

July 3, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

July ABC Conference Calls

July ABC conference calls will take place next week!

Higher Ed – Tuesday, July 9 at 8:30 a.m. Central time

Local Ed – Tuesday, July 9 at 10 a.m. Central time

Central State – Tuesday, July 9 at 12:30 p.m. Central time

Local Government – Tuesday, July 9 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

Celebrating Our Own Tameka Allen!

Benefits Administration is proud to announce that our own Tameka Allen, service center manager, was the recipient of the Governor's Excellence in Service Award for the Department of Finance and Administration.

This honor is given to employees who have exceeded leadership and customer expectations by going above and beyond what is expected, improving a department's customer service and ability to serve its customers. Each state department selects one person for the semi-annual award. Congratulations, Tameka!

ABC Regional Training

Emails with registration links have been sent to all back-up and primary ABCs about the upcoming ABC regional trainings. We encourage you to sign up for a location near you. The trainings are not required, but highly recommended.

We will send additional registration emails July 9 and July 18, so watch your emails to register!

Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

State Offices and Benefits Administration (BA) Closed July 4

State offices and the BA service center will be closed tomorrow, Thursday, July 4 for the Independence Day holiday. However, **state offices and the BA service center will be open Friday, July 5.**

We hope you have a great holiday weekend!

July 12, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Conference Call Notes

The combined notes from the July 9 ABC conference calls are **attached**.

ABC Regional Training

Emails with registration links have been sent to all back-up and primary ABCs about the upcoming ABC regional trainings. We encourage you to sign up for a location near you. The trainings are not required, but highly recommended.

We will send additional registration emails July 18, so watch your emails to register!

Registration deadline is July 19.

Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Davis Vision Update-hearing aid discount partner change

New hearing health care plan is accessible to members and their family members through the Davis Vision Plan. Flier **attached**.

Attachment: Your Hearing Network brochure



Envision a world with better hearing

Hearing tests are simple, painless and widely available. This hearing health care plan is accessible to you and your family members through your Davis Vision Plan.

Recognizing the signs of hearing loss

The signs of hearing loss can be vague and develop slowly, or they can be obvious and begin suddenly. Regardless, struggling to hear certain sounds or syllables is a telltale symptom of hearing loss.

If you recognize any signs of hearing loss in yourself or a loved one, its important to seek help. Get started by scheduling your free hearing exam with a Your Hearing Network Provider in your area today.

Start your hearing health journey today

Exclusive discounts to get you started on your way to better hearing.

Hearing exam	FREE
Trial period	60-day money back guarantee
Follow-up care	1-year
Warranty	4-year service, including 1-year of loss and damage
Batteries	4-year supply included with each hearing aid purchase



Quality

Our highly skilled network of credentialed hearing care professionals provide you with quality care.



Savings

Significant savings including up to 40% off premium hearing aids.



Accessibility

Your Hearing Network is a national network with licensed hearing care providers near you..

Hearing health care services administered by yourhearing network

Ready to schedule your consultation with a local hearing care professional today?

Visit davisvision.yourhearing.com or call 1 (888) 809-0044 for more information on hearing aid discounts.

July 19, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Updated Vendor Contact List

We have updated the **attached** Vendor Contact list. Matt Cramer will be your new contact for Optum to assist with benefits fairs and materials in addition to Vanessa Clark. Both contacts are listed on this updated list. Melissa Ward will no longer be your point of contact. She is still a part of the Optum team, but she has transitioned to a new role.

Davis Vision Question Clarification (local ed only)

During last month's ABC call, there was a question about whether or not Walmart would be an in-network provider based on a letter received by a member. The letter was from one area doctor who has decided to no longer be an in-network provider with Davis Vision, not that Walmart is out of the Davis Vision network. It is common for a doctor or provider to directly notify patients when they make decisions to join or leave a network.

Walmart retail stores and the doctors who work for Walmart are in-network facilities and providers for vision services.

Wellness Program Email (state and higher education only)

Attached is a sample email going out July 23 to about 12,000 members who have not completed the ActiveHealth Health Risk Assessment but who have completed an activity that would earn them a wellness program cash incentive.

If you get any questions, you can direct members to the ActiveHealth website at www.myactivehealth.com/wellnesstn where members can create their ActiveHealth accounts and complete the assessment. Members can always find more information [on the ParTNers for Health wellness program webpage](#).

Updated Davis Vision Your Hearing Network Flier

Last week, we sent a new Davis Vision hearing network flier. We have posted a revised version which includes the ParTNers for Health logo [on the Publications page under Vision, titled Your Hearing Network flier](#).

Reminder - Annual Enrollment Dates

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Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Edison Down for Maintenance

Edison will be down for maintenance and unavailable this Sunday, July 21, from 6 a.m. to 10 p.m. Central time.

Attachments: 2019 Vendor Contact List
ST_HE HRA Reminder

Vendor Contact List for ABCs – Benefits Fairs/Materials

Health		
BlueCross BlueShield of Tennessee		
Amy Jordan	(423) 535-5788	Amy_Jordan@bcbst.com
Cigna		
Deb Williams – East TN	(860) 902-2815	Deborah.Williams@Cigna.com
Cindy Sexton – Middle TN	(615) 595-3389	Cynthia.Sexton@Cigna.com
Sherita Anderson – West TN	(901) 748-4108	Sherita.Anderson@Cigna.com
Celeste Sims – packets/materials	(615) 595-3134	Celeste.sims@cigna.com
Health Savings Account (HSA) (and FSAs for State and Higher Education)		
PayFlex		
Jo Montgomery – benefits fairs	(860) 273-0545	montgomeryj@payflex.com
Darlene Russo – ABC HSA questions plus ABC FSA questions (state and HE only)	(860) 273-5413	stateoftennessee@payflex.com
Dental		
Cigna		
Deb Williams – East TN	(860) 902-2815	Deborah.Williams@Cigna.com
Cindy Sexton – Middle TN	(615) 595-3389	Cynthia.Sexton@Cigna.com
Sherita Anderson – West TN	(901) 748-4108	Sherita.Anderson@Cigna.com
Celeste Sims – packets and materials	(615) 595-3134	Celeste.sims@Cigna.com
MetLife		
Julie Salomone	(770) 407-2495 (fax number)	StateofTennessee@metlife.com
Wellness Program		
ActiveHealth Management		
Matt Berte	(212) 479-0483	mberte@activehealth.net
Employee Assistance Program (EAP)/Behavioral Health		
Optum		
Vanessa Clark	(763) 321-2530	Vanessa.clark@optum.com
Matt Cramer	(763) 797-2743	matthew.cramer@optum.com
Group Term Life Insurance		
Securian Financial (Minnesota Life)		
Michael Kretman	(651) 665-3935 (651) 665-4128	benefitfairs@securian.com
Vision		
Davis Vision		
Larry Sheehan (benefits fairs/materials)	(508) 813-4211	lsheehan@davisvision.com
Jay Storey (benefits fairs/materials)	(315) 884-0479	jstorey@davisvision.com
Disability (state and higher education)		
MetLife		
Julie Salomone	(770) 407-2495 (fax number)	StateofTennessee@metlife.com

Subject line: Don't leave your money on the table!



Are you ready to start your journey to better health and earning cash incentives along the way?

Our records show that you or your spouse may have completed other wellness activities that make you eligible to earn cash incentives, but not the Health Assessment. The Health Assessment is required in order to receive the incentive payment. If you complete the Health Assessment you will get credit for your other completed wellness activities.

Start now by going to www.MyActiveHealth.com/wellnesstn. New users, go to the Create Account Link and follow the steps to register. You will need to have your 8-digit Edison ID handy. It can be found on your or your spouse's Caremark card.

The health assessment is easy to do. It only takes about fifteen minutes or less. And your information will be protected as required by law.

Log in now! Returning users enter your User Name and Password. While you are there, check out the Incentive Center. This is your easy-to-use, online connection to your health and cash incentives.

In good health,

Active Health Management

Just visit www.MyActiveHealth.com/wellnesstn or call 1-888-741-3390 from 8:00 a.m. through 8:00 p.m., Central Time, Monday through Friday.

The information provided by ActiveHealth Management's health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific health care needs or would like more complete health information, please see your doctor or other health care provider.

You are receiving this because you have chosen to receive this email from ActiveHealth Management.
You cannot reply by email.

ActiveHealth Management, P.O. Box 221138, Chantilly, VA 20151-1138

For member rights and responsibilities, please access the links below:

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Sample

July 26, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

PayFlex Monthly Webinars (state and higher ed)

Benefits Administration (BA) and PayFlex will hold employee webinars for state and higher education flexible spending account (FSA) members, and health savings account (HSA) members on topics to help them learn how to better use their accounts. A PayFlex representative will be on hand to answer any questions members may have.

Targeted emails are sent to FSA and HSA account holders prior to each webinar with registration information. We will also send copies of these emails to you in advance so that you may share them as you wish. The next PayFlex webinar will be held August 15 at 11 a.m. Central.

Here are the upcoming FSA/HSA webinar topics, dates and times:

- August 15
11:00 a.m. to 12:00 p.m. CT
Topic: IRS approved healthcare expenses including how to find the list on the website and understand it
- August 22, 29 and September 5
10:00 a.m. to 11:00 a.m. CT
Topic: The \$200K Opportunity – How to unlock the full potential of Health Savings Accounts
- September 12
11:00 a.m. to 12:00 p.m. CT
Topic: What is a FSA and a L-FSA and how can you use them?
- September 18
11:00 a.m. to 12:00 p.m. CT
Topic: Why to consider enrolling in a CDHP/HSA
- December 12
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping

PayFlex Monthly Webinars (local ed and local gov)

Benefits Administration (BA) and PayFlex will hold employee webinars for health savings account (HSA) members on topics to help them learn how to better use their accounts. A PayFlex representative will be on hand to answer any questions members may have.

Targeted emails are sent to HSA account holders prior to each webinar with registration information. We will also send copies of these emails to you in advance so that you may share them as you wish. The next PayFlex webinar will be held August 15 at 11 a.m. Central.

Here are the upcoming HSA webinar topics, dates and times:

- August 15
11:00 a.m. to 12:00 p.m. CT
Topic: IRS approved healthcare expenses including how to find the list on the website and understand it
- August 22, 29 and September 5
10:00 a.m. to 11:00 a.m. CT
Topic: The \$200K Opportunity – How to unlock the full potential of Health Savings Accounts
- September 18
11:00 a.m. to 12:00 p.m. CT
Topic: Why to consider enrolling in a CDHP/HSA
- December 12
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping

Updated Vendor Contact List – PayFlex Contacts

We have updated the **attached** Vendor Contact list with **revised contact information for PayFlex**. Going forward Cathy Phelps will be coordinating benefits fairs, and Hira Pahore will be your contact for questions. Darlene Russo continues to assist with benefits fairs, employee webinars and answering questions.

ABC Summer Regional Training Materials and Agenda

On Monday, July 29, Benefits Administration (BA) will send materials for summer training. The email will be sent to all ABCs registered for a summer training session and will include the following:

- Meeting agendas
- Draft Annual Enrollment newsletters
- Link to training presentations

If you would like to print copies of the presentations and the draft newsletters to bring with you to the meeting, you may do so. We will **not** provide printed copies of these materials at the meetings. We will provide printed copies of the agenda.

The draft annual enrollment newsletter we will send out is for your use only and is **not** to be shared with employees. We'll send a final newsletter version out later that you can share with your employees prior to annual enrollment. As always, we will also mail these newsletters starting the first week of September to the homes of all eligible employees.

Local Government Memorandum of Understanding Reminder (local gov only)

Local government agencies have until August 15 to return the signed Memorandum of Understanding (MOU) to Benefits Administration (BA). The MOU request was emailed to all primary ABCs, and fiscal officers and agency heads if we had contact information available.

If you have questions, you can send an email to benefits.administration@tn.gov

Reminder - Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
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Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Attachment: 2019 Vendor Contact List

Vendor Contact List for ABCs – Benefits Fairs/Materials

Health		
BlueCross BlueShield of Tennessee		
Amy Jordan	(423) 535-5788	Amy_Jordan@bcbst.com
Cigna		
Deb Williams – East TN	(860) 902-2815	Deborah.Williams@Cigna.com
Cindy Sexton – Middle TN	(615) 595-3389	Cynthia.Sexton@Cigna.com
Sherita Anderson – West TN	(901) 748-4108	Sherita.Anderson@Cigna.com
Celeste Sims – packets/materials	(615) 595-3134	Celeste.sims@cigna.com
Health Savings Account (HSA) (and FSAs for State and Higher Education)		
PayFlex		
Cathy Phelps – benefits fairs	(860) 273-2322	phelpsC2@aetna.com
Hira Pahore – ABC HSA questions plus ABC FSA questions (state and HE only)	(860) 273-7614	stateoftennessee@payflex.com Email address is only for ABCs; not mbrs
Dental		
Cigna		
Deb Williams – East TN	(860) 902-2815	Deborah.Williams@Cigna.com
Cindy Sexton – Middle TN	(615) 595-3389	Cynthia.Sexton@Cigna.com
Sherita Anderson – West TN	(901) 748-4108	Sherita.Anderson@Cigna.com
Celeste Sims – packets and materials	(615) 595-3134	Celeste.sims@Cigna.com
MetLife		
Julie Salomone	(770) 407-2495 (fax number)	StateofTennessee@metlife.com
Wellness Program		
ActiveHealth Management		
Matt Berte	(212) 479-0483	mberte@activehealth.net
Employee Assistance Program (EAP)/Behavioral Health		
Optum		
Vanessa Clark	(763) 321-2530	Vanessa.clark@optum.com
Matt Cramer	(763) 797-2743	matthew.cramer@optum.com
Group Term Life Insurance		
Securian Financial (Minnesota Life)		
Michael Kretman	(651) 665-3935 (651) 665-4128	benefitfairs@securian.com
Vision		
Davis Vision		
Larry Sheehan (benefits fairs/materials)	(508) 813-4211	lsheehan@davisvision.com
Jay Storey (benefits fairs/materials)	(315) 884-0479	jstorey@davisvision.com
Disability (state and higher education)		
MetLife		
Julie Salomone	(770) 407-2495 (fax number)	StateofTennessee@metlife.com

August 2, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Regional Training Materials

Change: For those who have registered for the ABC regional trainings at the Tennessee Tower in Nashville, Knoxville and Jackson, if you would like to get a head start on reviewing or printing some of the materials, you can [find the presentations on the ABC webpage](#) by plan type:

Summer Training State/Higher Education

Summer Training Local Education/Local Government

We are going to wait until closer to your scheduled training date to send you the full training packet which includes the draft annual enrollment newsletter as a PDF and the agenda.

We apologize for any confusion this may have caused.

Newsletter Pre-Order Link Now Available!

You can now pre-order 2020 Annual Enrollment newsletters for your **new hires** hired in Edison from Aug. 6 through the rest of 2019.

Click the link below to place your order, found at the [top of the ABC webpage](#). Pre-orders will be accepted through Sept. 4.

https://stateoftennessee.formstack.com/forms/agency_benefits_coordinator_order_form

We will pull the mailing list for current members and retirees on Aug. 5. **All current members as of this date will be sent a newsletter by mail.** You will only need to order the number of newsletters you will need for new employees hired in Edison from Aug. 6th through the end of the year.

For **2019 current benefits**, you can continue to use the 2019 Eligibility and Enrollment Guide [found on the ParTNers for Health website under Publications](#).

Securian – Benefits Scout Emails (state and higher education only)

Next week, Securian will start to email information about **Benefits Scout** to new hires, if we have their current email addresses available. **Attached** are sample emails for your reference. The first email is a general email, and the second will be a reminder that the new hire's enrollment window is closing.

Securian representatives shared information about **Benefits Scout** during the July ABC calls, but as a reminder, it is an online tool to help employees understand and make decisions about their benefits offered by Securian Financial. **Benefits Scout** acts as a one-stop shop for all education and coaching as it relates to Basic Life/AD&D, and Voluntary Life and Voluntary AD&D products.

Reminder - Local Government Memorandum of Understanding (local gov only)

Local government agencies have until August 15 to return the signed Memorandum of Understanding (MOU) to Benefits Administration (BA). The MOU request was emailed to all primary ABCs, and fiscal officers and agency heads if we had contact information available.

If you have questions, you can send an email to benefits.administration@tn.gov

Reminder – No August Conference Calls!

Due to the ABC regional trainings, we won't hold ABC conference calls in August. We have [posted an updated conference call schedule](#) through the end of 2019 on the [ABC webpage](#), under Conference Call Notes.

Reminder - Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
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Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Attachments: Benefit Scout Email 1 – SAMPLE
Benefit Scout Email 2 – SAMPLE



New job = new benefits!

Congratulations on your new position with the State of Tennessee! Starting a new job is exciting but choosing the right life insurance benefits through work can be overwhelming.

To help you and your family make your life insurance elections with confidence, we created an online benefits decision tool: Benefit Scout™. With step-by-step guidance, you can find the insurance that makes sense for you.

Find the right life insurance for you



Find the insurance that best fits your needs by answering a few questions



Review your coverage options and cost estimate



Enroll for coverage

Visit Benefit Scout today

To access this online tool, visit LifeBenefits.com/stateofTN and enter these details:

User ID: The letters "TN," followed by your Edison ID

Initial password: Your eight-digit date of birth (MMDDYYYY), followed by the last four digits of your Social Security number

If you've previously logged into LifeBenefits, use the password you created. Once you're logged in, click on "Get started," then "Visit Benefit Scout"

[Visit Benefit Scout >](#)



INSURANCE
INVESTMENTS
RETIREMENT

Connect with us



Insurance products are underwritten by Minnesota Life Insurance Company. Products are offered under policy form series 13-31526 (Basic life), 12-31463 (Voluntary life) and 13-31554 (Voluntary AD&D).

Securian Financial is the marketing name for Securian Financial Group, Inc., and its affiliates. Minnesota Life Insurance Company is an affiliate of Securian Financial Group, Inc.

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Securian Financial Group, Inc.
lifebenefits.com

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SAMPLE



Protect your family's future

Your enrollment window is ending soon. As a new employee, you can purchase some voluntary term life and voluntary accidental death and dismemberment (AD&D) insurance without answering health questions. Don't forget to take action!

Not sure which life insurance is right for you? Benefit Scout™ is our online decision support tool, designed to help you and your family make your insurance elections with confidence. With step-by-step guidance, you can find the insurance that makes sense for you.

Visit Benefit Scout today

To access this online tool or to enroll, visit LifeBenefits.com/stateoftn and enter these details:

User ID: The letters "TN," followed by your Edison ID

Initial password: Your eight-digit date of birth (MMDDYYYY), followed by the last four digits of your Social Security number

If you've previously logged into LifeBenefits, use the password you created. Once you're logged in, click on "Get started," then "Visit Benefit Scout"

[Visit now >](#)



INSURANCE
INVESTMENTS
RETIREMENT

Connect with us



View this email as a [web page](#).

Insurance products are underwritten by Minnesota Life Insurance Company. Products are offered under policy form series 13-31526 (Basic life), 12-31463 (Voluntary life) and 13-31554 (Voluntary AD&D).

Securian Financial is the marketing name for Securian Financial Group, Inc., and its affiliates. Minnesota Life Insurance Company is an affiliate of Securian Financial Group, Inc.

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Securian Financial Group, Inc.
[securian.com](#)

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SAMPLE

August 9, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Current Pharmacy Contract Extended for 2020

A decision has been made about the pharmacy benefit manager for 2020. The Insurance Committee voted to extend the Caremark contract a year.

PayFlex Webinar Info (state only)

On Thursday, August 8, communication was sent to all state employees enrolled in a Medical FSA, Limited Purpose FSA and Dependent Care FSA about the 90-Day Rule. This rule says if you leave or terminate your employment during the plan year, you have 90 days from your termination date to file claims against your account balance. Please see the **attached** document for the full email copy.

ABC Regional Training Materials

As a reminder, for the ABC regional trainings, if you would like to get a head start on reviewing or printing some of the materials, you can [find the presentations on the ABC webpage](#) by plan type:

Summer Training State/Higher Education

Summer Training Local Education/Local Government

For those registered to attend in Knoxville, we emailed your training packet this week. For Jackson attendees, we will send you the full training packet, which includes the draft annual enrollment newsletter as a PDF and the agenda, closer to your training date.

We look forward to seeing you at the training!

Reminder - Newsletter Pre-Order Link Now Available!

You can pre-order 2020 Annual Enrollment newsletters for your **new hires** hired in Edison from now through the rest of 2019.

Click the link below to place your order, found at the [top of the ABC webpage](#). Pre-orders will be accepted through Sept. 4.

https://stateoftennessee.formstack.com/forms/agency_benefits_coordinator_order_form

We pulled the mailing list for current members and retirees on Aug. 5. **We will mail a newsletter to all current members in Edison as of this date.** You will only need to order the number of newsletters you will need for new employees hired in Edison from Aug. 6 through the end of the year.

For **2019 current benefits**, you can continue to use the 2019 Eligibility and Enrollment Guide [found on the ParTNers for Health website under Publications](#).

Reminder - Local Government Memorandum of Understanding (local gov only)

Local government agencies have until August 15 to return the signed Memorandum of Understanding (MOU) to Benefits Administration (BA). The MOU request was emailed to all primary ABCs, and fiscal officers and agency heads if we had contact information available.

If you have questions, you can send an email to benefits.administration@tn.gov

Reminder – No August Conference Calls Next Week!

Due to the ABC regional trainings, we won't hold ABC conference calls in August. We have [posted an updated conference call schedule](#) through the end of 2019 on the [ABC webpage](#), under Conference Call Notes.

Reminder - Annual Enrollment Dates

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Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Attachment: 90 Day Rule Email State

Reminder to all employees enrolled in Flexible Spending Account (FSA), Limited Purpose FSA (L-FSA), or Dependent Care FSA

The 90-Day Rule

If you leave or terminate your employment during the plan year, you have 90 days from your termination date to file claims against your account balance. After 90 days, your balance is forfeited. Here is an exception to this rule: In the case of the FSA and Limited Purpose FSA, if you enroll in COBRA, PayFlex will mail information to you about how you may continue using your account. COBRA is not offered for the Dependent Care FSA.

Examples-

- You are enrolled in the Medical FSA or Limited Purpose FSA and leave state employment on August 1st. You have 90 days (until November 1st) to file claims against your FSA balance, and any claims that you file may only be for the period of your coverage – from January 1st (or your enrollment date, whichever is later) until your last day of employment. After November 1st, any balance remaining in your account is forfeited – unless you choose to enroll in the COBRA provision offered to you by PayFlex after you leave your state job.
- You are enrolled in the Dependent Care FSA and leave employment on June 30th. You have only 90 days (until September 30th) to file claims against your DC-FSA balance, and all claims that you file may only be for the period of your coverage – from January 1st (or your enrollment date, whichever is later) until your last day of employment. After September 30th, any balance remaining in your account is forfeited. COBRA is not an option on the DC-FSA.

As a participant in the flexible benefits program, you should review all of the information in Part II of the Plan Document located at the following link:

<https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/spd2019.pdf>

Sections 2.19, 3.21, and 4.05 speak to the 90 day limit to file claims.

For questions about your flexible benefits, please contact the claims administrator, PayFlex, at 1-855-288-7936 M-F 7:00 a.m. -7:00 p.m. CT, or Saturday 9:00 a.m. – 2:00 p.m. CT.

August 16, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

PayFlex Webinar Info (all plans)

On Thursday, August 22, PayFlex, Financial Finesse and the State of Tennessee will host the following webinar: “**The 200K opportunity-How to Unlock the full potential of HSAs.**” Information on how to pre-register for this webinar will be sent to all HSA enrollees on Tuesday, August 20.

We have **attached** a one-page document with a list of the upcoming webinars and log in information that you can share with employees who are enrolled in a FSA or HSA. We will send emails to applicable employees directly about each webinar if we have their email address information in Edison.

ABC Regional Training Materials

As a reminder, for the ABC regional trainings you can [find the presentations on the ABC webpage](#) by plan type:

Summer Training State/Higher Education

Summer Training Local Education/Local Government

For those attending in Jackson, we sent you the full training packet today, which includes the draft annual enrollment newsletter as a PDF and the agenda.

We look forward to seeing you at the training!

Reminder - Newsletter Pre-Order Link Available!

You can pre-order 2020 Annual Enrollment newsletters for your **new hires** hired in Edison from now through the rest of 2019.

Click the link below to place your order, found at the [top of the ABC webpage](#). Pre-orders will be accepted through Sept. 4.

https://stateoftennessee.formstack.com/forms/agency_benefits_coordinator_order_form

We pulled the mailing list for current members and retirees on Aug. 5. **We will mail a newsletter to all current members in Edison as of this date.** You will only need to order the number of newsletters you will need for new employees hired in Edison from Aug. 6 through the end of the year.

For **2019 current benefits**, you can continue to use the 2019 Eligibility and Enrollment Guide [found on the ParTNers for Health website under Publications](#).

OPEB Survey Reminder (local ed)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees** with a due date to **complete the survey by Aug. 30.**

Should you have any questions about the email and survey you received, you can contact Lee Porter at Lee.M.Porter@tn.gov or at (615) 253-4407. Thank you for your prompt attention and response.

OPEB Survey Reminder (local gov)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees** with a due date to **complete the survey by Aug. 30**.

Should you have any questions about the email and survey you received, you can contact Kristin Fields at Kristin.Fields@tn.gov or at (615) 253-4408. Thank you for your prompt attention and response.

Reminder - Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Attachments: State & Higher Ed PayFlex Webinars
LE & LG PayFlex Webinars

Upcoming PayFlex Webinars

ST/HE

- **August 22, 29 and September 5**
10:00 a.m. to 11:00 a.m. CT
Topic: The \$200K Opportunity – How to unlock the full potential of Health Savings Accounts
Pre-register here: <https://ffregister.com/payflex-tn>
After you register, you will receive an email with login instructions
- **September 12**
11:00 a.m. to 12:00 p.m. CT
Topic: What is a FSA and a L-FSA and how can you use them?
No pre-registration required
[Login Instructions Here](#)
- **September 18**
11:00 a.m. to 12:00 p.m. CT
Topic: Why to consider enrolling in a CDHP/HSA
[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
[Login Instructions Here](#)

Upcoming PayFlex Webinars

LE/LG

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How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
[Login Instructions Here](#)

August 23, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

PayFlex Webinar Info (all plans)

On Thursday, August 29, PayFlex, Financial Finesse and the State of Tennessee will again host the following webinar: "The 200K opportunity-How to Unlock the full potential of HSAs." Information on how to pre-register for this webinar will be sent to all HSA enrollees on Tuesday, August 27.

We have **attached** a one-page document with a list of the upcoming webinars and log in information that you can share with employees who are enrolled in a FSA or HSA. We will send emails to applicable employees directly about each webinar if we have their email address information in Edison.

Newsletter Pre-Order Link Still Available!

If you haven't done so, you can still pre-order 2020 Annual Enrollment newsletters for your **new hires** hired in Edison from now through the rest of 2019.

Click the link below to place your order, found at the [top of the ABC webpage](#).

Pre-orders will be accepted through Sept. 4. After this date, the link will be taken down.

https://stateoftennessee.formstack.com/forms/agency_benefits_coordinator_order_form

Reminder - OPEB Survey Reminder (local ed)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees** with a due date to **complete the survey by Aug. 30**.

Should you have any questions about the email and survey you received, you can contact Lee Porter at Lee.M.Porter@tn.gov or at (615) 253-4407. Thank you for your prompt attention and response.

Reminder - OPEB Survey Reminder (local gov)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees** with a due date to **complete the survey by Aug. 30**.

Should you have any questions about the email and survey you received, you can contact Kristin Fields at Kristin.Fields@tn.gov or at (615) 253-4408. Thank you for your prompt attention and response.

Reminder - Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** **September 30** through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** **September 30** through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: **September 30** through October 25, ending at 4:30 p.m. Central.

State Offices and BA Service Center Closed Monday, September 2

State offices and the Benefits Administration (BA) service center will be closed Monday, September 2nd for the Labor Day holiday.

Attachments: State & Higher Ed PayFlex Webinars
Local Ed & Local Gov PayFlex Webinars

Upcoming PayFlex Webinars

LE/LG

- **August 22, 29 and September 5**
10:00 a.m. to 11:00 a.m. CT
Topic: The \$200K Opportunity – How to unlock the full potential of Health Savings Accounts
Pre-register here: <https://ffregister.com/payflex-tn>
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Topic: Why to consider enrolling in a CDHP/HSA
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How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
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Upcoming PayFlex Webinars

LE/LG

- **August 22, 29 and September 5**
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[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
[Login Instructions Here](#)

August 30, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Newsletter Pre-Order Link Still Available!

There are just a few days left to pre-order 2020 Annual Enrollment newsletters for your **new hires** hired in Edison from now through the rest of 2019.

Click the link below to place your order, found at the [top of the ABC webpage](#).

Pre-orders will be accepted through Sept. 4. After this date, the link will be taken down.

https://stateoftennessee.formstack.com/forms/agency_benefits_coordinator_order_form

New Edison Security Forms for ABC Access Posting to Website Sept. 4

The security forms for Edison ABC access will be changing next week on September 4th. The new form will be posted on our website on the 4th. Please use the form on our website as the Edison team will not be accepting any old forms after the change. If an old security form is submitted, we will reach back out to you to complete a new security form. You can always find the most updated security form on the ABC website under the Forms section – Edison Benefits User Security Authorization Form.

Reminder - OPEB Survey Reminder (local ed)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees**. The deadline to **complete the survey is Friday, Aug. 30**.

A follow up email will be sent out next Tuesday, Sept. 3, to those agencies that have not responded.

Should you have any questions about the email and survey you received, you can contact Lee Porter at Lee.M.Porter@tn.gov or at (615) 253-4407. Thank you for your prompt attention and response.

Reminder - OPEB Survey Reminder (local gov)

On Aug. 9, **primary ABCs** received an email and survey request about **Employer Insurance Contributions for Retirees**. The deadline to **complete the survey is Friday, Aug. 30**.

A follow up email will be sent out next Tuesday, Sept. 3, to those agencies that have not responded.

Should you have any questions about the email and survey you received, you can contact Kristin Fields at Kristin.Fields@tn.gov or at (615) 253-4408. Thank you for your prompt attention and response.

Reminder - Annual Enrollment Dates

Here are the Annual Enrollment period dates:

State and higher education:

- **State and higher education active employees:** **September 30** through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** **September 30** through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: **September 30** through October 25, ending at 4:30 p.m. Central.

State Offices and BA Service Center Closed Monday, September 2

State offices and the Benefits Administration (BA) service center will be closed Monday, September 2nd for the Labor Day holiday.

September 6, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Weekly Annual Enrollment ABC Calls Begin Next Week

Our weekly ABC annual enrollment calls start next week! We will include vendor presentations during calls in September and the first week of October.

Next week, we'll have presentations from BlueCross BlueShield of Tennessee, and MetLife will present information about their dental plan, as well as disability plan information, during the state and higher education calls.

Higher Ed – Tuesday, Sept. 10 at 8:30 a.m. Central time

Local Ed – Tuesday, Sept. 10 at 10 a.m. Central time

Central State – Tuesday, Sept. 10 at 12:30 p.m. Central time

Local Government – Tuesday, Sept. 10 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda. We have also **attached** the 2019-2020 flu vaccination flier that will be discussed during next week's call.

It's Time for BlueCross BlueShield's Fitness Your Way Promotion

BlueCross BlueShield of Tennessee (BCBST) members can save with the September Fitness Your Way promotion. You can share the **attached** flier and the following information with your BCBST members.

As a mission-driven company, we put our members' health first. That's why our upcoming September promotion offers to waive the \$29 enrollment fee for our discount fitness program, Fitness Your Way™. Eligible employees with an email address on file will get an email about this promotion.

When your employees sign up, they'll get:

- Unlimited access to nearly 10,000 gyms across the country
- No long-term contract, just a three-month initial commitment
- Membership for just \$29 a month

Your employees can start working out the day they join. To take advantage of this special offer, employees will use promo code SEPTSAVE to waive the enrollment fee. They can find participating fitness locations online when they sign up through our Blue365® discount program. They'll also get discounts on wellness services like acupuncture, chiropractic visits and more.

Note: This offer is only available to members enrolled in BCBST who are not currently enrolled in Fitness Your Way.

ActiveHealth Wellness Program Communications

Every month, we send an ActiveHealth etip email to our wellness program members. We have **attached** the September ActiveHealth wellness program etip communication as a PDF, and we would like you to please share it with your members. Due to annual enrollment emails that are going out, we will not send this etip out via email for the remainder of the year, but we'll send it directly to you to share with members.

State and higher education: Today, an email and flier started to go out to members letting them know how they can earn their wellness program cash incentive with some new **Healthy You online group coaching classes**. We have **attached** the email for your reference.

Annual Enrollment Updates

Annual enrollment starts soon! Here are the dates and updates:

State and higher education:

- **State and higher education active employees:** **September 30** through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** **September 30** through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: **September 30** through October 25, ending at 4:30 p.m. Central.

For 2020, we have the following updates and resources. You can share this information with your employees:

- **Website:** The ParTNers for Health tn.gov/PartnersForHealth website has been updated with 2020 information, benefits comparison, [premium charts](#) and a new video:
 - [New Annual Enrollment video](#)
- **Annual Enrollment newsletters** mailed this week to all groups. You can find PDFs of the newsletters [on the Enrollment Materials page](#) by plan.
- **ABC newsletter pre-orders:** Pre-orders for newsletters ended Wednesday, September 4.
 - ABC newsletter orders will be filled within the next two weeks. If you ordered a large quantity, you may receive fewer than requested. After receiving newsletters, if you believe you need more, you can submit a request for additional copies on the traditional order form, and send it to our Admin team. We will do our best to fulfill additional requests.
 - You can also print PDFs from our [website Enrollment Materials page](#).
 - If you missed the pre-order period, you can use an ABC order form to write in what you need. You will need to mail or fax the order form to the Admin team, per the usual process.
 - **If you click the pre-order link in an “old” ABC email after the pre-order period ended (Sept. 4), this will not work. We will not receive your order. The pre-order form is no longer on our website.**
- **Annual Enrollment PowerPoint:** The Annual Enrollment PowerPoint presentations you can use to present 2020 benefits to your employees are posted on the [ABC webpage](#) by plan. They are also [on the Enrollment Materials webpage](#).
 - There are two different versions: a PPT and a PDF. You can customize the PPT presentation for your agency or department, but please do not change the premium or key benefit information.
 - The notes section is the “script” and may include additional information. You can share the PDF version directly with members.

[Here is a direct link to the State and Higher Education PDF version with the notes.](#)

[Here is a direct link to the Local Ed and Local Gov PDF version with the notes.](#)

- Questions? Please email us at benefits.info@tn.gov

Attachments: Flu Flier
AH Wellness E-Tip
BCBST FYW Sept Promo
TN Mini Group Coaching Final Email

FREE FLU SHOTS

FLU AND PNEUMOCOCCAL VACCINE COVERAGE

Members may get a free flu shot and/or pneumococcal vaccine by using:

- ✓ their Caremark card at a participating network pharmacy
- or
- ✓ their health insurance card (BlueCross BlueShield or Cigna) at their in-network doctor's office.

The following vaccinations are free to members of the state group insurance program:

- Injectable Seasonal Influenza Vaccine
- Intranasal Seasonal Influenza Vaccine (FluMist®) and Intradermal Flu Vaccine (short needle) and Flublok
- Injectable Seasonal Influenza High Dose (Fluzone® High Dose) Vaccine
- Adult Pneumococcal Vaccine
- Pediatric Pneumococcal Vaccine

IF YOU CHOOSE TO USE YOUR PHARMACY CARD

To get the vaccines above at no charge, members must use a participating retail pharmacy. The current list of participating retail pharmacies is available at info.caremark.com/stateoftn.

IF YOU CHOOSE TO USE YOUR MEDICAL CARD

Simply contact your in-network doctor's office and ask if they have the vaccines. You may get the vaccination at your doctor's office without a copay. (Note: if you are at your doctor's office for another reason or illness when you get your shot, the doctor may charge an office visit copay.)

BlueCross members — to find an immunizing pharmacy or retail convenient care clinic go to bcbst.com and look under **Find a Doctor** > Either log into your BlueAccess account OR select network S for TN providers OR select BlueCard PPO (outside Tennessee) for outside TN searches.

- **Immunizing pharmacist** — enter your location (city & state) > enter **Immunizing Pharmacist** in the search bar
- **Retail convenient care clinic** — enter your location (city & state) > start typing **Retail** in the search bar and then choose **Retail Convenient Care Clinic** from the pop up search box

Cigna members — to find an immunizing pharmacy go to cigna.com/sites/stateoftn. In the left-side navigation, look under **Resources and Forms** for **Medical Vaccine Program PDF**. You can also ask at your local pharmacy whether they can bill Cigna. If so, simply present your Cigna card.

Wellness tip of the month **Healthy eating for life**



Healthy eating starts with healthy supermarket runs. Make the most of your shopping trip with these tips:

Check your kitchen before shopping. Look through your fridge and pantry. Make sure you're not letting any food go to waste before you go out to buy more.

Make a list. Plan your meals so you know what you need ahead of time. This will keep you from adding unnecessary items to your cart. It'll also save you time and money.

Know where to go. Check your community for local farmers markets to find the freshest foods. If you're at the supermarket, try to shop around the outer edges of the store for the healthiest ingredients like fruits, vegetables, dairy and meats. The center aisles tend to include the more processed foods.

Buy healthy. As you shop, buy items that are lower in fats, calories and sodium whenever possible. Choose drinks that have little or no added sugar.

Be active. Moving your body can help keep your mind off problems. It can also raise your endorphins (one of the mood boosting hormones).

Be realistic. Buy only what you need for the week. Make sure you can consume these foods within that time frame.

Don't forget to register for the webinar

Wellness Webinar Series

"Fall in love with veggies"

September 17, 2019

9:00 a.m., 11:30 a.m. and 3:30 p.m. CST

<http://go.activehealth.com/wellness-webinars>

The information provided by the ActiveHealth Management health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific healthcare needs or would like more complete health information, please see your doctor or other healthcare provider. ActiveHealth, the ActiveHealth Management logo, and MyActiveHealth are trademarks of ActiveHealth Management, Inc.

Be Fit and Save Money



We're here to make it easier and more affordable to reach your fitness goals starting in September.

Join Fitness Your Way to save on a gym membership, plus get discounts on wellness services like acupuncture, chiropractic visits and more. **Join by September 30, 2019, and we'll waive your enrollment fee.**

With Fitness Your Way, you get:

- › No long-term contract. Just a three-month initial commitment.
- › Just a \$29 a month membership.*
- › Unlimited access to more than 10,000 gyms across the country.**

*Note: Taxes apply to the monthly rate.

**Participating facilities may vary.



It's easy to join.

Log in or register now at bcbst.com/member

- › Click **Managing Your Health**, then **Member Discounts & Fitness Your Way**.
- › Use code SEPTSAVE to waive the enrollment fee. Be sure to have your BlueCross Member ID card handy.

i Fitness Your Way is available to members and dependents age 18 and older.



Have questions?

Give us a call **1-888-242-2060**

Monday – Friday, 8 a.m. to 8 p.m. ET.



19BHS473101 (3/19)

BlueCross BlueShield of Tennessee complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

For TDD/TTY help call 1-800-848-0298.
BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

تحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-565-9140-1 (رقم هاتف الصم والبكم: 1-800-848-0298). ملحوظة: إذا كنت

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0298)。

Subject Line: Earn cash incentives with 30-minute group coaching classes



Get started on your path to better health... and earn cash incentives while you do it.

Join a half-hour Healthy You online group coaching class and see how much better you can feel. Different classes are offered each month. Check out what's happening for September:

Total Health – It's All Good

It's easy to sign up. Just call 1-888-741-3390.

We offer classes on many days and times. Call today and pick a time that works for you.

You can learn how to be healthier and earn cash incentives

You'll get \$50 for going to your first class. Go to two more classes on different topics and you'll get another \$150. That's \$200 total for going to Healthy You group coaching classes.

How to attend a class

You'll join on your computer. Just follow these simple steps.

Step 1: Call 1-888-741-3390 to sign up for a class.

Step 2: You'll get an email invitation from WebEx. Follow the instructions in that email to register. You'll get an email confirmation with a link for your class.

Step 3: When it's time for your class, just click on the link in the confirmation email to join. You can also chat with your course instructor online during the class.

If you have questions, please call 1-888-741-3390. Hours of operation are from 8:00 a.m. through 8:00 p.m., Central Time, Monday through Friday.

The information provided by ActiveHealth Management's health and wellness programs is general in nature. Our programs, care team and care managers do not provide diagnostic or direct treatment services. We assist you in getting the care you need, and our program is not a substitute for the medical treatment and/or instructions provided by your health care providers. If you have specific health care needs or would like more complete health information, please see your doctor or other health care provider.

This material is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of programs and services and does not constitute a contract. Information is believed to be accurate as of the production date; however, it is subject to change. For information about your Partners for Health plan, refer to <https://www.tn.gov/partnersforhealth.html>.

ActiveHealth Management, P.O. Box 221138, Chantilly, VA 20151-1138

For member rights and responsibilities, please access the links below:

[Terms of Use](#) | [Privacy Information](#) | [Members and Providers](#) | [Unsubscribe](#)

ActiveHealth, the ActiveHealth Management logo, and MyActiveHealth are trademarks of ActiveHealth Management, Inc. 08/19

September 13, 2019

Edison Login Page Redesign

On the evening of September 13, 2019, the Edison Login Page will be redesigned with the new look and feel that was presented at the August ABC regional training sessions. With the redesign of the Edison Login Page, there will be several changes, most notably a change to make the Employee Login button more prominent, and a new green "Benefits Annual Enrollment" button that will be present to direct benefits users to more information about how to login.

For more information about the Login Page changes and the upcoming changes to the benefits enrollment process, you can access the training material from the regional ABC trainings here:

https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_summer19_edison_state.pdf
(State and Higher Education agencies)

https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_summer19_edison_local.pdf
(Local Education and Local Government agencies)

We will also be posting updated videos on the Videos tab on the Partners for Health website (www.tn.gov/partnersforhealth) that will show users how to log in. An updated video will also be posted prior to Annual Enrollment to show users how to enroll using the new pages. We will send out a notification when that video becomes available.

September 13, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Weekly Annual Enrollment ABC Calls Continue

Weekly annual enrollment calls continue! We will have vendor presentations during calls in September and the first week of October.

Next week, we'll have presentations from Securian, the ActiveHealth wellness program, Behavioral Health and EAP benefits, and about the ParTners for Health website.

Higher Ed – Tuesday, Sept. 17 at 8:30 a.m. Central time
Local Ed – Tuesday, Sept. 17 at 10 a.m. Central time
Central State – Tuesday, Sept. 17 at 12:30 p.m. Central time
Local Government – Tuesday, Sept. 17 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes

The combined notes from the September 10 ABC conference calls are **attached**.

PayFlex Webinar Info (all plans)

On Wednesday, September 18, PayFlex and the State of Tennessee will host the following webinar: "Why to consider enrolling in a CDHP/HSA." No pre-registration required. Log in instructions will be sent to all employees (with a current email address on file in Edison) on Monday, September 16.

We have **attached** a one-page document with a list of the upcoming webinars and log in information that you can share with employees who are enrolled in a FSA or HSA. We will send emails to applicable employees directly about each webinar if we have their email address information in Edison.

Annual Enrollment Updates

As a reminder, here are the annual enrollment dates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Attachments: State Benefits eForms
PayFlex Webinars ABC Email State
PayFlex Webinars ABC Email Local



Benefits eForms

Benefit eForms – NEW!

- ABCs will soon have the ability to enter benefit enrollments for new hires and for annual enrollment
- Not publicizing to employees – up to you if you want to offer this
- If a new hire doesn't use ESS, you will need to key an eForm instead of submitting a form to BA
- Life event and SQE enrollment forms will still be sent to BA following the current process
- Monthly ESS scorecard will no longer be sent
- We still need ESS usage or an eForm even if the employee is waiving for PPACA purposes

HCM > Benefits > TN Employee Benefit eForm

Company TN Employee Benefit eForm

Company TN Employee Benefit eForm



[Create a Benefit Enrollment eForm](#)

Use this link to start a Benefit Enrollment eForm.



[Evaluate a Benefit Enrollment eForm](#)

Use this link to approve, deny, or recycle a form that has been routed to you for evaluation.



[Update a Benefit Enrollment eForm](#)

Use this link to adjust-and-resubmit or withdraw a form that you initiated before it gets through final approval.



[View a Benefit Enrollment eForm](#)

Use this link to View an existing form - you will only see forms that you have department security access for.

View a Benefits eForm

Step 1 of 4: View Dependent Information

Employee

Name [REDACTED]

eForm ID 989423

Empl ID [REDACTED]

Empl Record 0

Kermit Frog

Update this Dependent

Verification Needed

New Entry

First Kermit

Middle the

Last Frog

Relationship Spouse

SSN [REDACTED]

Details

Add Dependent

<< Previous

Next >>

<< Search

Close

View a Benefits eForm

Step 2 of 4: View Benefits Enrollment

The History page shows everything that has happened to this eForm since its creation.

Employee

Name

eForm ID 989423

Empl ID

Empl Record 0

Medical

Waive Coverage

Coverage Begin Date 01/01/2020

Enroll All

<u>Enroll</u>	<u>Name</u>	<u>Relationship</u>
1 <input checked="" type="checkbox"/>	Kermit Frog	Spouse

Coverage Requested Premier PPO BCBS Middle :: Employee plus Spouse

Dental

Waive Coverage

Vision

Waive Coverage

Voluntary AD&D

Waive Coverage

Short-Term Disability

Waive Coverage

Long-Term Disability

Waive Coverage

Flex Spending Medical

Waive Coverage

Flex Spending Dependent Care

Waive Coverage

Health Savings Account

Waive Coverage

Flex Spending Limited Purpose

Waive Coverage

Flex Spending Dependent Care

Waive Coverage

Health Savings Account

Waive Coverage

Flex Spending Limited Purpose

Waive Coverage

Flex Spending Transportation

Waive Coverage

Flex Spending Parking

Waive Coverage

<< Previous

Next >>

Close

View a Benefits eForm

Step 3 of 4: View Benefits Form Submission Data

The History page shows everything that has happened to this eForm since its creation.

Employee

Name

[REDACTED]

eForm ID 989423

Empl ID

[REDACTED]

Empl Record 0

File Attachments

	Upload	View	Description	Doc ID	
1	<input type="button" value="Upload"/>	<input type="button" value="View"/>	Marriage Certificate	2019-08-12-08.24.48	<input type="button" value="Delete"/>

Comments

<< Previous

Next >>

Close

Comment History:

** [REDACTED]
** Mon, Aug 12 19, 08:25:20 AM
testing - KLS 8/12/19

View a Benefits eForm

Step 4 of 4: Form History

The History page shows everything that has happened to this eForm since its creation.

Selected Person

Name Empl ID 00125985

[View Current Job Details](#)

Form Information

eForm ID 989423
Form Status Executed
Form Type BENEFITS Benefits Form
Condition TNBENEFITS TN Employee Benefits eForm

[Who can work this form?](#)

[Form Messages](#)

BASC WF

▼ G_FORM_ID=989423, EOAWTHREAD_ID=720320: **Approved**

BASC Approvals

Approved

✓ [Ian Harris](#)
TN Ben Admin Service Center
08/15/19 - 9:55 PM

Transaction / Signature Log

Log Instance	Current DateTime	Stage	Path	Step	Step Title	User ID	User Description	Action	Status
1	08/12/2019 8:25:20AM	0	0	0.00	Initiator	karel0502001	Karen Staten	Submit	Pending
2	08/15/2019 9:55:39PM	10	1	1.00	Ben Admin Service Center	ian0415001	Ian Harris	Approve	Part Apprv
3	08/15/2019 9:55:39PM	10	1	1.00	System Update	ian0415001	Ian Harris	Authorize	Authorized
4	08/15/2019 9:55:53PM	10	1	1.00	System Update	ian0415001	Ian Harris	Execute	Executed

Comments

<< Previous

<< Search

Close

Comment History:

** Karen Staten
** Mon, Aug 12 19, 08:25:20 AM
testing - KLS 8/12/19

Upcoming PayFlex Webinars

ST/HE

- **September 18**
11:00 a.m. to 12:00 p.m. CT
Topic: Why to consider enrolling in a CDHP/HSA
[Login Instructions Here](#)
- **November 20**
11:00 a.m. to 12:00 p.m. CT
Topic: How to invest HSA funds over \$1,000, investment funds available, and how to set up an automatic sweep.
[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app of website for safekeeping
[Login Instructions Here](#)

Upcoming PayFlex Webinars

LE/LG

- **September 18**
11:00 a.m. to 12:00 p.m. CT
Topic: Why to consider enrolling in a CDHP/HSA
[Login Instructions Here](#)
- **November 20**
11:00 a.m. to 12:00 p.m. CT
Topic: How to invest HSA funds over \$1,000, investment funds available, and how to set up an automatic sweep.
[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app of website for safekeeping
[Login Instructions Here](#)

September 20, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Weekly Annual Enrollment ABC Calls Begin Next Week

Weekly annual enrollment calls and vendor presentations continue!

Next week, we'll have presentations from Davis Vision and Cigna will present on their health and dental coverage.

Higher Ed – Tuesday, Sept. 24 at 8:30 a.m. Central time
Local Ed – Tuesday, Sept. 24 at 10 a.m. Central time
Central State – Tuesday, Sept. 24 at 12:30 p.m. Central time
Local Government – Tuesday, Sept. 24 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes

The combined notes from the September 17 ABC conference calls are **attached**.

Updated 2020 Hospital Lists

We have posted the updated 2020 participating network hospital lists [on the Carrier network page](#) for BlueCross BlueShield Network S, Cigna Local Plus and Cigna OAP.

Note: the lists are alphabetical and they continue to highlight changes in yellow.

Annual Enrollment Emails (state and higher ed)

We've **attached** an annual enrollment email as a Word document that you can add your own information to and PDF that you can share directly with your members. As we get closer to annual enrollment, we will send you another version that includes a direct link to Edison.

We have also **attached** a flier about the upcoming annual enrollment employee webinars you can share.

Annual Enrollment Email (local ed and local gov)

We've **attached** an annual enrollment email as a Word document that you can add your own information to and PDF that you can share directly with your members. As we get closer to annual enrollment, we will send you another version that includes a direct link to Edison.

We have also **attached** a flier about the upcoming annual enrollment employee webinars you can share.

Annual Enrollment Updates

As a reminder, here are the annual enrollment dates and updates:

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

For 2020, we have the following updates and resources. You can share this information with your employees:

- **Website:** The ParTNers for Health tn.gov/PartnersForHealth website has been updated with 2020 information, benefits comparisons, [premium charts](#) and a new video: [New Annual Enrollment video](#)
- **Annual Enrollment newsletters** have mailed to all groups. You can find PDFs of the newsletters [on the Enrollment Materials page](#) by plan.
- **Annual Enrollment PowerPoint:** The Annual Enrollment PowerPoint presentations you can use to present 2020 benefits to your employees are posted on the [ABC webpage](#) by plan. They are also [on the Enrollment Materials webpage](#).
 - There are two different versions: a PPT and a PDF. You can customize the PPT presentation for your agency or department, but please do not change the premium or key benefit information.
 - The notes section is the “script” and may include additional information. You can share the PDF version directly with members.

[Here is a direct link to the State and Higher Education PDF version with the notes.](#)

[Here is a direct link to the Local Ed and Local Gov PDF version with the notes.](#)

Attachments: ABC State & Higher Ed AE Email
ABC Local Ed & Local Gov AE Email
AE Employee Webinar Flier

PARTNERS FOR HEALTH



The annual enrollment period for 2020 benefits starts soon!
You can enroll from Sept. 30 - Oct. 11

Watch this video to learn more!

<https://www.youtube.com/watch?v=aDeY7rYZG0w>

Good news! Health insurance premiums will stay the same*.

Premium charts for all benefits are [on the Premiums page](#). There are no premium increases for dental, vision, disability or life insurance coverage in 2020.

Find the health plan comparison chart at tn.gov/PartnersForHealth under **Health**, or [click here for State and Higher Education](#).

Find the 2020 newsletter at tn.gov/PartnersForHealth under the **Annual Enrollment** tab, [click on Enrollment Materials](#).

**** Important **** During the annual enrollment period, you MUST choose how much money (election amount) you want to put in your **health savings account (HSA)** or **flexible spending accounts (FSA)** for 2020.

Find more help [on the website](#):

- **Videos** about your benefits – [click the link on the homepage](#)
- **Blue Questions** button to the help desk: <https://benefitssupport.tn.gov/hc/en-us>
- **Green Help** button to CHAT with a representative during business hours

Employee webinars will be held in Sept. and Oct. [Go to tn.gov/PartnersForHealth](http://tn.gov/PartnersForHealth) and [click on the About Enrollment page](#). Scroll down for dates and login instructions.

Call Benefits Administration at 800.253.9981, M-F, 8 a.m. to 4:30 p.m. Central time.
We are happy to help!

State and higher education **retiree health premiums will increase.*

PARTNERS FOR HEALTH



The annual enrollment period for 2020 benefits starts soon!
You can enroll from Sept. 30 - Oct. 25

Watch this video to learn more!

<https://www.youtube.com/watch?v=aDeY7rYZG0w>

Good news! There are no premium increases in 2020.

Premium charts for all benefits are [on the Premiums page](#).

Find the health plan comparison chart **at** tn.gov/PartnersForHealth under **Health** or [click here for Local Ed and Local Gov](#).

Find the 2020 newsletter at tn.gov/PartnersForHealth under the **Annual Enrollment** tab, [click on Enrollment Materials](#).

Find more help [on the website](#):

- **Videos** about your benefits – [click the link on the homepage](#)
- Blue **Questions** button to the help desk: <https://benefitssupport.tn.gov/hc/en-us>
- Green **Help** button to CHAT with a representative during business hours

Employee webinars will be held in Sept. and Oct. [Go to tn.gov/PartnersForHealth](https://tn.gov/PartnersForHealth) and [click on the About Enrollment page](#). Scroll down for dates and login instructions.

Call Benefits Administration at 800.253.9981, M-F, 8 a.m. to 4:30 p.m. Central time.
We are happy to help!



ANNUAL ENROLLMENT INFORMATIONAL EMPLOYEE WEBINARS

Here's your chance to learn about 2020 benefits! Webinars are scheduled for:

State and higher education (all Central time)

Monday, Sept. 23, 10-11 a.m.

Thursday, Sept. 26, 9-10 a.m.

Monday, Sept. 30, 1-2 p.m.

Thursday, Oct. 3, 2-3 p.m.

Monday, Oct. 7, 10-11 a.m.

Local education and Local government (all Central time)

Monday, Sept. 30, 10-11 a.m.

Thursday, Oct. 10, 1-2 p.m.

Thursday, Oct. 17, 3:30-4:30 p.m.

Monday, Oct. 21, 3:30-4:30 p.m.

Thursday, Oct. 24, 10-11 a.m.

[Click here](#) for instructions on how to join.



September 27, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment Starts Monday!

State and higher education:

- **State and higher education active employees:** September 30 through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** September 30 through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: September 30 through October 25, ending at 4:30 p.m. Central.

Annual Enrollment Conference Calls

Weekly annual enrollment calls and vendor presentations continue! Next week, we'll have a presentation from PayFlex about health savings accounts (HSA).

For **state and higher education**, PayFlex will also present information about flexible spending accounts (FSA).

Higher Ed – Tuesday, Oct. 1 at 8:30 a.m. Central time

Local Ed – Tuesday, Oct. 1 at 10 a.m. Central time

Central State – Tuesday, Oct. 1 at 12:30 p.m. Central time

Local Government – Tuesday, Oct. 1 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes

The combined notes from the September 24 ABC conference calls are **attached**.

New and Updated ESS Edison Enrollment Resources Available

As a reminder, we have worked to make Edison more user-friendly. Enrollment webpages have a new look. Bigger buttons and better access will make it easier to enroll! On the Edison homepage, **look for the green “Benefits Annual Enrollment” button.**

Enrolling on a smart phone or mobile device is now possible. This is our first year; we will make improvements based on your experience. Employees can find step-by-step login instructions at tn.gov/PartnersForHealth on the [About Enrollment webpage](#).

We've included information below you can share with your active employees and retirees.

****You can share this information below with your employees****

Enrollment webpages have a new look! Bigger buttons and better access will make it easier to enroll. On the Edison homepage, **look for the green “Benefits Annual Enrollment” button.**

You will **use Employee Self Service (ESS) in Edison** at www.edison.tn.gov to add/make changes to benefits. When using Edison ESS on your computer, Internet Explorer 11 is the preferred browser. Enrolling on your smart phone or mobile device is now possible. This is our first year; we will make improvements based on your experience.

We have log in instructions and videos at www.tn.gov/PartnersForHealth to help you:

Log in instructions (live links below)

[ESS instructions for state](#)

[ESS instructions for higher education, local education and local government](#)

Videos (live links below)

[Log in to Edison if you've forgotten your Access ID](#)

[Log in to Edison for the first time](#)

[Reset your Edison password](#)

[Select/enroll in benefits in Edison - for state](#)

[Select/enroll in benefits in Edison - for higher education, local education and local government](#)

****You can share this information below with your retirees who have group health coverage****

For Retirees

To make changes, fill out the annual enrollment application and submit it to Benefits Administration. Mailed applications must be postmarked no later than Oct. 25, 2019.

Submit by fax at 615.741.8196 by Oct. 25, 2019, at 11:59 p.m. Central time. **OR ...**

You may also make changes online in ESS in Edison at www.edison.tn.gov instead of using the paper Annual Enrollment application. Enrolling on your smart phone or mobile device is now possible. This is our first year; we will make improvements based on your experience.

- When using Edison ESS on your computer, Internet Explorer 11 is the preferred browser. You may not be able to enroll if you use another browser.
- In Edison, you will need to set up an account with a password.
- **Important!** You may already have an old work email address in ESS in Edison. If you try to reset your password to enroll, the password reset email may go to this old email account. If you do not receive an email after trying to set up your account, you can make changes by submitting a paper application, or call our customer service center for help at 800.253.9981 and press option 2.
- Click here for [Edison Retiree Self Service Instructions](#).

Instructional step-by-step Edison videos for Retirees (live links):

[How to log in to Edison if you've forgotten your Access ID](#)

[How to log in to Edison for the first time](#)

[How to reset your Edison password](#)

[How to select/enroll in benefits in Edison](#)

ActiveHealth – Wellness Program

The MyActiveHealth website and mobile app will be down from 3:00 p.m. Central time, Friday 9/27 through 11:00 a.m. Central time, Sunday, 9/29. During this time, members will not be able to access either site and will see ActiveHealth's system maintenance message.

Updated 2020 Network Hospital Lists

We have posted updated 2020 participating network hospital lists [on the Carrier network page](#) for BlueCross BlueShield Network S, Cigna Local Plus and Cigna OAP. The lists are alphabetical and highlight changes in yellow.

Note: For BlueCross BlueShield, corrections were made to add Vanderbilt University Medical Center and Vanderbilt Stallworth Rehabilitation Hospital as they were not previously listed. Cigna confirmed that the three hospitals in West Tennessee (Baptist Memorial Hospital in Huntington, Baptist Memorial Hospital in Union City and Baptist Memorial Hospital Tipton in Covington) **will remain** in the Cigna networks. Cigna is updating their provider directories.

As always, the best resource for members to search for providers is online through the carriers' websites. Links to these sites are below:

[BlueCross BlueShield of Tennessee \(Network S\)](#)

[Cigna LocalPlus](#)

[Cigna Open Access Plus](#)

October Preferred Drug List

Attached is the [October 2019 State of Tennessee Preferred Drug List \(PDL\)](#). As with each quarterly formulary update, Caremark will mail notification letters to members who are affected by tier changes or drug exclusions. There were 606 members who filled for an impacted drug in the past four months, and two members who filled a drug that is being excluded.

Shown below are drugs being added, removed or moved from tier 2 (preferred) to tier 3 (nonpreferred). Please encourage employees to use the state's specific webpage at info.caremark.com/stateoftn to view the most current version of the drug list, as well as to review their prescription drug benefit information, request mail service orders and research drug information.

CVS/CAREMARK HAS MADE THE FOLLOWING CHANGES TO THE PREFERRED DRUG LIST ("PDL" OR FORMULARY) AS OF Oct. 1, 2019:

Drugs being added to the PDL Oct. 1, 2019, are as follows:	
<u>Drug name</u>	<u>Indication</u>
Skyrizi injection	plaque psoriasis
Drugs changing from Preferred (Tier 2) to Non-Preferred status (Tier 3) that will have a higher copay starting Oct. 1, 2019, are as follows:	
<u>Drug name</u>	<u>Indication</u>
Androgel 1.62% gel/pump/pack	testosterone
Oracea capsule	rosacea
Suboxone sublingual film	opioid dependence
Differin cream/gel/pump/lotion	acne
Minivelle	menopause
Ranexa tablet	angina (chronic chest pain)
Vesicare tablet	overactive bladder
Drugs being deleted from the PDL Oct. 1, 2019, are as follows:	
<u>Drug name</u>	<u>Indication</u>
Sabril powder	seizures/spasms
Sabril tablet	seizures/spasms

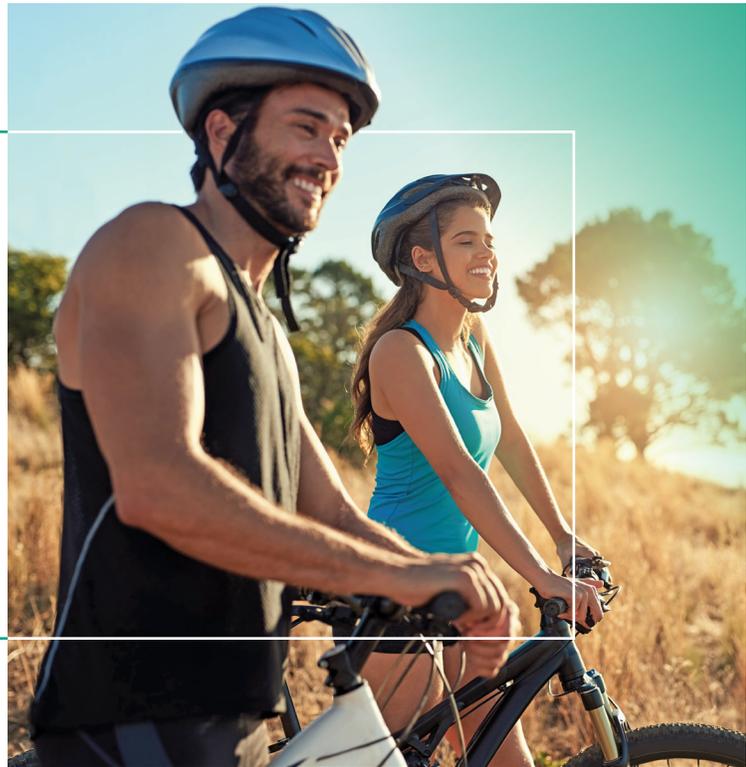
Attachments: Fitness Your Way Flier
Active & Fit Flier
2020 Tennessee Plan Premium

Better fitness can be easy – and affordable.

Helping you improve your overall health through regular fitness is important to us. We also know firsthand that getting fit – and staying fit – can be a challenge. This is why we introduced Fitness Your Way™, a flexible, low-cost fitness program that makes living a healthier life easier than ever.

Available exclusively for you and your covered dependents (age 18 and older), Fitness Your Way provides:

- › **Affordability.** One-time enrollment fee of \$29 and a \$29 monthly membership fee per member.
- › **Unlimited access.** The nationwide network includes more than 10,000 participating fitness locations.*
- › **Flexible membership.** No long-term contract is required – only a three-month initial commitment and unlimited use of any facility within the network.
- › **Online convenience.** You can easily find fitness centers, enroll and manage your activity online.



TAKE THE FIRST STEP

To get started, visit bcbst.com/member and register or log in to **BlueAccess**SM.

- › Click **Managing Your Health**.
- › Select **Member Discounts & Fitness Your Way** to visit our **Blue365**[®] member discounts page.
- › Click **Fitness Your Way**.
- › Select **View Details** then **Redeem Now**.
- › From there you can find fitness center locations, enroll and create a **Fitness Your Way** account.
- › Or call **1-888-242-2060**, Monday through Friday, 8 a.m. – 8 p.m. ET, to find participating facilities and enroll today.



DON'T BREAK A SWEAT TRYING TO BREAK A SWEAT.

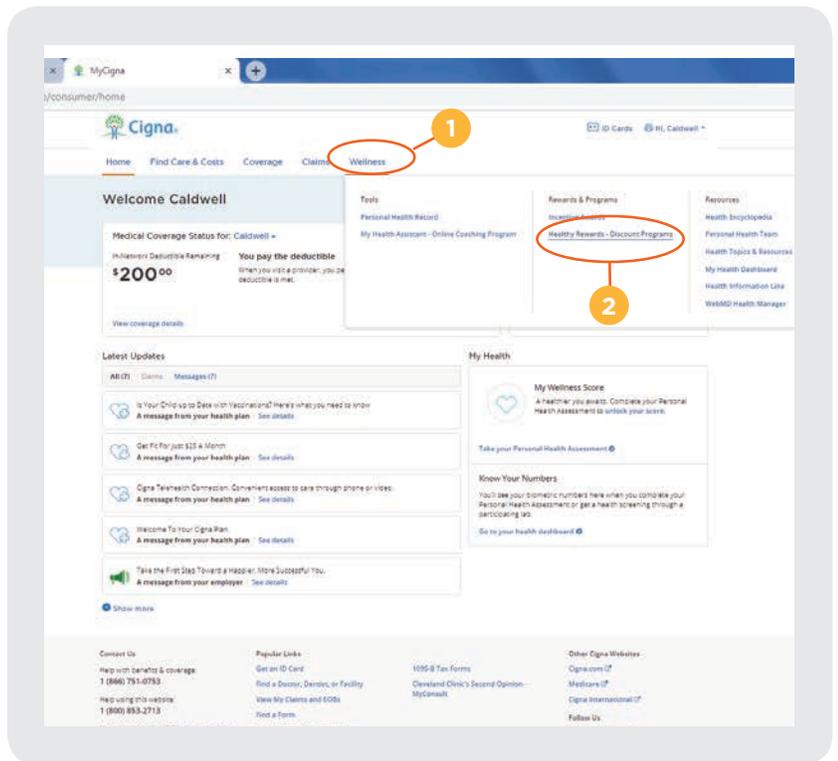
Simple steps to get to your fitness discounts.

Ready to work out? We'll make getting there the easy part.

As a Cigna customer, you have access to a bunch of discounts on health programs and services, including gym memberships, through the **Cigna Healthy Rewards®** program.*

Where can you find more information? Start by logging in to **myCigna.com** and then follow this guide.

- 1 From the menu choose **“Wellness.”**
- 2 Click on **“Healthy Rewards - Discount Programs.”**

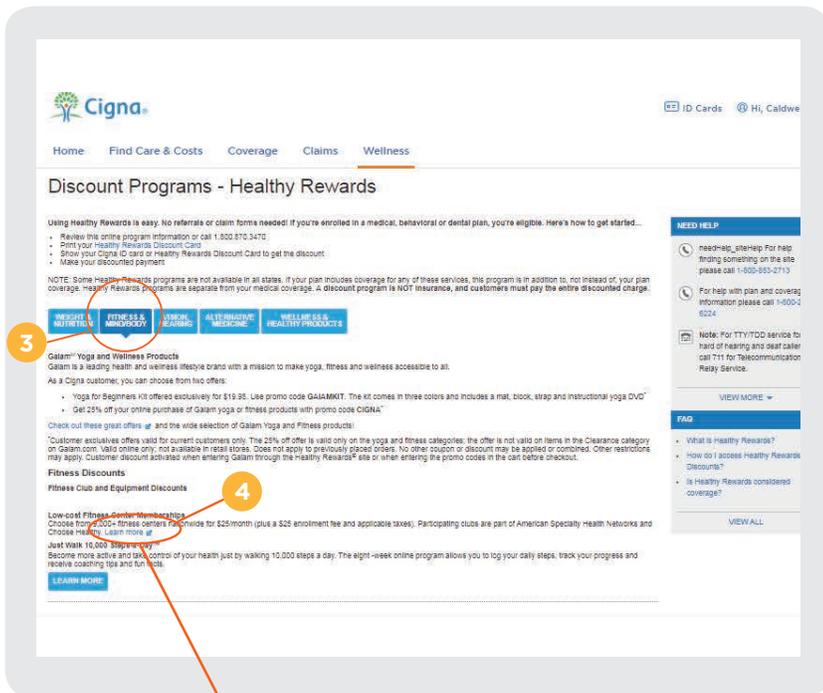


Together, all the way.®



3 Click on the blue tab > **“Fitness & Mind/Body.”**

4 Scroll down > **“Fitness Discounts”** > **“Low-cost Fitness Center Memberships”** > **“Learn More.”**



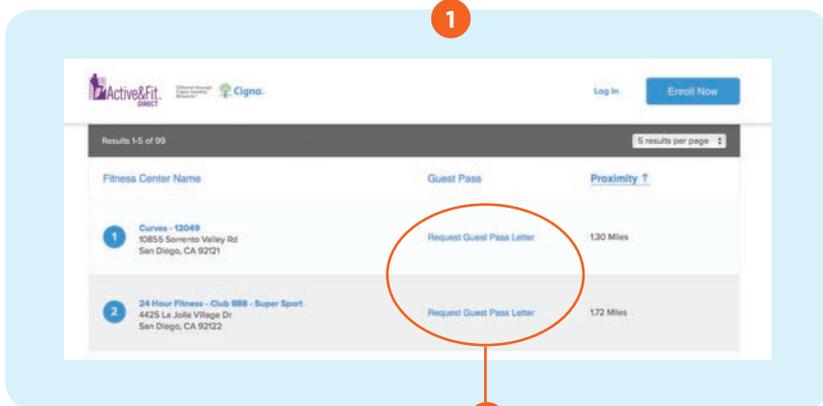
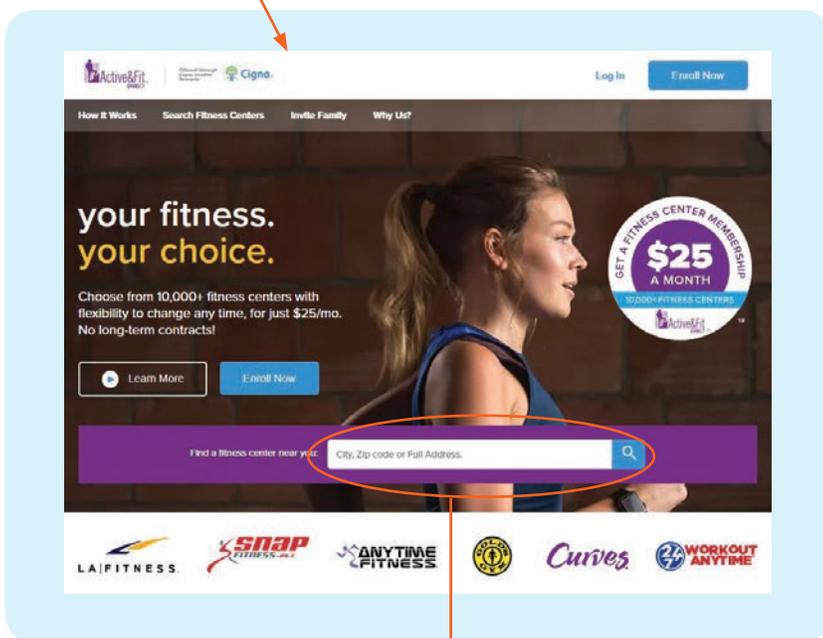
You're there!

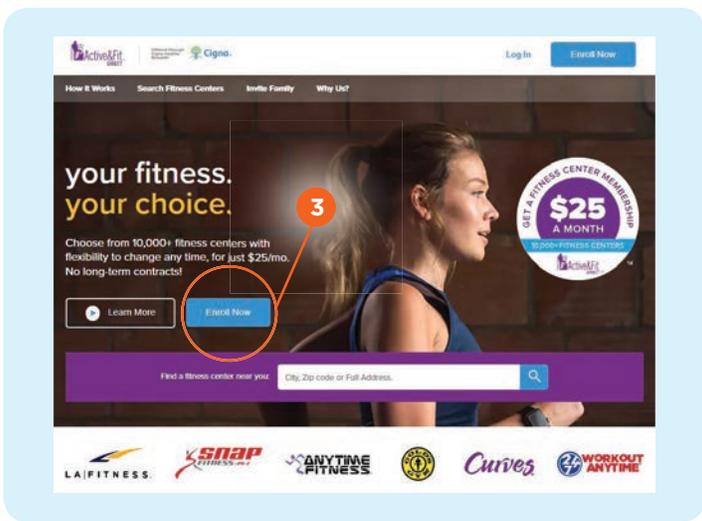
The updated **Active&Fit Direct™** page takes the heavy lifting out of finding a participating local fitness center. And did we mention that memberships are only **\$25 per month (plus a \$25 enrollment fee and applicable taxes)**.

From the home page, you can:

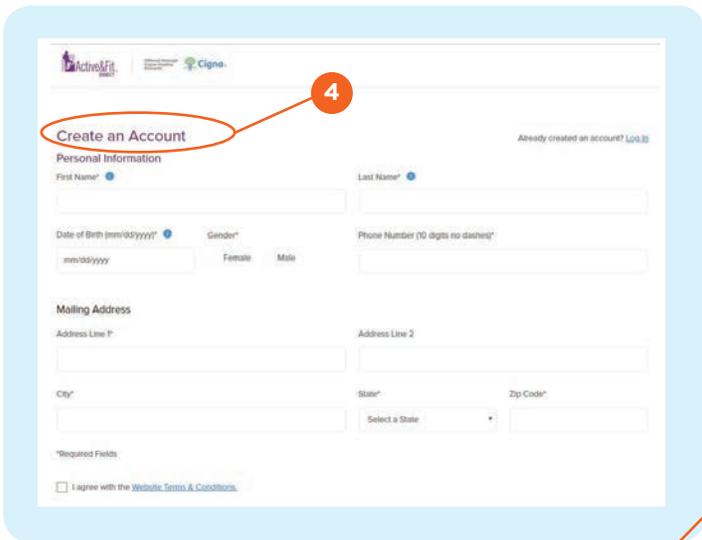
1 Find a participating local gym by your ZIP code or city/state, and get details on the facility.

2 Not ready to enroll? Click **“Request Guest Pass Letter”** in your search results, create an account and then print your guest pass.



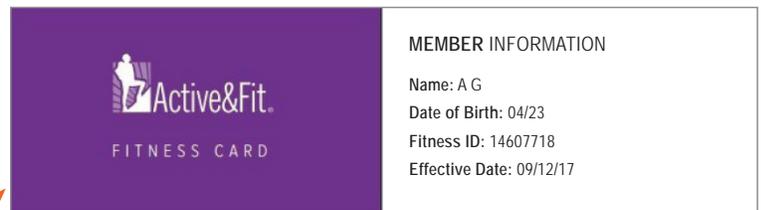


3 If you're ready to get your discounted membership, select **"Enroll Now."** You'll create an account if you didn't already, provide payment information and print your fitness card.

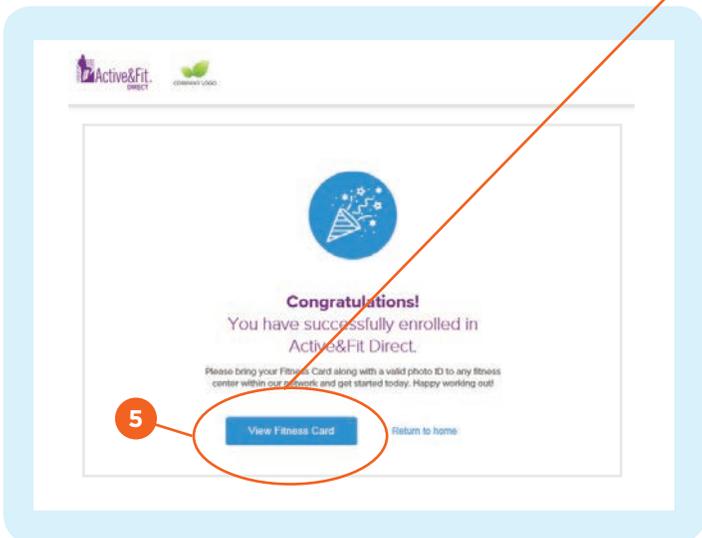


4 Enter both your personal and payment information.

5 Next, just click to view your card, print it out and take it with you to your new gym.



Go to myCigna.com to kick-start your health.



Cigna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-244-6224 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-244-6224 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-244-6224 (TTY: 711)



* **Healthy Rewards is a discount program and is NOT insurance.** This program is separate from your medical plan benefits. You are required to pay the entire discounted charge. Always consult your doctor prior to beginning a new exercise program. Your participation in this program may be subject to program terms and conditions and is at your sole risk.

** **Plus a \$25 one-time enrollment fee and applicable taxes. There is a minimum 3 month commitment.**

The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc. (ASH), an independent company/entity and a subsidiary of American Specialty Health Incorporated. ASH is not affiliated with Cigna and is solely responsible for the Active&Fit Direct program. Active&Fit Direct, Break a Sweat Without Breaking the Bank, and the Active&Fit logos are trademarks of American Specialty Health, Incorporated. As to American Specialty Health content/properties, (c) 2017 American Specialty Health.

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October 4, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment ABC Conference Calls

Weekly annual enrollment calls and vendor presentations continue next week!

Higher Ed – Tuesday, Oct. 8 at 8:30 a.m. Central time

Local Ed – Tuesday, Oct. 8 at 10 a.m. Central time

Central State – Tuesday, Oct. 8 at 12:30 p.m. Central time

Local Government – Tuesday, Oct. 8 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes

The combined notes from the October 1 ABC conference calls are **attached**.

Annual Enrollment Continues!

State and higher education:

- **State and higher education active employees:** Now through October 11, ending at 4:30 p.m. Central.
 - **Retirees:** Now through October 25, ending at 4:30 p.m. Central.

Local education, local government and retirees: Now through October 25, ending at 4:30 p.m. Central.

Dental Care 2020 Contract Process (state and higher ed)

We relayed the information below during ABC calls this week, and we are sharing it directly with members via email. Note: there has been an update to the Preferred Dental Program (MetLife) information for certain benefits in process if the vendor changes 1/1/21. The link below includes all of the information relayed this week and the updated information.

Dental Care 2020 Contract Process

- The dental contracts with Cigna and MetLife expire on December 31, 2020.
- By law, the state must put these contracts out to re-bid.
- This re-bidding **may** result in new dental vendors on 1/1/21. The vendors could stay the same. It will not be known until mid-2020.
- **If the vendors change and you have dental care in process that is not completed by 1/1/21, please be aware of how this will be handled by each vendor. Please [click here](#) to review this information.**

Dental Care 2020 Contract Process (local ed/local gov)

We relayed the information below during ABC calls this week, and we are sharing it directly with members via email. Note: there has been an update to the Preferred Dental Program (MetLife) information for certain benefits in process if the vendor changes 1/1/21. The link below includes all of the information relayed this week and the updated information.

Dental Care 2020 Contract Process (if offered by your agency)

- The dental contracts with Cigna and MetLife expire on December 31, 2020.
- By law, the state must put these contracts out to re-bid.

- This re-bidding **may** result in new dental vendors on 1/1/21. The vendors could stay the same. It will not be known until mid-2020.
- **If the vendors change and you have dental care in process that is not completed by 1/1/21, please be aware of how this will be handled by each vendor. Please [click here](#) to review this information.**

Updated Cigna Network Information

Good news! We relayed this last week and during the ABC calls but want to make sure you were aware of this information.

Cigna confirmed that the three hospitals in West Tennessee; Baptist Memorial Hospital in Huntington, Baptist Memorial Hospital in Union City and Baptist Memorial Hospital Tipton in Covington, **will remain** in the Cigna networks. Cigna is updating their provider directories. The PDF hospital lists on the ParTNers website have also been updated.

As always, the best resource for members to search for providers is online through the carriers' websites. Links to these sites are below:

[BlueCross BlueShield of Tennessee \(Network S\)](#)

[Cigna LocalPlus](#)

[Cigna Open Access Plus](#)

ActiveHealth Wellness Program Communications

Every month, we send an ActiveHealth etip email to our wellness program members. We have **attached** the October ActiveHealth wellness program etip communication as a PDF, and we would like you to please share it with your members. Due to annual enrollment emails that are going out, we will not send this etip out via email, but we'll send it directly to you to share.

Attachment: October Health Tip



Wellness tip of the month

Manage your medicine



Taking your medicines as prescribed isn't always easy. Practice these tips to help yourself stay on track:

Know what you are taking. Make a list of all your medicines and take it with you to every doctor visit. Remember to update the list whenever your medicines change.

Learn about them. Know how they work and if there are any possible side effects. If you're having any problems with taking your medicines, tell your doctor.

Have a routine. Make a schedule for taking your medicines. And be sure to follow it every day.

Stay organized with a pillbox. Use it for each day you take your medicines. Pillboxes are available in different sizes. So you can choose one that will meet your needs.

Talk with your doctor before trying new medicine. This includes vitamins, supplements and sleep aids. Combining these with your medicines can cause side effects or even make your health worse.

To learn more about your pharmacy benefits, vaccines and ways to save money, click this link.

<https://www.tn.gov/partnersforhealth/health-options/pharmacy.html>

Don't forget to register for the webinar

Wellness Webinar Series

"Get the details on diabetes"

November 26, 2019

9:00 a.m., 11:30 a.m. and 3:30 p.m. CST

<http://go.activehealth.com/wellness-webinars>

The information provided by the ActiveHealth Management health and wellness programs is general in nature. It is not meant to replace the advice or care you get from your doctor or other health professional. If you have specific healthcare needs or would like more complete health information, please see your doctor or other healthcare provider. ActiveHealth, the ActiveHealth Management logo, and MyActiveHealth are trademarks of ActiveHealth Management, Inc.

October 11, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment ABC Conference Calls

Weekly annual enrollment calls continue next week!

Higher Ed – Tuesday, Oct. 15 at 8:30 a.m. Central time

Local Ed – Tuesday, Oct. 15 at 10 a.m. Central time

Central State – Tuesday, Oct. 15 at 12:30 p.m. Central time

Local Government – Tuesday, Oct. 15 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

State and higher ed: Next week's call is the last weekly annual enrollment call.

ABC Conference Call Notes

The combined notes from the October 8 ABC conference calls are **attached**.

Annual Enrollment Continues! (local ed/local gov)

Local education, local government and retirees: Annual enrollment continues through October 25, ending at 4:30 p.m. Central.

Local Education/Local Government Employee Webinars Continue (local ed/local gov)

Our employee webinars continue. The dates and times are below. Members do not have to pre-register. They can go to the [About Enrollment page on the website](#) and scroll down for instructions on how to join.

- Thursday, Oct. 17: 3:30-4:30 p.m.
- Monday, Oct. 21: 3:30-4:30 p.m.
- Thursday, Oct. 24: 10-11 a.m.

Correction to Cigna Prepaid Dental Plan Patient Charge Schedules

The Cigna Prepaid Dental Plan Patient Charge Schedules (PCS) located on both the ParTNers and Cigna websites showed percentages rather than dollar amounts. They have been updated. If any of your members have questions about this, please direct them to benefits.info@tn.gov.

October 18, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment ABC Conference Calls (local ed and local gov only)

Weekly annual enrollment calls continue!

Local Ed – Tuesday, Oct. 22 at 10 a.m. Central time

Local Government – Tuesday, Oct. 22 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes

The combined notes from the October 15 ABC conference calls are **attached**.

State and higher ed: We've **attached** sample emails that were sent to approximately 90 higher education employees and 400 state employees who saved but did not submit their enrollments. The emails instruct members on what they need to do to submit an appeal, if they wish to do so. As a reminder, weekly annual enrollment calls have ended. The next state and higher education ABC conference calls will be held Nov. 12.

Annual Enrollment Continues! (local ed/local gov)

Local education, local government and retirees: Annual enrollment continues through October 25, ending at 4:30 p.m. Central.

Local Education/Local Government Employee Webinars Continue (local ed/local gov)

Our employee webinars continue. The dates and times are below. Members do not have to pre-register.

We've again **attached** the flier that you can share with your employees. Please note, for our members who needed a call later in the day, the next webinar takes place at 3:30 p.m. Central

Members can also go to the [About Enrollment page on the website](#) and scroll down for the instructions on how to join.

- **Monday, Oct. 21: 3:30-4:30 p.m. Central time**
- **Thursday, Oct. 24: 10-11 a.m. Central time**

Attachments: State saved but not submitted email
Higher Ed saved but not submitted email
AE employee webinar flier

For Central State EEs:

Email Subject: Important Benefits Enrollment Information

Hello,

You are receiving this email today because you made changes to your benefits enrollment for 2020 in Edison but did not submit them.

Your enrollment period is now closed. **If you did not want to keep the changes you made, no additional action is needed.** You will stay enrolled in the same insurance plans with the same selections in 2020 that you currently have.

However, if you are currently enrolled in a medical FSA (Flexible Spending Account), limited purpose FSA, or dependent care FSA, you are required to submit a 2020 pledge amount in order for you to remain enrolled next year.

If you are currently enrolled in an HSA (Health Savings Account) and want to continue contributing a portion of your pre-tax earnings in 2020, you must update your HSA contribution amount in Edison for 2020. Changes to your HSA contribution can be made any time during the year using Edison self-service.

If you intended to make changes to any benefits, except for the HSA contribution amount, you must appeal to Benefits Administration by December 31, 2019. Please submit a written appeal as soon as you can to: Benefits.Administration@tn.gov that includes the details about why you were unable to meet the October 11th deadline. If you have a Zendesk ticket number (customer service HELP desk) for your situation, include it with your written appeal details. You must also provide a completed copy of an *enrollment change application*. Here is the form: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2018.pdf.

For Flex plans dollar contribution amounts, complete a *flexible plan enrollment* application and indicate the change is for year 2020. The form can be found here: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1009_2019.pdf

Finally, include any valid dependent verification information if you are trying to add new dependents. For new dependents, we need dependent verification to prove their relationship to you. Examples of valid dependent verification are mentioned on the *enrollment change application* which is found here: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2018.pdf.

Regards,

Benefits Administration

For HIGHER ED ONLY

Email Subject: Important Benefits Enrollment Information

Hello,

You are receiving this email today because you made changes to your benefits enrollment for 2020 in Edison but did not submit them.

Your enrollment period is now closed. If you did not want to keep the changes you made, no additional action is needed. You will stay enrolled in the same plans with the same choices in 2020 that you currently have.

If you **intended to make changes**, you must appeal to Benefits Administration by December 31, 2019. Please submit a written appeal as soon as you can to: Benefits.Administration@tn.gov that includes the details about why you were unable to meet the October 11th deadline. If you have a Zendesk ticket number (customer service HELP desk) for your situation, include it with your written appeal details. You must provide a completed copy of an *enrollment change application (found at the link below)* along with valid dependent verification information if you are trying to add new dependents. For new dependents, we need dependent verification to prove their relationship to you. Examples of valid dependent verification are mentioned on the *enrollment change application* which is found here: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2018.pdf.

Regards,

Benefits Administration



ANNUAL ENROLLMENT INFORMATIONAL EMPLOYEE WEBINARS

Here's your chance to learn about 2020 benefits! Webinars are scheduled for:

State and higher education (all Central time)

Monday, Sept. 23, 10-11 a.m.

Thursday, Sept. 26, 9-10 a.m.

Monday, Sept. 30, 1-2 p.m.

Thursday, Oct. 3, 2-3 p.m.

Monday, Oct. 7, 10-11 a.m.

Local education and Local government (all Central time)

Monday, Sept. 30, 10-11 a.m.

Thursday, Oct. 10, 1-2 p.m.

Thursday, Oct. 17, 3:30-4:30 p.m.

Monday, Oct. 21, 3:30-4:30 p.m.

Thursday, Oct. 24, 10-11 a.m.

[Click here](#) for instructions on how to join.



October 25, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment ABC Conference Calls (local ed and local gov only)

We will have local education and local government ABC calls on Oct. 29 and the following Tuesday, Nov. 5.

Local Ed – Tuesday, Oct. 29 at 10 a.m. Central time

Local Government – Tuesday, Oct. 29 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

The regular monthly conference calls will resume Tuesday, Nov. 12

ABC Conference Call Notes (local ed and local gov only)

The combined notes from the October 22 ABC conference calls are **attached**.

Annual Enrollment Continues! (local ed/local gov)

Local education, local government and retirees: Annual enrollment ends **TODAY**, Friday, October 25. The call center closes at 4:30 p.m. Central.

State and Higher Education ABCs

We don't have any information to relay this Friday. We hope you have a great weekend!

November 1, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Annual Enrollment ABC Conference Calls (local ed and local gov only)

The final weekly annual enrollment ABC conference call will be held Nov. 5th.

Local Ed – Tuesday, Nov. 5 at 10 a.m. Central time

Local Government – Tuesday, Nov. 5 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

The regular monthly conference calls will resume Tuesday, Nov. 12

ABC Conference Call Notes (local ed and local gov only)

The combined notes from the October 29 ABC conference calls are **attached**.

Wellness Program Members – ActiveHealth Website

All ActiveHealth applications, including the MyActiveHealth website and the mobile app will be down on **Tuesday, Nov. 5th from 4:00 pm EST through Wednesday, Nov. 6th at 12:00 am EST** for some updates.

Omada Diabetes Prevention Program email for Cigna Members

We've **attached** the first Omada diabetes prevention program email that will go out to Cigna health plan members next week for your information. This is part of a four-week email campaign that will begin on Nov. 5.

Revised Order Forms

Revised order forms have been posted on the [ABC webpage](#) by plan. You use these forms for COBRA brochures, HIPAA privacy notices and for contact information to order vendor materials. The revised forms include a new contact for Optum and PayFlex.

Edison Down for Maintenance

Edison will be down for maintenance and unavailable this Sunday, Nov. 3, from 6 a.m. to 10 p.m. Central time. During this system maintenance, users will be unable to log into Edison.

Attachments: LE LG Saved but not submitted email
Cigna Omada DPP email

For LOCAL ED and LOCAL GOV

Email Subject: Important Benefits Enrollment Information

Hello,

You are receiving this email today because you made changes to your benefits enrollment for 2020 in Edison but did not submit them.

Your enrollment period is now closed. If you did not want to keep the changes you made, no additional action is needed. You will stay enrolled in the same plans with the same choices in 2020 that you currently have.

If you **intended to make changes**, you must appeal to Benefits Administration by December 31, 2019. Please submit a written appeal as soon as you can to: Benefits.Administration@tn.gov that includes the details about why you were unable to meet the October 25th deadline. If you have a Zendesk ticket number (customer service HELP desk) for your situation, include it with your written appeal details. You must provide a completed copy of an *enrollment change application (found at the link below)* along with valid dependent verification information if you are trying to add new dependents. For new dependents, we need dependent verification to prove their relationship to you. Examples of valid dependent verification are mentioned on the *enrollment change application* which is found here: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/1043_2018.pdf.

Regards,

Benefits Administration

SOTN Inspire email campaign

Email 1

Subject: Gain energy with Omada



"I feel so much better" – Betty, State of TN/Cigna health plan member, Jackson, TN

Join your colleagues in Omada®.

If you're ready to lose weight, gain energy, and improve your overall health, check out Omada.

Take a 1-minute health screener to find out if you're eligible at omadahealth.com/partnersforhealth

You'll be able to join the Diabetes Prevention Program at no additional cost if you or your covered adult dependents are enrolled in a Cigna medical plan offered through the State of Tennessee, are at risk for diabetes, and are accepted into the program.

This online care program surrounds you with the tools and support you need to help reach your health goals, one step at a time.

We can't wait to see what else you can accomplish!

If you're already enrolled in Omada—congrats! There's no need to reapply.

ParTNers for Health
www.partnersforhealthtn.gov

For questions and more information:

Email: support@omadahealth.com

Call: 888.409.8687 Mon-Fri, 12pm-9pm ET

Help center articles: support.omadahealth.com

Testimonials are based on the participants' real experiences using the Omada Program and are not necessarily representative of all persons who will use the program. They are based on individual results, and results may vary based on age, gender and other individual and demographic factors. Omada does not claim that they are typical results that participants will generally achieve.

The Omada[®] program is administered by Omada Health, Inc., an independent third party service provider. Cigna does not endorse or guarantee the products or services of any third parties and assumes no liability with respect to any such products or services. All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company and HMO or service company subsidiaries of Cigna Health Corporation. "Cigna" is a registered service mark of Cigna Intellectual Property, Inc.

SAMPLE

November 8, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Conference Calls

The regular November monthly ABC conference calls are next week! We will have a presentation from Omada about the Cigna Diabetes Prevention Program and email campaign currently in progress.

Higher Ed – Tuesday, Nov. 12 at 8:30 a.m. Central time

Local Ed – Tuesday, Nov. 12 at 10 a.m. Central time

Central State – Tuesday, Nov. 12 at 12:30 p.m. Central time

Local Government – Tuesday, Nov. 12 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

ABC Conference Call Notes (local ed and local gov only)

The combined notes from the November 5 ABC conference calls are **attached**.

ActiveHealth Monthly E-Tip

Every month, we create an ActiveHealth wellness program etip email. We have **attached** the November ActiveHealth email communication as a PDF, and we would like you to please forward it to your members. We will also send you the December etip to share with members

Omada Diabetes Prevention Program email for Cigna Members

For your information, we've **attached** the second Omada diabetes prevention program email that will go out to Cigna health plan members next week. This is part of a four-week email campaign that started last week and runs through the end of November.

Closed Monday for Veterans Day

State offices and the Benefits Administration service center will be closed Monday, Nov. 11 for the Veterans Day holiday.

Attachments: AH Nov Diabetes
Cigna Omada Email

Wellness tip of the month

Reduce your risk for diabetes



Regular exercise, with a healthy diet, is one of the most important things you can do to help prevent diabetes or delay its onset. Here are some tips to get you started:

Talk with your doctor. You may need to have a medical exam before you start an exercise program.

Make it a priority. Do moderate to intense activity for at least 30 minutes a day, 5 times a week.

Get creative. Why not take the stairs? Or park your car farther away? Instead of sit-down meetings, have walking meetings. Stay active whenever you can.

Be consistent. Don't go more than two days without being active. Keep the habit going strong.

Build it in. Pick part of your schedule and pin an activity to it. If you're busy, you can exercise in 10-minute intervals. Every bit helps.

Know that everyone is different. What works for one person may not work for another. Just do what you need to do to help yourself succeed.

Don't forget to register for the webinar

Wellness Webinar Series

"Get the details on diabetes"

November 26, 2019

9:00 a.m., 11:30 a.m. and 3:30 p.m. CST

<http://go.activehealth.com/wellness-webinars>

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Email 2

Subject: “The jeans fit. I cried.”



*“You can **splurge** on Omada. I always have at least two small pieces of **chocolate** a day.*

*I wanted to do this for **me**. I wanted to be healthier, not just get into a smaller dress size. I wanted to feel better for me. **I do feel better**. I am a smaller size. **I like this** and I will continue.”*

– State of TN/Cigna health plan member, Hermitage, TN

How will you define success?

Is it fitting into those jeans? Conquering your soda addiction? Wowing your doctor? From losing weight to gaining energy, the Omada[®] program may be able to help.

See if you’re eligible to join your State of Tennessee colleagues in Omada by taking a 1-minute health screener at omadahealth.com/partnersforhealth

You’ll be able to join the online Diabetes Prevention Program at no additional cost if you or your covered adult dependents are enrolled in a Cigna medical plan offered through the State of Tennessee, are at risk for diabetes, and are accepted into the program. We can’t wait to see what you accomplish.

If you’re already enrolled in Omada—congrats!

ParTNers for Health
www.partnersforhealthtn.gov

For questions and more information:

Email: support@omadahealth.com

Call: 888.409.8687 Mon-Fri, 12pm-9pm ET

Help center articles: support.omadahealth.com

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SAMPLE

November 15, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Conference Call Notes

The combined notes from the November 12 ABC conference calls are **attached**.

2020 Eligibility Guides

The 2020 Eligibility and Enrollment Guides are now posted on the ParTNers for Health [Publications webpage](#) underneath the 2019 guides. The guides will be added to the For New Employees page later in December.

PayFlex Webinar Info (all plans)

On Wednesday, November 20, PayFlex and the State of Tennessee will host the following webinar: **“How to invest HSA funds over \$1,000, investment funds available, and how to set up an automatic sweep.”** Information on how to attend this webinar will be sent to all HSA enrollees on Monday, November 18.

We have **attached** a one-page document with a list of the upcoming webinars and log in information that you can share with employees who are enrolled in a HSA. We will send emails to applicable employees directly about each webinar, if we have their email address information in Edison.

Omada Diabetes Prevention Program email for Cigna Members

For your information, we've **attached** the third Omada diabetes prevention program email that will go out to Cigna health plan members next week. This is part of a four-week email campaign that runs through the end of November.

Attachments: PayFlex Webinars Local
PayFlex Webinars State
Cigna Omada Email

Upcoming PayFlex Webinars

LE/LG

- **November 20**
11:00 a.m. to 12:00 p.m. CT
Topic: How to invest HSA funds over \$1,000, investment funds available, and how to set up an automatic sweep.
[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app of website for safekeeping
[Login Instructions Here](#)

Upcoming PayFlex Webinars

ST/HE

- **November 20**
11:00 a.m. to 12:00 p.m. CT
Topic: How to invest HSA funds over \$1,000, investment funds available, and how to set up an automatic sweep.
[Login Instructions Here](#)
- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app of website for safekeeping
[Login Instructions Here](#)

Email 3

Subject: Why Omada clicked for John



"If I start to see weight creep, I can go back and look at my food intake, my activity level, and my sleep time and see where I am falling short. Get back on the plan and keep moving forward."

– John H., State of TN/Cigna health plan member

Do healthy your way.

The Omada® program is designed to fit seamlessly into your life. You'll take lessons online, learn from a professional health coach, and be matched with a group of people who are going through the very same challenges you are. You can log in anytime, anywhere.

Many State of Tennessee employees have joined Omada to lose weight and gain healthy patterns for life. See if you're eligible to join them by taking a 1-minute health screener at omadahealth.com/partnersforhealth

You'll be able to join the Diabetes Prevention Program at no additional cost if you or your covered adult dependents are enrolled in a Cigna medical plan offered through the State of Tennessee, are at risk for diabetes, and are accepted into the program.

If you're already enrolled in Omada—congrats!

ParTNers for Health
www.partnersforhealthtn.gov

For questions and more information:
Email: support@omadahealth.com

Call: 888.409.8687 Mon-Fri, 12pm-9pm ET
Help center articles: support.omadahealth.com

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November 22, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Updated Employee Checklist

The new hire Employee Checklist that is required to be completed during an employee's initial enrollment period has been slightly revised. The "Information to be Provided" section has been clarified. Please use this updated version going forward. You can find it on the [ABC webpage](#) by plan type.

Announcement from BlueCross BlueShield for Members

Below is information from BlueCross Blue Shield of Tennessee (BCBST). Representatives from BCBST will join us on the December ABC call to answer any questions you may have.

YMCA Locations No Longer Participating in Fitness Your Way Network

One of the ways we help your employees' live healthy lifestyles is by working with Tivity Health to provide our low-cost Fitness Your Way™ gym membership program. Tivity manages the network of gyms and fitness centers that participate in this program, and unfortunately, they've let us know that certain YMCA locations will no longer be available to Fitness Your Way members beginning Jan. 1, 2020.

This change affects 23 YMCA locations in Tennessee. The good news is that there are still more than 200 Fitness Your Way locations in Tennessee, and more than 10,000 nationwide Fitness Your Way locations available to participating members.

To let your employees know about this change, Tivity is sending [an email](#) to program participants currently using one of the affected YMCA locations the week of Dec. 9, and then a [follow-up email](#) the week of Dec. 23. They're also setting up a dedicated phone line just for BlueCross BlueShield of Tennessee members who have questions about the program or want to find a new place to exercise. And to make up for the inconvenience, Tivity will give Fitness Your Way members who have used a YMCA 50% off their January 2020 dues.

Employee 2020 Benefits Confirmation Email

On Monday, November 25, all employees who have an email address in Edison will receive an email notifying them that their 2020 Benefits Confirmation statement is available. **Even if employees did not make any benefit changes for 2020, they will receive the notice.** You may get questions from your employees, especially if they did not make any changes.

We had previously communicated that you would be able to see your employees' online statements, **however, at this time this feature is not available.** We are still working on getting you access to these statements, and will notify you when this feature is available.

Omada Diabetes Prevention Program email for Cigna Members

For your information, we've [attached](#) the fourth and final Omada diabetes prevention program email going out to Cigna health plan members next week. This is part of a four-week email campaign that ran through November.

State Offices and Benefits Administration Closed Thanksgiving Holiday

State offices and the Benefits Administration Service Center will be closed next Thursday and Friday, November 28 and 29 for the Thanksgiving Holiday. The holiday hours for our vendors are below.

Vendors' Thanksgiving Holiday Hours

Here are our vendors' Thanksgiving holiday hours (Central time unless noted):

- **BlueCross BlueShield:** Offices will be closed November 28 and 29.
- **Cigna:** Offices will be closed November 28 and 29 and the service team will be off. **Cigna's 24/7 call center will be open.**
- **Optum:** Offices will be closed November 28 and 29. **Here4TN call center is open 24/7.**
- **ActiveHealth:** Offices will be closed November 28 and 29.
- **PayFlex:** Will be closed November 28 and 29 - members will have access to the Automated Voice Response system.
- **CVS/caremark:** Open 24/7 365 days per year.
- **Davis Vision:** Will be closed Thursday, November 28. Reduced Hours of Operation: Friday, November 29 – 8-6 p.m. EST.
- **UMR/POMCO:** Will be closed November 28 and 29.
- **MetLife Dental:** November 27, 8-6; closed November 28, November 29, 8-6.
- **State/Higher Ed: MetLife Disability Service:** November 27, 8-8; closed November 28; November 29, 8-6.
- **State/Higher Ed: Securian Financial:** Will be closed November 28.

Attachment: Cigna Omada Email

Email 4

Subject: What happens when your health becomes a habit?



"You aren't told that you can't eat certain foods. You are encouraged to make healthier choices. If you have set backs you get back on track."

– Paula, State of TN/Cigna health plan member

Make healthy habits second nature.

Omada® can put you on a smarter path to better health—one that starts in your head and heart, and makes its way to your plate. Soon, resisting too much of those unhealthy foods will become automatic.

Each week, you'll learn simple rules for better eating, fitness, sleep, and stress management that will have an immediate impact on the choices you make. And a professional health coach will be there to keep you on track—on your best days and worst.

Are you ready? See if you're eligible by taking a 1-minute health screener at omadahealth.com/partnersforhealth

You'll be able to join the Diabetes Prevention Program at no additional cost if you or your covered adult dependents are enrolled in a Cigna medical plan offered through the State of Tennessee, are at risk for diabetes, and are accepted into the program.

Many State of Tennessee members have already joined Omada to lose weight and gain healthy patterns for life.

ParTNers for Health
www.partnersforhealthtn.gov

For questions and more information:

Email: support@omadahealth.com

Call: 888.409.8687 Mon-Fri, 12pm-9pm ET

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November 27, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Edison News (higher ed, local ed and local gov)

You will soon notice an Edison update within the Benefits WorkCenter, specifically within the Non-Payroll Job Data link. This is the link that you currently use to terminate an employee's job record. Previously the effective date defaulted to today's date, but now the effective date will default to 1/1/1900. If you do not change the date, you will get a warning message and will be unable to proceed. If you need assistance, please contact our service center at 800.253.9981 or submit a Zendesk ticket.

Reminder - Employee 2020 Benefits Confirmation Email

This past Monday, November 25, all employees who had an email address in Edison received an email notifying them that their 2020 Benefits Confirmation statement is available. **Even if employees did not make any benefit changes for 2020, they received the notice.** Employees may have contacted you with questions about this email.

State Offices and Benefits Administration Closed Thanksgiving Holiday

State offices and the Benefits Administration Service Center will be closed this Thursday and Friday, November 28 and 29 for the Thanksgiving Holiday.

We hope you have a safe and very happy Thanksgiving!

Vendors' Thanksgiving Holiday Hours

Here are the vendors' Thanksgiving holiday hours (Central time unless noted) below.

State/higher ed: please note the time correction for MetLife Disability on November 27.

- **BlueCross BlueShield:** Offices will be closed November 28 and 29.
- **Cigna:** Offices will be closed November 28 and 29 and the service team will be off. *Cigna's 24/7 call center will be open.*
- **Optum:** Offices will be closed November 28 and 29. *Here4TN call center is open 24/7.*
- **ActiveHealth:** Offices will be closed November 28 and 29.
- **PayFlex:** Will be closed November 28 and 29 - members will have access to the Automated Voice Response system.
- **CVS/caremark:** Open 24/7 365 days per year.
- **Davis Vision:** Will be closed Thursday, November 28. Reduced Hours of Operation: Friday, November 29 – 8-6 p.m. EST.
- **UMR/POMCO:** Will be closed November 28 and 29.
- **MetLife Dental:** November 27, 8-6; closed November 28, November 29, 8-6.
- **State/Higher Ed: MetLife Disability Service:** November 27, 8-6; closed November 28; November 29, 8-6.
- **State/Higher Ed: Securian Financial:** Will be closed November 28.

December 6, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Conference Calls

The December monthly ABC conference calls are next week! We will have a presentation from BlueCross BlueShield about recent updates, as well as a presentation from UMR/POMCO.

Higher Ed – Tuesday, Dec. 10 at 8:30 a.m. Central time

Local Ed – Tuesday, Dec. 10 at 10 a.m. Central time

Central State – Tuesday, Dec. 10 at 12:30 p.m. Central time

Local Government – Tuesday, Dec. 10 at 2 p.m. Central time

Webinar login instructions are included on the **attached** agenda.

2020 ABC Monthly Conference Call Schedule

The 2020 monthly ABC conference call schedule (**attached**) has been posted on the [ABC webpage](#) under Conference Call Notes. Note: BA could change the call schedule due to in-person trainings, and additional weekly calls may be added prior to and during next year's Annual Enrollment period.

Confirmation Statement Update

We have heard from multiple agencies that there was some confusion and concern regarding the confirmation statement emails that went to all employees with email addresses in Edison. The subject line for this email was Benefits Confirmation Available.

This confirmation statement process was new and we were unaware that the email would appear to generate from the recipient's email account. This was not a security breach, but we understand and appreciate your concern regarding how the emails generated. The Edison team is working to ensure that the emails are not sent in this manner again. In the future, they should generate from an Edison system email address.

2020 New Hire Presentations – PowerPoint and PDF

We have posted the 2020 new hire PowerPoint presentation on the [ABC webpage](#) by plan type. **You will need to save the PowerPoint in order for the graphics to download correctly.**

We have also posted a PDF version of the presentation with notes that you can use or share directly with your employees so they can review at their convenience.

PayFlex Webinar Info (all plans)

On Thursday, December 12, PayFlex and the State of Tennessee will host the following webinar: **"How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping."** Information on how to attend this webinar will be sent to all HSA enrollees on Tuesday, December 10. **Attached** is information you can share, which includes the webinar login link.

Last Chance ActiveHealth 2019 Incentive Email (state/higher ed only)

This week, a last chance email went out to members letting them know they can still earn wellness program cash incentives by doing mini group coaching sessions in 2019. We've **attached** a sample email for your information.

ActiveHealth Monthly E-Tip

Every month, we create an ActiveHealth wellness program etip email. We have **attached** the December ActiveHealth email communication as a PDF. Please forward it to your members.

January Preferred Drug List

Attached is the January 2020 State of Tennessee Preferred Drug List (PDL). As with each quarterly formulary update, Caremark will mail notification letters to members who are affected by tier changes or drug exclusions. There were 1,251 members who filled for an impacted drug in the past four months that is either being removed or moving to tier 3. The product with the highest impact is Proair HFA inhaler with 909 impacted members.

Shown below are drugs being added, removed or moved from tier 2 (preferred) to tier 3 (nonpreferred). Please encourage employees to use the state's specific webpage at info.caremark.com/stateoftn to view the most current version of the drug list, as well as to review their prescription drug benefit information, request mail service orders and research drug information.

CVS/CAREMARK HAS MADE THE FOLLOWING CHANGES TO THE PREFERRED DRUG LIST ("PDL" OR FORMULARY) AS OF Jan. 1, 2020:

Drugs being added to the PDL Jan. 1, 2020, are as follows:	
Drug name	Indication
Adepas tablet	PAH and CTEPH
Fasenra syringe	Asthma
Firazyr	Hereditary angioedema
Ingrezza capsule pack	Tardive dyskinesia
Ingrezza capsule pack	Tardive dyskinesia
Insulin Lispro vial	Diabetes
Lynparza capsule	Certain ovarian or breast cancers
Lynparza tablet	Certain ovarian or breast cancers
Mayzent	Multiple Sclerosis
Nubeqa tablet	Non-metastatic castration-resistant prostate cancer (nmCRPC)
Relistor syringe/vial	Opioid-induced constipation (OIC)
Rinvoq tablet	Rheumatoid arthritis
Rocklatan	Open-angle glaucoma or ocular hypertension
Sunosi	Excessive daytime sleepiness due to obstructive sleep apnea or narcolepsy
Temixys	HIV
Tremfya pen	Plaque psoriasis
Tremfya syringe	Plaque psoriasis
Xolair syringe	Allergic asthma and chronic idiopathic urticaria (CIU)
Xolair vial	Allergic asthma and chronic idiopathic urticaria (CIU)
Yonsa tablet	Metastatic castration-resistant prostate cancer
Drugs changing from Preferred (Tier 2) to Non-Preferred status (Tier 3) that will have a higher copay starting Jan. 1, 2020, are as follows:	
Drug name	Indication
Acanya gel	Acne

Butrans transdermal patch	Pain
Colcrys tablet	Gout
Declegis tablet	Pregnancy related morning sickness
Elidel cream	Atopic dermatitis
Finacea gel	Rosacea and acne
Proair HFA inhaler	Asthma
Retin-A micro gel	Acne
Retin-A micro pump gel	Acne
Reyataz capsule	HIV
Reyataz powder	HIV
Safyral tablet	Oral contraceptive
Tekturna tablet	Anti-hypertensive (blood pressure)
Ziana gel	Acne
Drugs being deleted from the PDL Jan. 1, 2020, are as follows:	
<u>Drug name</u>	<u>Indication</u>
Avonex pen/syringe/vial	Multiple Sclerosis
Complera tablet	HIV
Durolane syringe	Osteoarthritis
Plegridy pen	Multiple Sclerosis
Plegridy pen starter pack	Multiple Sclerosis
Plegridy syringe	Multiple Sclerosis
Plegridy syringe starter pack	Multiple Sclerosis
Simponi pen/syringe	Rheumatoid arthritis
Stribild tablet	HIV
Verzenio tablet	Metastatic breast cancer

Edison Down for Maintenance

Edison will be down for maintenance and unavailable next Friday, December 13 beginning at 5 p.m. through 6 p.m. Central time, Sunday, December 15. During this system maintenance, users will be unable to log into Edison.

Attachments: 2020 ABC Monthly Call Schedule
PayFlex Webinar ST/HE Dec.
PayFlex Webinar LE/LG Dec.
TN Mini Group Coaching ST/HE



2020 ABC Monthly Conference Call Schedule*
January – December 2020

<p>Tuesday, January 14 Higher Education – Tuesday, January 14 at 8:30 a.m. Central Local Education – Tuesday, January 14 at 10:00 a.m. Central Central State – Tuesday, January 14 at 12:30 p.m. Central Local Government – Tuesday, January 14 at 2:00 p.m. Central</p>
<p>Tuesday, February 11 Higher Education – Tuesday, February 11 at 8:30 a.m. Central Local Education – Tuesday, February 11 at 10:00 a.m. Central Central State – Tuesday, February 11 at 12:30 p.m. Central Local Government – Tuesday, February 11 at 2:00 p.m. Central</p>
<p>Tuesday, March 10 Higher Education – Tuesday, March 10 at 8:30 a.m. Central Local Education – Tuesday, March 10 at 10:00 a.m. Central Central State – Tuesday, March 10 at 12:30 p.m. Central Local Government – Tuesday, March 10 at 2:00 p.m. Central</p>
<p>Tuesday, April 14 Higher Education – Tuesday, April 14 at 8:30 a.m. Central Local Education – Tuesday, April 14 at 10:00 a.m. Central Central State – Tuesday, April 14 at 12:30 p.m. Central Local Government – Tuesday, April 14 at 2:00 p.m. Central</p>
<p>Tuesday, May 12 Higher Education – Tuesday, May 12 at 8:30 a.m. Central Local Education – Tuesday, May 12 at 10:00 a.m. Central Central State – Tuesday, May 12 at 12:30 p.m. Central Local Government – Tuesday, May 12 at 2:00 p.m. Central</p>
<p>Tuesday, June 9 Higher Education – Tuesday, June 9 at 8:30 a.m. Central Local Education – Tuesday, June 9 at 10:00 a.m. Central Central State – Tuesday, June 9 at 12:30 p.m. Central Local Government – Tuesday, June 9 at 2:00 p.m. Central</p>
<p>Tuesday, July 14 Higher Education – Tuesday, July 14 at 8:30 a.m. Central Local Education – Tuesday, July 14 at 10:00 a.m. Central Central State – Tuesday, July 14 at 12:30 p.m. Central Local Government – Tuesday, July 14 at 2:00 p.m. Central</p>
<p>Tuesday, August 11 Higher Education – Tuesday, August 11 at 8:30 a.m. Central Local Education – Tuesday, August 11 at 10:00 a.m. Central Central State – Tuesday, August 11 at 12:30 p.m. Central Local Government – Tuesday, August 11 at 2:00 p.m. Central</p>
<p>Tuesday, September 8 Higher Education – Tuesday, September 8 at 8:30 a.m. Central Local Education – Tuesday, September 8 at 10:00 a.m. Central Central State – Tuesday, September 8 at 12:30 p.m. Central Local Government – Tuesday, September 8 at 2:00 p.m. Central</p>
<p>Tuesday, October 13 Higher Education – Tuesday, October 13 at 8:30 a.m. Central Local Education – Tuesday, October 13 at 10:00 a.m. Central Central State – Tuesday, October 13 at 12:30 p.m. Central Local Government – Tuesday, October 13 at 2:00 p.m. Central</p>
<p>Tuesday, November 10 Higher Education – Tuesday, November 10 at 8:30 a.m. Central Local Education – Tuesday, November 10 at 10:00 a.m. Central Central State – Tuesday, November 10 at 12:30 p.m. Central Local Government – Tuesday, November 10 at 2:00 p.m. Central</p>
<p>Tuesday, December 8 Higher Education – Tuesday, December 8 at 8:30 a.m. Central Local Education – Tuesday, December 8 at 10:00 a.m. Central Central State – Tuesday, December 8 at 12:30 p.m. Central Local Government – Tuesday, December 8 at 2:00 p.m. Central</p>

*Call dates could change and additional dates could be added.

Upcoming PayFlex Webinar

LE/LG

- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
[Login Instructions Here](#)

Upcoming PayFlex Webinar

ST/HE

- **December 12**
11:00 a.m. to 12:00 p.m. CT
How to pay a provider bill from your HSA and attach EOBs or itemized receipts on the app or website for safekeeping
[Login Instructions Here](#)

Subject Line: New topics! Go to group coaching classes and earn cash incentives!



Get started on your path to better health... and earn cash incentives while you do it.

Join a half-hour Healthy You online group coaching class and see how much better you can feel. Different classes are offered each month. Check out what's happening for December:

The Gift of Health

Cold Weather Exercise

Reducing Holiday Stress with Mindfulness

It's easy to sign up. Just call 1-888-741-3390.

We offer classes on many days and times. Call today and pick a time that works for you.

You can learn how to be healthier and earn cash incentives

If you have completed the online health assessment, you'll get \$50 for going to your first class. Go to two more classes on different topics and you'll get another \$150. That's \$200 total for going to Healthy You group coaching classes.

How to attend a class

You'll join on your computer. Just follow these simple steps.

Step 1: Call 1-888-741-3390 to sign up for a class.

Step 2: You'll get an email invitation from WebEx. Follow the instructions in that email to register. You'll get an email confirmation with a link for your class.

Step 3: When it's time for your class, just click on the link in the confirmation email to join. You can also chat with your course instructor online during the class.

If you have questions, please call 1-888-741-3390. Hours of operation are from 8:00 a.m. through 8:00 p.m., Central Time, Monday through Friday.

The information provided by ActiveHealth Management's health and wellness programs is general in nature. Our programs, care team and care managers do not provide diagnostic or direct treatment services. We assist you in getting the care you need, and our program is not a substitute for the medical treatment and/or instructions provided by your health care providers. If you have specific health care needs or would like more complete health information, please see your doctor or other health care provider.

This material is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of programs and services and does not constitute a contract. Information is believed to be accurate as of the production date; however, it is subject to change. For information about your Partners for Health plan, refer to <https://www.tn.gov/partnersforhealth.html>.

ActiveHealth Management, P.O. Box 221138, Chantilly, VA 20151-1138

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December 13, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

ABC Conference Call Notes

The combined notes from the December 10 ABC conference calls are **attached**.

Important - ABC Call WebEx Information Change – Beginning January 14

We are changing the WebEx login information for all ABC calls going forward. You will no longer use the WebEx link that has been included on the all prior agendas as it will change to the new link below. This is because the link we used before belonged to Heather Pease, and she has moved to a new position with our vendor services team.

So, for your January 14 ABC call, please use the WebEx link and dial-in information below and **attached**. We will include this same information on the call agenda we send to you the Monday before the call.

<https://tngov.webex.com/meet/JoanWilliams>

Meeting Number: 312 015 255

Or, join by phone

+1-415-655-0003 US TOLL

Access code: 312 015 255

Edison Down for Maintenance

Edison will be down for maintenance and unavailable next Friday, December 13 beginning at 5 p.m. through 6 p.m. Central time, Sunday, December 15. During this system maintenance, users will be unable to log into Edison.

Changes: As a result of this upgrade, **the web address (url) to Edison will be changing**. For users who have any links, shortcuts, or favorites saved using the old Edison web address, there will be **a temporary redirect** in place to take users directly to Edison using the new correct Edison web address. More information regarding this change will be coming once the upgrade is complete.

State Offices/BA Service Center Holiday Hours

State offices and the Benefits Administration service center will be **closed Tuesday, December 24 and Wednesday, December 25** for the Christmas holiday, as well as closed **Tuesday, December 31 and Wednesday, January 1** for the New Year's holiday.

The vendors' holiday hours follow below. All times are Central time unless otherwise noted. **Please note, for Cigna, these are the office hours – the call center is open 24/7.**

We hope you have a safe and happy holiday season!

BCBS Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Closed
Christmas Day	December 25	Closed

New Year's Day	January 1	Closed
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Cigna Holiday Schedule (health and dental) – office hours – Call Center is open 24/7		
Holiday	Date	Status
Christmas Day	December 25	Service team off
New Year's Day	January 1	Service team off

CVS/caremark Call Center:

- Call center: **Open 24/7 365 days per year.**

Optum:

- Call center: **Open 24 hours a day, 7 days a week.**

MetLife Dental Holiday Schedule		
Holiday	Date Observed	Closing Time
Christmas Eve	December 24	Open, 8a.m. – 1 p.m. EST
Christmas	December 25	Closed
New Year's Eve	December 31	Open, 8 a.m. – 4 p.m. EST
New Year's Day	January 1	Closed

ActiveHealth Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Close at 6 p.m. for telephonic and coaching. Regularly scheduled weight management group classes will continue as scheduled at 5 p.m.
Christmas	December 25	Closed
New Year's Eve	December 31	Close at 6 p.m. for telephonic and coaching. Regularly scheduled weight management group classes will continue as scheduled at 5 p.m. and 6 p.m.
New Year's Day	January 1	Closed

PayFlex Holiday Schedule:		
Holiday	Date	Status
Christmas Eve	December 24	Open, 7 a.m. – 4 p.m.
Christmas Day	December 25	Closed
New Year's Eve	December 31	Open, 7 a.m. – 4 p.m.
New Year's Day	January 1	Closed

Davis Vision Holiday Schedule (times are EST):		
Holiday	Date	Status
Christmas Eve	December 24	Open, 8 a.m. – 5 p.m. EST
Christmas Day	December 25	Closed (call center)
New Year's Eve	December 31	Open, 8 a.m. – 8 p.m. EST

New Year's Day	January 1	Closed (call center)
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UMR/POMCO Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Open until 5 p.m.
Christmas Day	December 25	Closed
New Year's Eve	December 31	Open until 5 p.m.
New Year's Day	January 1	Closed

State/Higher Ed:

Securian Financial Holiday Schedule:		
Holiday	Date	Status
Christmas Eve	December 24	Open, 7 a.m. – 12 p.m.
Christmas Day	December 25	Closed
New Year's Day	January 1	Closed

MetLife Disability Holiday Schedule		
Holiday	Date Observed	Closing Time
Christmas Eve	December 24	Open, 8 a.m. – 1 p.m. EST
Christmas	December 25	Closed
New Year's Eve	December 31	Open, 8 a.m. – 4 p.m. EST
New Year's Day	January 1	Closed

Attachments: UMR/POMCO Presentation
WebEx Login Instructions

2020

**The Tennessee Plan:
Supplemental Medical Insurance
For Retirees with Medicare**





Presenter:

Janice Webb
Strategic Account
Executive
UMR/POMCO

Agenda:

- What is The Tennessee Plan
- Who is eligible
- Who Administers The Tennessee Plan
- What does The Tennessee Plan Cover
- Member Tools
- FAQs about The Tennessee Plan

Understanding The Tennessee Plan



A UnitedHealthcare Company



What is The Tennessee Plan?

- The Tennessee Plan coverage provides a program of hospital, skilled nursing facility and medical benefit for members enrolled in Medicare.
- The program is designed to supplement Medicare.
- The program will pay certain deductible and coinsurance amounts not covered by Medicare.



Who is eligible for The Tennessee Plan?

- Eligible Retiree and designated dependents when the Retiree and such dependents satisfy all the requirements:
 - Initial employment with the state or other qualifying employer commenced prior to July 1, 2015
 - Must be a retired State of TN employee, higher education employee, local education teacher, county judge, county official or an employee of employer participating in TCRS
 - Must receive a monthly retirement allowance from TCRS or participated in higher education optional retirement program
 - Must be covered under Medicare Part A



How to enroll in The Tennessee Plan

- If you become eligible for Medicare due to age after retirement you will be sent an application approximately three months before your 65th birthday.
 - The application must be submitted within 60 days of Medicare eligibility. Coverage will become effective on your date of Medicare entitlement provided the application is received timely.
 - If enrollment is not selected within 60 days of initial eligibility, you and your eligible dependent may apply through medical underwriting. Enrollment is subject to approval and may be denied. Benefits Administration will submit the application for review
- Eligible Retirees can contact Benefits Administration at 800-253-9981 for an application
- Coverage is effective the first of the month following the end of your active insurance coverage or the first of the month following your date of retirement, whichever is later.



Cost of The Tennessee Plan

PREMIUMS EFFECTIVE JANUARY 2020		
Base monthly premium	\$ 140.55	
	STATE SUPPORT	YOU PAY
30+ years of service	\$ 50.00	\$ 90.55
20-29 years of service	\$ 37.50	\$103.05
15-19 years of service	\$ 25.00	\$115.55
less than 15 years of service	\$ 0.00	\$140.55
dependents (spouse)	\$ 0.00	\$140.55
local education support staff	\$ 0.00	\$140.55
local government	\$ 0.00	\$140.55



Who administers The Tennessee Plan?

- As a self-funded plan, the State of Tennessee contracts with a third party administrator to process claims and provide customer service to members enrolled in the plan.
- POMCO has been the third party administrator since January 1, 2007.
- POMCO was selected by the State competitive bidding process on three separate occasions.
- The current contract runs until 2021.
- March 2017 POMCO was acquired by UMR, a division of United Healthcare.
- Branding has been updated to reflect the acquisition of POMCO by UMR.
- All UMR/POMCO services and functions have continued without change.



The Tennessee Plan

Coverage: Part A at a glance

Medicare Part A Expenses	Medicare Approved Amounts		
	Medicare Pays	This Plan Pays	You Pay
Hospitalization <ul style="list-style-type: none"> • First 60 days per Benefit Period • 61st through 90th day • 91st day and after while using 60 Lifetime Benefit Reserve Days • Once Lifetime Benefit Reserve Days are used, an additional 365 benefit days 	All Allowed Charges but the Medicare Part A deductible	Medicare Part A deductible	\$0
	All Allowed Charges but the Medicare coinsurance amount	Medicare coinsurance amount	\$0
	All Allowed Charges but the Medicare coinsurance amount	Medicare coinsurance amount	\$0
	\$0	100% of Medicare eligible expenses	Usually \$0
Skilled Nursing Facility Care <ul style="list-style-type: none"> • First 20 days • 21st through 100th day • 101st day and after 	All Allowed Charges	\$0	\$0
	All Allowed Charges but the Medicare coinsurance amounts	Medicare coinsurance amount	\$0
	\$0	\$0	All costs
Blood <ul style="list-style-type: none"> • First three pints (Medicare Part A & Medicare Part B combined per Calendar Year) • After three pints 	\$0	100% of Medicare eligible expenses	\$0
	All Allowed Charges	\$0	\$0
HOSPICE CARE You must meet Medicare's requirements, including a doctor's certification of terminal illness	All but very limited co-payment/coinsurance for out-patient drugs and inpatient respite care	Medicare co-payment/coinsurance	\$0



The Tennessee Plan Coverage: Part B at a glance

Medicare Part B Expenses	Medicare Approved Amounts		
	Medicare Pays	This Plan Pays	You Pay
Medicare Part B Deductible	\$0	\$0	All costs
Part B Excess Charges (charges above Medicare approved amounts)	\$0	\$0	All costs
Blood <ul style="list-style-type: none"> • First three pints (Medicare Part A & Medicare Part B combined per Calendar Year) • After three pints 	\$0	100% of Medicare eligible expenses	\$0
	First: \$ 0 until you meet the Medicare Part B deductible Then: 80% of Allowed Charges	First: \$ 0 until you meet the Medicare Part B deductible Then: 20% of Allowed Charges	First: Medicare Part B deductible Then: \$0
Clinical Lab Services	All Allowed Charges	\$0	\$0
Other Covered Medicare Part B Services	Generally 80% of Allowed Charges after Medicare Part B deductible	Generally 20% of Allowed Charges	\$0 (after Medicare Part B deductible is met)



The Tennessee Plan Coverage: Home Health Care at a glance

MEDICARE PART A & PART B – HOME HEALTH CARE EXPENSES			
The following summary of benefits is a brief outline of the maximum amounts or specific limits that may apply to benefits payable under the Plan. For a detailed description of each covered service, please refer to the sections entitled Covered Medical Benefits , Plan Exclusions , and Defined Terms .			
Medicare Part A & Part B Home Health Care Expenses	Medicare Approved Amounts		
	Medicare Pays	This Plan Pays	You Pay
Medicare Approved Services (Medically necessary skilled care services and medical supplies)	100% of Allowed Charges	\$0	\$0
Durable Medical Equipment	First: \$ 0 until you meet the Medicare Part B deductible Then: 80% of Allowed Charges	First: \$ 0 until you meet the Medicare Part B deductible Then: 20% of Allowed Charges	First: Medicare Part B deductible Then: \$0

Signing up on the portal

- 1 Visit <https://www.umar.com/thetennesseeplaninfo> on your desktop computer or tablet device
- 2 Click **Login/Register** to sign up

Helpful hints

- Have your UMR member ID card handy
- Spouses and adult children must create their own online account
- You must provide a valid email address
- Select a username and password you can remember

See your benefits information anytime, anywhere

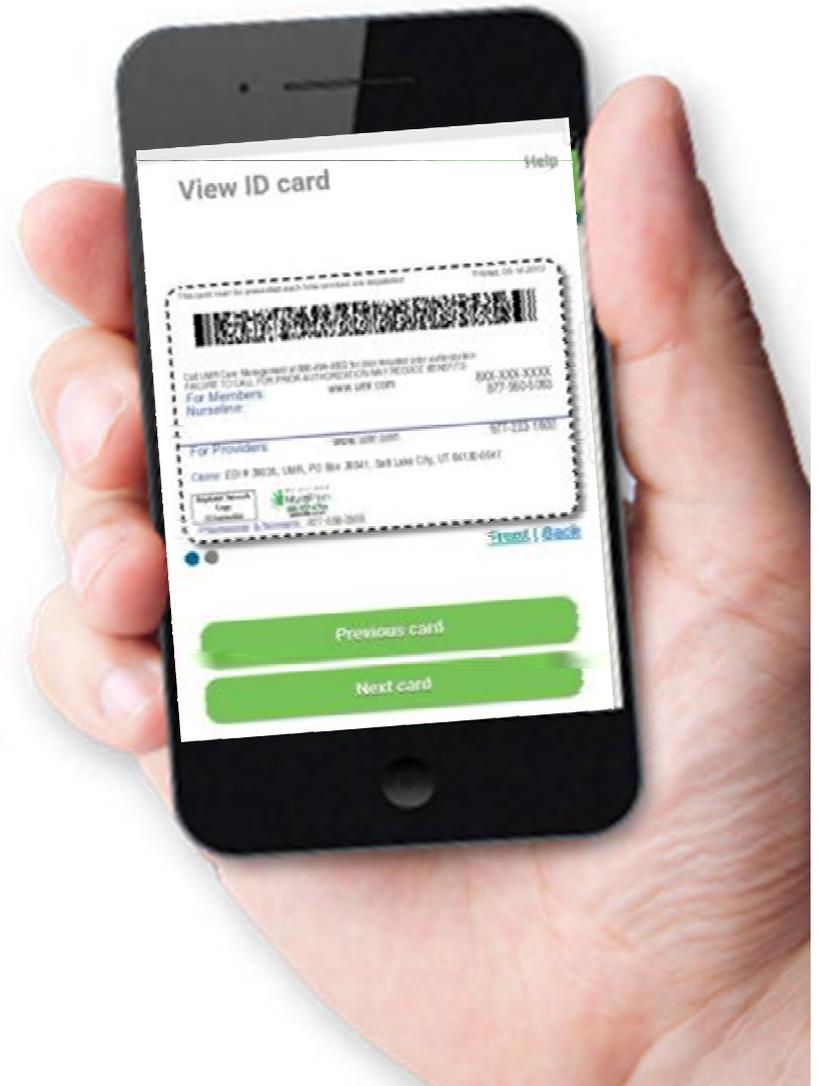


With our portal you can:

- View **My taskbar**, your personalized to-do list
- Check your benefits and see what's covered
- Look up what you owe and how much you've paid
- Learn about medical conditions and your treatment options

A digital ID card

- Go to:
<https://www.umar.com/thetennesseeplaninfo>
- View your member ID information on your computer or mobile device
- Have your doctor scan the on-screen bar code for your benefits information
- Print a temporary replacement card
- Fax a copy of your card to your doctor's office





How to read your ID card



Your member ID number



Family members covered under your plan



UMR
A UnitedHealthcare Company

Your company name here

Issuer (80840) 911-39026-02

Member ID: 12345678 Group Number: 76-010174

Member:
JANE SMITH 00 MED

Dependents
JACK SMITH 01 MED
JORDYN SMITH 02 MED
MARK SMITH 03 MED

Copay: OFFICE
\$XX

Rx BIN: 123456
Rx GRP: 12345678
Rx PCN: 87654321
COPAY:TIER 1 /2 /3
\$XX/\$XX/\$XX

Primary network logo here

0710 Administered by UMR



Your group health plan number

This card must be presented each time services are requested. Printed: 07-01-2011

Call UMR Care Management at 866-494-4502 for plan required prior authorization.
FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.

For Members: www.umar.com 8XX-XXX-XXXX
Nurseline: 866-494-4502

For Providers: www.umar.com 877-233-1800

Claims: EDI # 39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541

Regional or secondary network logo(s) here (if applicable) *Dental logo here (if applicable)*

Pharmacists & Members: 877-559-2955



An explanation of your benefits

Your EOB will tell you:

- How much the service cost
- How much of the cost will be paid by your benefits plan
- How much you may owe, if anything
- What special codes mean



Remember you will receive a copy of your EOB by mail only if you have a balance to be paid to your provider.



UMR
 210 Box 30541 Fall Lake, IL 60130-0541
 1-800-825-3101
 www.umar.com

CUSTOMER LOGO

EXPLANATION OF BENEFITS NOTICE - THIS IS NOT A BILL

Provider: Physician, Job, MD
 Patient Account: 1234567890
 Claim Control Number: 9999999999

Service Description	Date of Service From	Date of Service To	Amount Billed	Amount Not Payable	Net Payable	Loss Deductible	Co-Pay Amount	Allowable Amount	%	Plan Benefit Amount	Amount Paid	Provider May Bill You
Emergency Care	02-01-15	02-01-15	\$600.00	\$100.00	\$500.00	\$0.00	\$25.00	\$525.00	80	\$280.00	\$280.00	\$140.00
Total			\$600.00	\$100.00	\$500.00	\$0.00	\$25.00	\$525.00		\$280.00	\$280.00	\$140.00

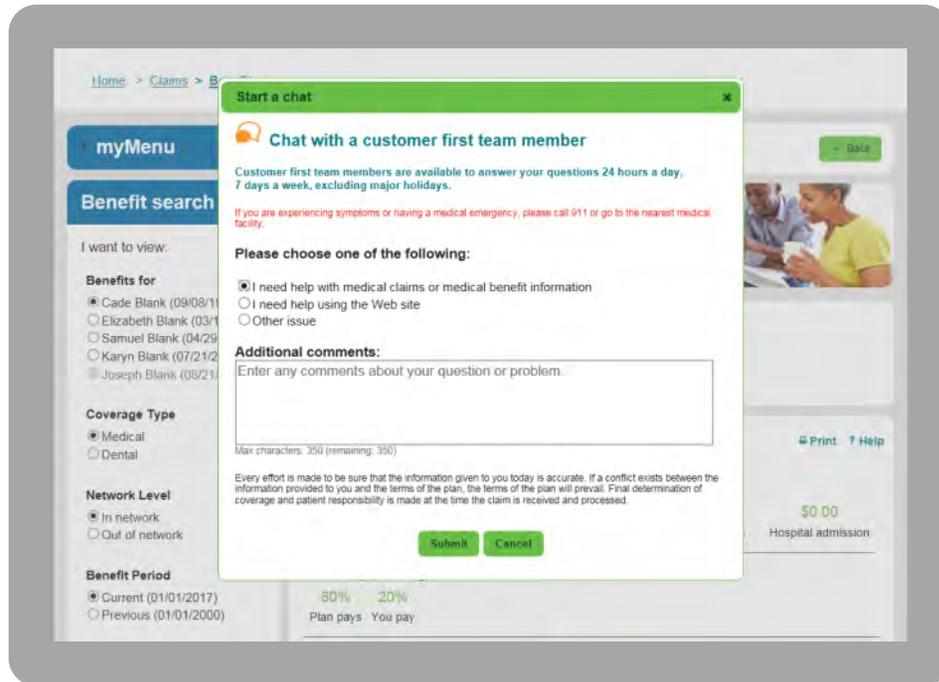
Notes:
 908 Provider negotiated discount. You are not responsible for this amount.

Applied To Line
 \$200.00
 \$200.00
 \$205.00
 \$306.00

Payment To: XYZ Clinic
Payment Date: 02-15-15
Payment Amount: \$280.00



Chat online with UMR customer service



We've made it easier for you to **get the answers you need – fast**

- Simply log in to <https://www.umar.com/thetennesseeplaninfo> and click the **Live Chat** icon in the top navigation bar
- Team members are available 24 hours a day, seven days a week (excluding major holidays)



Frequently Asked Questions about The Tennessee Plan

- **Premiums or enrollment status:** Call the State of TN, Benefits Administration at 1.800.253.9981
- **Online portal:** <https://www.umar.com/thetennesseeplaninfo>
- **What should I do if I need to go to the doctor/hospital:** Present your Medicare card and your Tennessee Plan UMR card
- **Lost your card:** Contact customer service at 1.888.477.9307 or log into the portal and order a new card
- **How can I contact UMR/POMCO:** 1.888.477.9307 Mon – Fri 7 am – 5 pm CST
- **How can I contact Medicare:** 1.800.MEDICARE (1.800.633.4227)

WebEx Login Instructions

To join the ABC Conference Call:

Click on the following link:

<https://tngov.webex.com/meet/JoanWilliams>

If you don't have WebEx installed on your computer, you can run a temporary application. The system will prompt you to run the temporary application.

You will see **Joan Williams's Personal Room**

You will be asked to enter your name and email. Then click join meeting

You will see two options. **Select Audio Connection** on the left and **Select Video Connection** on the right

For **Video Connection**: Please click on the drop down box and click on "no video."

Audio and Video Connection

Select Audio Connection

Select Video Connection

Call Me

No Video

+1

Join the teleconference without pressing *1

Connect Audio

For **Audio Connection**, you will have a few choices:

- Call me (**recommended**)
- I will call in
- Call using computer

If you are only calling in to listen and not using a computer, please use the following phone number and access code:

+1-415-655-0003 US TOLL

Access code: 312 015 255

Tips:

If you dial in using your phone, long distance charges may apply.

If you choose “call me” you can put any number into the box and click the box that says connect audio. The system will call you.

If you choose “I will call in” the phone number you need to dial will “pop up” on the screen and you will need to use the access code given to you in the pop up box. This phone number and access code is also listed above.

We do not recommend using the “call using computer” option unless you are using a headset connected to your computer.

If you call in using the 415-655-0003 telephone number, you will not need an attendee id number. You can just push the pound key.

FAQS**Do I have to be sitting at my computer to participate, or can I just call in?**

No, you do not have to be sitting at your computer. You can call in using the following information:

+1-415-655-0003 US TOLL

Access code: 312 015 255

Will the login information always be the same for each call/webinar?

Yes, unless otherwise noted prior to the meeting.

December 20, 2019

The following email was sent to agency benefits coordinators (ABCs) today.

Pre-Enrollment Benefits Document (state only)

The Pre-Enrollment Benefits Document found on the [ABC webpage](#) (fourth bullet under State Plan) has been updated for 2020. Please use this version going forward with your new hires.

Reminder - Important - ABC Call WebEx Change – Beginning January 14

We are changing the WebEx login information for all ABC calls going forward. You will no longer use the WebEx link that has been included on the all prior agendas as it will change to the new link below. This is because the link we used before belonged to Heather Pease, and she has moved to a new position with our vendor services team.

So, **for your January 14 ABC call**, please use the WebEx link and dial-in information below and **attached**. We will include this same information on the call agenda we send to you the Monday before the call.

<https://tngov.webex.com/meet/JoanWilliams>

Meeting Number: 312 015 255

Or, join by phone

+1-415-655-0003 US TOLL

Access code: 312 015 255

State Offices/BA Service Center Holiday Hours

State offices and the Benefits Administration service center will be **closed Tuesday, December 24 and Wednesday, December 25**, as well as closed **Tuesday, December 31 and Wednesday, January 1** for the holidays.

The vendors' holiday hours follow below. All times are Central time unless otherwise noted. **Please note, for Cigna, these are the office hours – the call center is open 24/7.**

We hope you have a safe and happy holiday season!

BCBS Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Closed
Christmas Day	December 25	Closed
New Year's Day	January 1	Closed

Cigna Holiday Schedule (health and dental) – office hours – Call Center is open 24/7		
Holiday	Date	Status
Christmas Day	December 25	Service team off
New Year's Day	January 1	Service team off

CVS/caremark Call Center:

- Call center: **Open 24/7 365 days per year.**

Optum:

- Call center: Open 24 hours a day, 7 days a week.

MetLife Dental Holiday Schedule		
Holiday	Date Observed	Closing Time
Christmas Eve	December 24	Open, 8 a.m. – 1 p.m. EST
Christmas	December 25	Closed
New Year's Eve	December 31	Open, 8 a.m. – 4 p.m. EST
New Year's Day	January 1	Closed

ActiveHealth Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Close at 5 p.m. for telephonic and coaching. Regularly scheduled weight management group classes will continue as scheduled at 5 p.m.
Christmas	December 25	Closed
New Year's Eve	December 31	Close at 5 p.m. for telephonic and coaching. Regularly scheduled weight management group classes will continue as scheduled at 5 p.m. and 6 p.m.
New Year's Day	January 1	Closed

PayFlex Holiday Schedule:		
Holiday	Date	Status
Christmas Eve	December 24	Open, 7 a.m. – 4 p.m.
Christmas Day	December 25	Closed
New Year's Eve	December 31	Open, 7 a.m. – 4 p.m.
New Year's Day	January 1	Closed

Davis Vision Holiday Schedule (times are EST):		
Holiday	Date	Status
Christmas Eve	December 24	Open, 8 a.m. – 5 p.m. EST
Christmas Day	December 25	Closed (call center)
New Year's Eve	December 31	Open, 8 a.m. – 8 p.m. EST
New Year's Day	January 1	Closed (call center)

UMR/POMCO Holiday Schedule		
Holiday	Date	Status
Christmas Eve	December 24	Open until 5 p.m.
Christmas Day	December 25	Closed
New Year's Eve	December 31	Open until 5 p.m.
New Year's Day	January 1	Closed

State/Higher Ed:

Securian Financial Holiday Schedule:		
Holiday	Date	Status
Christmas Eve	December 24	Open, 7 a.m. – 12 p.m.
Christmas Day	December 25	Closed
New Year's Day	January 1	Closed

MetLife Disability Holiday Schedule		
Holiday	Date Observed	Closing Time
Christmas Eve	December 24	Open, 8 a.m. – 1 p.m. EST
Christmas	December 25	Closed
New Year's Eve	December 31	Open, 8 a.m. – 4 p.m. EST
New Year's Day	January 1	Closed

Attachment: WebEx Login Instructions

WebEx Login Instructions

To join the ABC Conference Call:

Click on the following link:

<https://tngov.webex.com/meet/JoanWilliams>

If you don't have WebEx installed on your computer, you can run a temporary application. The system will prompt you to run the temporary application.

You will see **Joan Williams's Personal Room**

You will be asked to enter your name and email. Then click join meeting

You will see two options. **Select Audio Connection** on the left and **Select Video Connection** on the right

For **Video Connection**: Please click on the drop down box and click on "no video."

Audio and Video Connection

Select Audio Connection

Select Video Connection

Call Me

No Video

+1

Join the teleconference without pressing *1

Connect Audio

For **Audio Connection**, you will have a few choices:

- Call me (**recommended**)
- I will call in
- Call using computer

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December 27, 2019

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We hope you have a safe and happy New Year!

BCBS Holiday Schedule		
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State/Higher Ed:

Securian Financial Holiday Schedule:		
Holiday	Date	Status
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MetLife Disability Holiday Schedule		
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