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?
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

**Medical ID card**
How to get a replacement
Will every person in my family get one?

**Retirement ID cards**
Do they need a new one?

**Appeals to PEIA**
Mail
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!