

PEIA Benefit Coordinator Quarterly Workshop

October 2017

Welcome!

- Paperless
- What cannot be changed
- MMB Errors
- Change in Status
- COBRA
- Transfers
- Death
- Optional Life
- Retirement
- Audits
- Premium Changes
- Odds and Ends
- What Ifs
- Public Hearings

Transition to Paperless

- PEIA is transitioning to a mostly paperless system of enrollment.
- By January 1, 2018 all Non-state agencies will be encouraged to use the MMB site for
 - Enrollments
 - Changes
 - Transfers
 - Terminations

July 1, 2018

- PEIA will begin returning forms and/or charging a processing fee for any unnecessary form that Non-state agencies send in.
- What is an unnecessary form?
 - Enrollments, unless they have had PEIA previously
 - Change in status
 - Termination forms unless they retire
 - Change in address
 - Change in Beneficiary

Eliminating Forms

- How can you eliminate forms?
 - BC Training and Instructional Documents.
<http://www.peia.wv.gov/Forms-Downloads/Pages/Training-and-Instructional-Documents.aspx>
 - PH instructions for enrollment
 - FAQ

What cannot be changed in MMB?

- Social Security Number
- Birthdate
- Hire date

MMB errors

- If you receive an error that wants you to update or states you didn't enter something but there is nothing marked to update or fill in, please check:
 - The hire date
 - The Birthdate
 - Social Security number

I got Married!

- Can they add insurance? Or dependents?
- How can you help them with the changes
- What documentation is missing?

We had a Baby!

- If a member wants to add a dependent on their Health Insurance what might you remind them to do?
- What about if it is a newborn with no SSN?
- Documentation – what is accepted?
- Why does PEIA require documentation?
- What if they have a different address?

Cancelling Health Insurance

- What is the number one mistake?
- Can the member do this on MMB?
- What qualifies a member to cancel their health insurance mid-year?

COBRA

What do you need to know?

Where can you find the information?

Transfers

Why do they matter?

Transfers

- Who does the transferring?
- Where are they being transferring to and what date will they transfer?
- Can you deny a transfer?
- Can you cancel a transfer?
- What happens if the transfer is never accepted?
- How does a transfer effect your billing?

Death of a member or dependent

- First thing you do is call Securian!
- 1-800-203-9515

Death of a member or dependent

Upload a copy of
the Obituary or
other proof of
death



Term the
employee in Web
Contributions



What if the
Surviving spouse
or children come
to see you?

Optional Life

- How can a policyholder enroll?
- When can they enroll?
- What do they need to enroll?
- How do you know if the employee enrolled for Optional/Dep life?
- How do you know if it is approved or denied?
- What if you never hear anything back?

Medicare

- What do you need to do when your employee or their dependent hits Medicare Age?
- What changes for the employee/dependents?
- What changes when they retire?
- What do they need to do?

Retirement

- What are you responsible for?
- What forms do you need to print for the retiree?
- What is the retirement process?

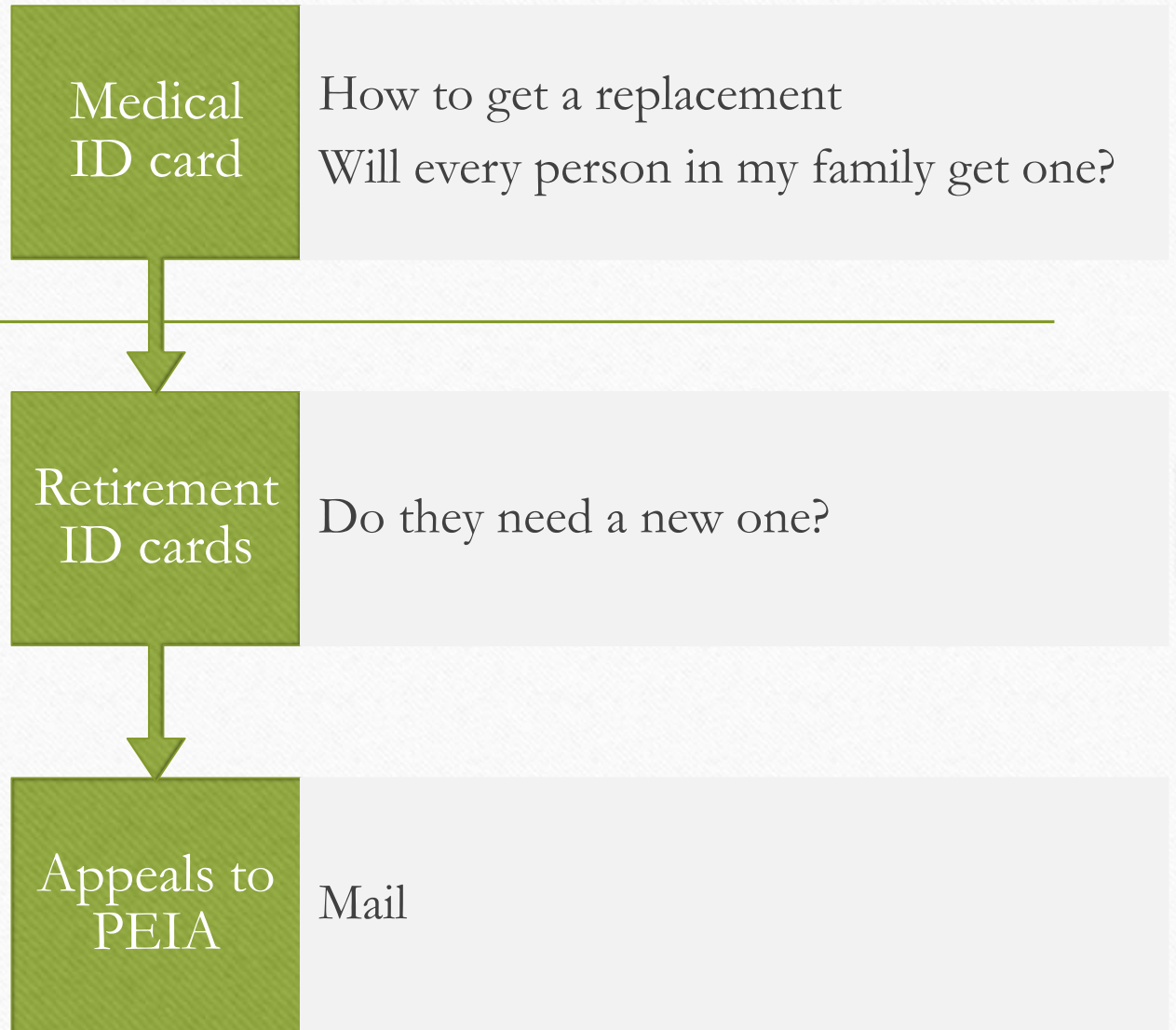
Audits

- What are your responsibilities?
 - Divorce Audit
 - Surviving Dependent Audit
 - Tobacco Audit

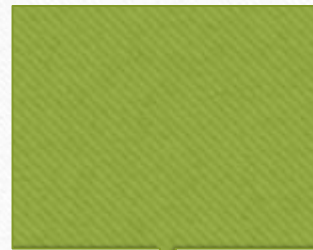
Paperless Premiums

- PEIA Premium accounts are moving to paperless
- They are moving to ACH or IET (no checks)
- They are going to be returning mismatched coupons/payments
- They will be charging fees for insufficient funds in the near future

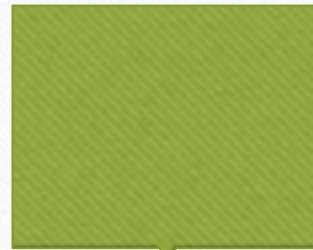
Odds and Ends



Odds and Ends

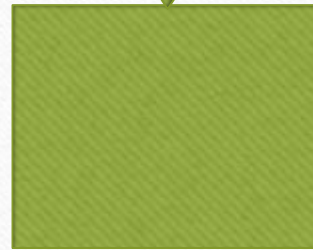


Your Credentials



Emails

- Update your emails
- Must be yours only –no officewide emails



When you Leave

What If.....

- You Term Health Coverage accidentally
- You mark Tobacco user for a new employee online
- You put in the wrong social for a member or dependent
- You put an incorrect start or term date
- You get locked out of MMB
- You need supplies

Public Hearings

- November 6, 2017 – Morgantown – WVU Alumni Center
- November 14, 2017 – Beckley – Tamarack Conference Center
- November 15, 2017 – Charleston – University of Charleston
- Webinars – More information will be on the Public Hearing postcards

Questions

- Thank you!