renewal Data Sheet.

Most groups select Rule #1, as shown below. When this rule has been selected, newly eligible employees (new hires) have up to 30 calendar days to enroll in a health plan. The 30-day countdown period begins on the first day of hire and ends 30 days later. If the enrollment action is received within the 30 calendar day time frame, coverage will be effective the first of the month coinciding with or following the date of hire. All new hires should complete an enrollment form to either enroll or waive coverage when initially eligible. Any enrollment form received by OHB that is not consistent with the group’s Election Rule, will be returned to the group and a corrected enrollment form must be resubmitted.

Step 3 – Election Rules

8. Check one and enter the number of days if you check Rule 2 or Rule 3.

Initial Enrollment as an Employee Election Request:			
<input type="checkbox"/> Rule 1: Number of days in waiting period:	0	Number of days allowed to make the enrollment election request:	30
<input type="checkbox"/> Rule 2: Number of days in waiting period:	0	Number of days (31-60) allowed to make the enrollment election request:	
<input type="checkbox"/> Rule 3: Number of days (1-60) in waiting period:		Number of days (1-60) allowed to make the enrollment election request:	

Some examples of Rule #1:

1. Date of hire is 9-8-2022; participant returns the form on 9-30-2022; effective date is 10-1-2022.
2. Date of hire is 9-15-2022; participant returns the form on 10-5-2022; effective date is 10-1-2022.

3. Date of hire is 9-28-2022; participant returns the form on 10-20-2022; effective date is 10-1-2022.

4. Date of hire is 9-1-2022; participant returns the form on 9-15-2022; effective date is 9-1-2022.

REMINDER: Process for Responding to Your Inquiries/Questions

Providing a prompt and accurate response to your inquiries and questions is important to the Office of Health Benefits.

In order to provide an excellent level of customer service, we are requesting that **ALL** eligibility and enrollment questions and inquiries be sent to the TLC email box at tlc@dhrm.virginia.gov or you can call our toll free number at 888-642-4414. The email box and toll free number will be monitored by multiple individuals to avoid delays in providing a timely response. Please provide the member name and ID number in your inquiry to better assist you with the appropriate resolution.

- If your inquiry is related to a billing issue, please contact the health plan or insurance carrier directly.
- If the question is related to a claim issue, members should contact the plan's customer service team using the number on the back of their member ID cards.

Please do not reply to this email. You may send inquiries to The Local Choice mailbox at tlc@dhrm.virginia.gov.