



# **ABC Conference Call**

**Local Government  
10:30 a.m. CT**

# 2024 Annual Enrollment Information

## 2024 Annual Enrollment Dates for 2025 Benefits

- **State/Higher Ed:** Oct. 1 – Oct 18
- **Local Ed/Local Gov/Retirees:** Oct. 1 – Oct. 31



**2025 Premiums and Benefit Information:** We don't have any information to share about 2025 premiums and any benefits changes. We hope to have some information following the May Insurance Committee meeting.

# BlueCross BlueShield Network Updates

- HCA Parkridge is joining Blue Network S effective July 1, 2024.
- CHI Memorial doctors and facilities will leave Blue Network S and Blue Network P effective July 1.
- BCBST members will receive communications soon with additional information on these network changes.
- To learn more, members may visit <https://bcbstnetworkupdates.com/>. Sample letters for both BCBST Network S and Network P members are posted with last week's Friday Update.

# CVS Mail Service Pharmacy Change

- Beginning May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense certain GLP-1s, due to widespread supply constraints. GLP-1s are medications used to treat diabetes or obesity, depending on the specific drug.
- Members may fill prescriptions for these medications at in-network retail pharmacies, where available. Members will pay plan-designated retail cost-sharing; however, they may be eligible to use manufacturer copay assistance cards, as available.

## Summary of Changes

Starting May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense any prescriptions for all dosages of the supply-constrained medications below:

- Mounjaro
- Trulicity
- Wegovy
- Saxenda

# CVS Mail Service Pharmacy Change

## Impact to Members

- Starting May 15, 2024, members will no longer be able to fill the above supply-constrained GLP-1 drugs at CVS Caremark Mail Service Pharmacy.
  - The Mail Service Pharmacy will continue to dispense GLP-1s that are not experiencing supply constraints.
- Before May 15, 2024, CVS Caremark's Mail Service Pharmacy will reach out to impacted members:
  - Members will receive letters and a call from CVS Caremark Mail Service Customer Care representatives to alert members to the upcoming change and offer alternative options for members to receive their medication.
  - Customer Care representatives will also assist members in transferring prescriptions to any in-network participating retail pharmacy.



# CVS Mail Service Pharmacy Change

## Impact to Members (continued)

- After May 15, 2024, CVS Caremark's Mail Service Pharmacy will notify members who attempt to fill a prescription for these drugs that their order cannot be processed.
  - Multiple communication channels will be used, as permitted: letter, email and/or SMS.
  - Prescribers that attempt to send new prescriptions for supply-constrained GLP-1s to CVS Caremark Mail Service Pharmacy will also be notified that the prescription cannot be filled.
- Claims for supply-constrained GLP-1s filled at in-network retail pharmacies will be processed at contracted retail rates. Members will pay retail copays. Commercial members may be eligible to use manufacturer copay cards which could decrease member out of pocket cost.
- Members can view a list of participating pharmacies in their network by signing into Caremark.com. Choose "Plan and Benefits" and then select "Pharmacy Locator." If they have additional questions, they can call the number on their benefit card.

# ABC Survey

- Annual ABC survey sent to primary ABCs last week.
- Reminder email will be sent out today.
- Deadline is May 21.



# Explanation of Benefits Reminder and Resources

- Benefits Administration reminds members who have received health services to check their explanation of benefits to make sure the fees they were charged are correct for Partners for Health plan members.
- Members who believe they may have overpaid for a service should contact their health care provider to ask for a refund. Plan members who need assistance to request a refund should contact their insurance carrier.
- To learn more about the explanation of benefits and why it's important, visit <https://mailchi.mp/tn.gov/know-your-health-aug2022-3160941>.
- Find more information on EOBs on our carrier webpages via the [Partners for Health website](#).



# ABC Roadshow Training Reminder

- **State/Higher Ed:** Aug. 21
- **Local Ed/Local Gov:** Aug. 22
  - Onsite: Tennessee State Library and Archives
  - Virtual option also available
  - More information coming soon!



# Local Gov: Sharecare Wellness Program SMS

- Starting June 10, Sharecare will send monthly text messages regarding the wellness program to members and retirees.
- The initial text will ask if they would like to opt-in to receiving text messages regarding the wellness program. Example of that message:
  - “Partners for Health & Sharecare: Welcome to your wellness program. Reply YES to receive texts. Reply STOP to unsubscribe. Msg&data rates may apply.”
- Members who opt in will then receive a brief welcome message followed by this marketing message encouraging them to learn more about the program:
  - “Partners for Health & Sharecare: You have access to more programs & resources than ever before! Learn more: <https://shareca.re/sotn>. Reply STOP to unsubscribe.”
- Once a member opts in, they will receive text messages on a monthly cadence.
- Members can unsubscribe at any time by replying STOP to the marketing message sent.
- Once members opt out, Sharecare will not send any follow-up communications via text.
  - If members want to receive these types of communications again, they will need to text Sharecare. This information is provided on the microsite [sharecare.com/tnwellness](https://sharecare.com/tnwellness) > FAQs > General > How do I update my communications preferences?

## Agency Benefits Coordinators

[2024 Summer Training](#)
[ABC Guides](#)
[ABC Query Tool](#)
[Death Claim Process](#)
[Edison Information](#)
[Forms](#)
[HIPAA](#)
[Local Education Plan](#)
[Local Government Plan](#)
[Optum/Behavioral Health](#)
[Optum Financial](#)
[PPACA Documents](#)
[State Plan](#)
[Training](#)
[Weekly ABC Update](#)
[Zendesk](#)

# Agency Benefits Coordinators

[Weekly ABC Update](#)
[Weekly Updates Archive](#)
[Conference Call Notes Archive and Resources](#)

## Agency Benefits Coordinator Responsibilities

- The Agency Benefits Coordinator, or ABC, serves as a liaison between your agency, its employees and Benefits Administration.
- One of the most important parts of your job as an ABC is ensuring that all insurance information is communicated timely and accurately during orientation with all new employees.
- You must provide the Employee Insurance Checklist to the employee, review each item on the Employee Insurance Checklist with the employee, obtain the employee's signature on the checklist and store the signed checklist in the employee's file.
- You must clearly explain that the new hire has 30 calendar days from their hire date (or date of eligibility) to enroll in insurance and advise that the enrollment must be complete within Edison or by paper enrollment submitted by eForm within that deadline. You must clearly communicate the date that the 30 day enrollment period begins and include that on the checklist.
- Benefits Administration approval is required before you provide any agency-specific information to your employees regarding benefits enrollment or elections changes, such as additional checklists or handouts.
- Upon request, the ABC shall provide to BA all orientation materials provided by the agency to new employees, including the signed Employee Insurance Checklist.
- All ABCs shall participate in ABC conference calls/electronic meetings with BA staff based on a schedule defined by BA. ABCs shall review all notices emailed from BA and must check the ABC webpage weekly to review all new BA postings. ABCs shall participate in all meetings held by BA in addition to the regular conference calls and weekly messages.
- The ABC shall promptly review notices and updates from BA, including notices regarding annual premium increases or benefit changes and updates to the Plan Document.



Agency Benefits Coordinators

Weekly ABC Update

# Agency Benefits Coordinators

Weekly ABC  
Update

> [Weekly Updates Archive](#)

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Optum Financial

PPACA Documents

State Plan

**Training**

Weekly ABC Update

Zendesk

## Training

# EDISON How-to



### "Edison" How-To

- [How to add an employee in Edison using an eForm](#)
- [How to automate the collections applied report in Edison](#)
- [How to check your primary email in Edison](#)
- [How to enroll an employee in Edison](#)
- [How to enroll an employee with dependents in Edison](#)
- [How to modify an employee in Edison](#)
- [How to run the collections applied report in Edison](#)
- [How to schedule a query in Edison](#)
- [How to terminate an employee in Edison](#)



# ABC Poll Results

**Question 1.** The shortened half hour monthly ABC conference call gives Benefits Administration enough time to present information and answer my questions.

- Strongly agree: 73
  - Agree: 194
  - Neither agree nor disagree: 41
  - Disagree: 8
  - Strongly disagree: 1
  - No answer: 2
  - Total responses: 319
- 
- **Strongly agree/agree = 83.70%**
  - **Disagree/strongly disagree = 2.82%**
  - **Neither agree nor disagree = 12.85%**
  - **No answer: .63%**

# ABC Poll Results

**Question 2.** The ABC conference call time works with my schedule (Higher Education - 8:30 a.m. CT; Local Education - 9:30 a.m. CT; Local Government - 10:30 a.m. CT; State - 11:30 a.m. CT).

- Strongly agree: 67
  - Agree: 185
  - Neither agree nor disagree: 44
  - Disagree: 20
  - Strongly disagree: 2
  - No answer: 1
  - Total responses: 319
- 
- **Strongly agree/agree = 79.00%**
  - **Disagree/strongly disagree = 6.90%**
  - **Neither agree nor disagree = 13.79%**
  - **No answer = .31%**

# ABC Poll Results

**Question 3.** Is there anything Benefits Administration could do to improve the current ABC conference call process?

- We're working on an automated reminder that will go out on the Monday before the calls with the link to the join the webinar.
- Request for the slides after the call. We can do this. Slides will be in PDF format, and we'll post with the regular Friday Update.
- We are discussing many of the additional comments about the ABC conference calls and will update you if any additional changes are made.

# ABC Poll Results

**Question 4.** The process of going to the ABC webpage and clicking the red button to download the Friday weekly ABC update Word document, conference call agenda/notes (if applicable) and flyers is easy.

- Strongly agree: 100
  - Agree: 162
  - Neither agree nor disagree: 28
  - Disagree: 19
  - Strongly disagree: 8
  - No answer: 2
  - Total responses: 319
- 
- **Strongly agree/agree = 82.13%**
  - **Disagree/strongly disagree = 8.46%**
  - **Neither agree nor disagree = 8.78%**
  - **No answer = .63**

# ABC Poll Results

**Question 5.** Is there anything Benefits Administration could do to improve the current Friday ABC update process?

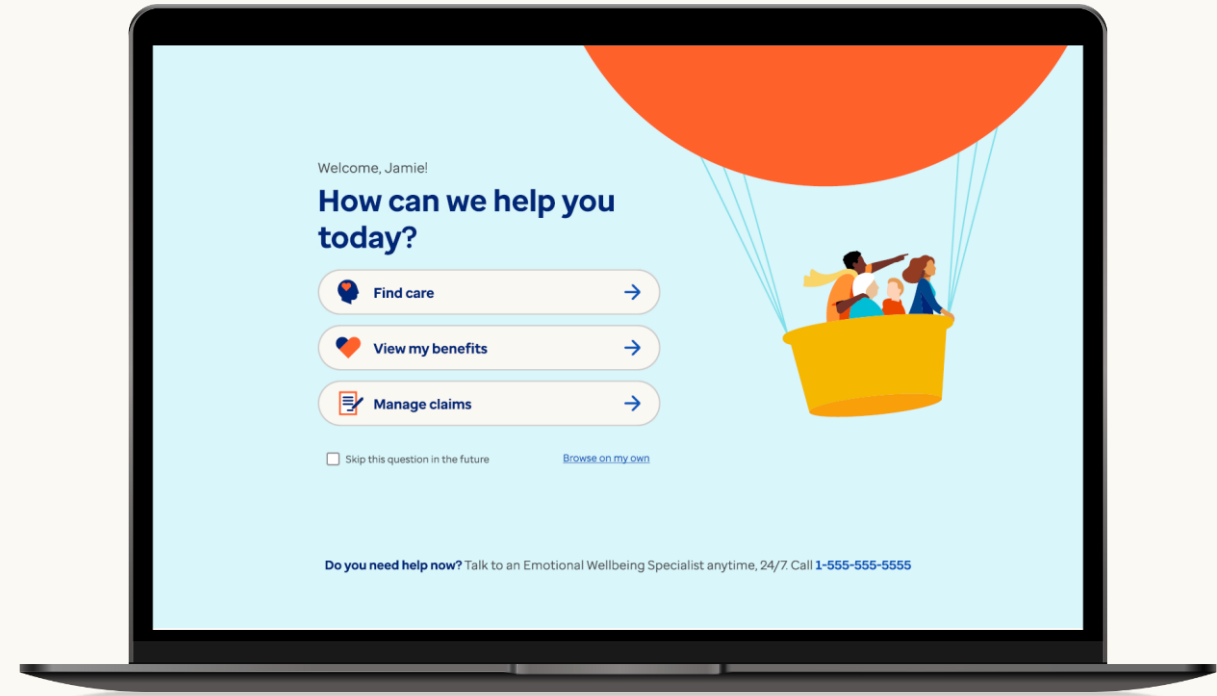
- The Friday Update email is now automated and is a better way for BA staff to provide the information. Because the email is now automated, the email is titled “Important Benefits Administration Update”, and why we’re not able to add attachments.
- We had a suggestion to make the Friday Update a PDF. We save the document as a Word document so when you download the document, you can copy and paste information that is designated for your members/employees to easily share with them.
- We’ll change the email subject line if we’re sending information outside of the regular Friday Update email.





Here4TN

# Live and Work Well Site Enhancements



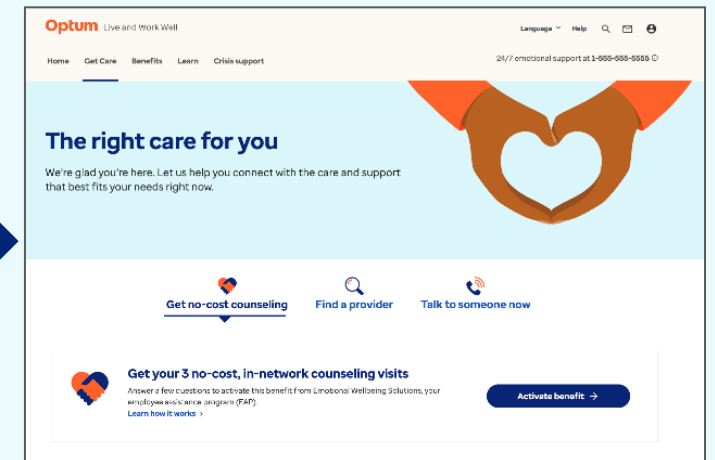
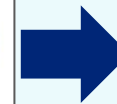
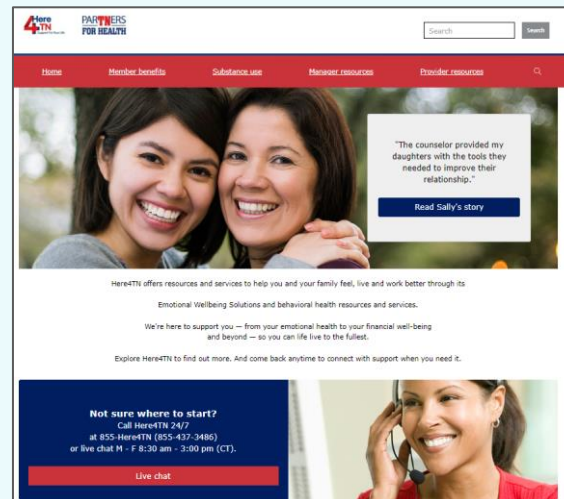
# Live and Work Well

The Live and Work Well site sits behind Here4TN.com and is where members access information/resources such as:

- Explanation of Benefits
- Provider Search
- Recommended Care Options
- Legal, Financial and WorkLife Resources

## Navigation to Live and Work Well

- Navigation to the Live and Work Well site is seamlessly done through deep links on Here4TN.com
- Members will continue to visit Here4TN.com and will automatically be redirected to the enhanced Live and Work Well experience



## Enhancements: liveandworkwell.com

**liveandworkwell.com will be updated with new features that improve the site functionality and make it easier for members to find what they're looking for.**

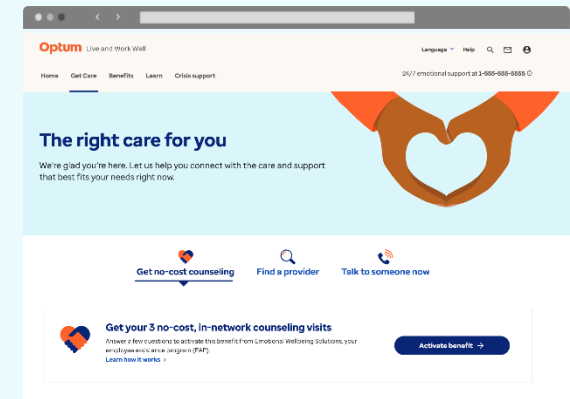
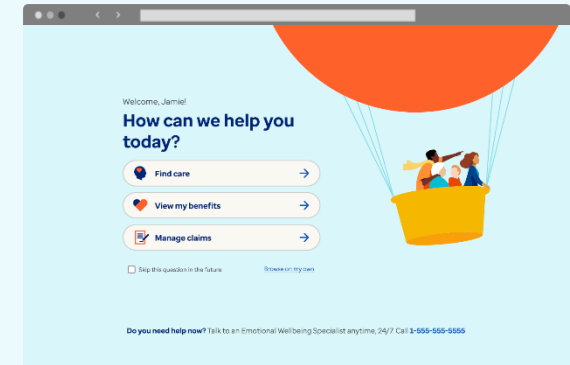
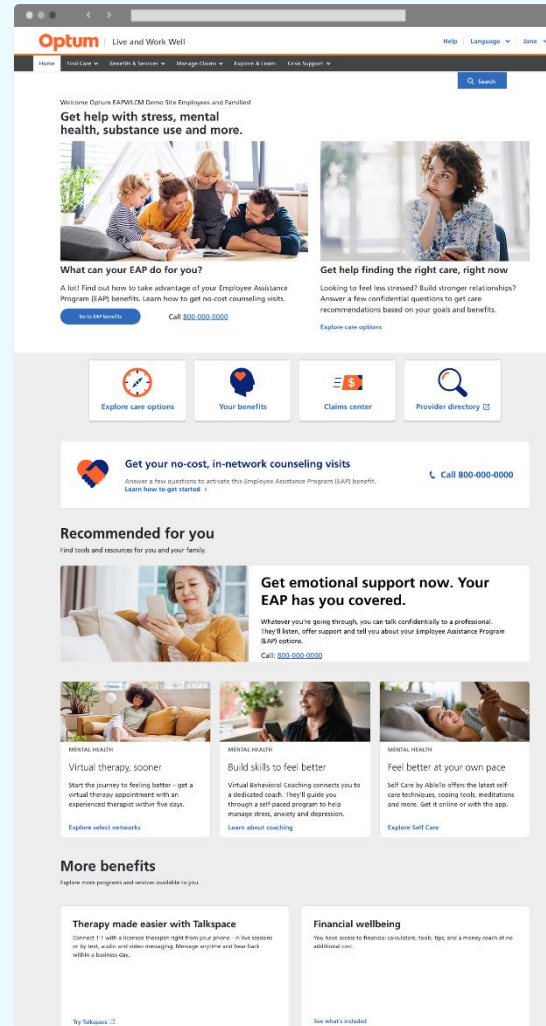
### Site enhancements:

- A streamlined layout prioritizes the actions users search for most – making it easier to access care and benefit information
- New prompts and guided navigation help users search for a provider and access support with fewer steps and clicks
- Simplified benefit coverage information makes it easier to understand what type of support is available
- Improved user-level personalization allows for a tailored experience based on member needs and benefit package
- Technical enhancements to meet accessibility requirements

# Delivering a simplified member experience

## Improved navigation and personalization

- A simplified welcome screen prioritizes items members search for most in a streamlined visual layout and begins by asking members how we can help to direct them to relevant information based on their needs.
- New functionality allows the site to prioritize key actions based on an individuals' needs, benefits package and eligibility.



# Local Gov: HIPAA Training

The 2024 HIPAA annual classes are open. There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month.

Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You'll locate the class in Edison under My Learning.

- Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
- All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local government will take **LG\_LE\_HIPAA\_2024**

- Here is the navigation after you log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov): **NAV BAR > Navigator > ELM > Learning Home > Search for Learning type HIPAA > Annual HIPAA Training (HIPAA 2000) > LG\_LE HIPAA\_2024.**

**Training completion date:**

- Local government – June 30



# Local Gov: Retirement Reminder

- If a member's term date in Edison needs correction, please send the Corrections and Clarifications form to the active department for the necessary correction.
- The retirement department cannot make any corrections if the error was made by the agency.

# **PARTNERS** **FOR HEALTH**

## **QUESTIONS?**

**Press microphone or \*6 to un-mute your line**

**Use the chat function – bottom right of screen**



**[www.tn.gov/PartnersForHealth](http://www.tn.gov/PartnersForHealth)**



**Email: [benefits.info@tn.gov](mailto:benefits.info@tn.gov)**