

## EHA Bookkeeper Helpful Hints

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**Please use the following information to help complete your renewal paperwork, as well as answer questions you may have about plan information throughout the year.**

### BCBSNE monthly billings

- Blue Cross and Blue Shield of Nebraska (BCBSNE) generates billings on the third Monday of each month. So, to help ensure your changes are included in that month's billing, please enter your membership changes in BluesEnroll by the second Monday of the month.
- Please check the billing *each month* to be sure your employees are set up correctly. BCBSNE will only refund premiums back 60 days. Please *do not* write changes on the bill and send it in; instead, make the changes in BluesEnroll. If you need assistance, contact the Electronic Enrollment Team at [eEnrollSupportTeam@nebraskablue.com](mailto:eEnrollSupportTeam@nebraskablue.com) or at 800-843-2373.
- Reminder: The September billing will be delayed to make sure all renewals and changes have been completed prior to ordering the bills.

### New employees

- Again this year, we will allow all groups to request "Date of Hire" *for the month of August*. If your group wants to request "Date of Hire" as the effective date for the 2018-2019 plan year, please indicate that on your school group application.
- For new employees who are transferring in from another EHA school district, please verify with the previous school whether the employee currently has EHA coverage through the previous school. If the employee does have coverage through the previous school, please confirm the employee's termination date with the previous school before determining the effective date with your school. This allows a smooth transition of coverage between the two groups and ensures the employee will keep the same BCBSNE member ID number (also referred to as "EHN ID number"). Keeping the same EHN ID number helps accurately credit any cost share amounts the employee may have already made toward their deductible and out-of-pocket maximum.

### Changes to subgroup information or set-up

- Do not make changes to the subgroup name. This can adversely affect your group set-up in BluesEnroll. If you feel a name change is necessary, please contact a member of your EHA BCBSNE team before making any changes.
- If at all possible, try not to merge existing subgroups. If you determine a merge is necessary, please contact a member of your EHA BCBSNE team before entering anything in the EHA web portal.
- If you need to terminate a subgroup, please contact a member of your EHA BCBSNE Team before terminating the group.

- You will not be able to make changes to your subgroup application after you submit it via the web portal. If you find there is a change that needs to be made after the application is submitted, please contact a member of your EHA BCBSNE Team. We can possibly make the change for you, or we can unlock the application so you can make the change, then resubmit.

## Schools with multiple subgroups

If your school has two or more subgroups, please submit all the subgroup applications at the same time via the web portal.

## BCBSNE member ID cards

Employees will not receive new BCBSNE member ID cards this year unless they change membership types, e.g., employee to employee and spouse.

## Groups with dual option

Your group's enrollment will be in either September or January depending on when your group applied for the dual option. Remember, employees can only make changes to their medical plan; no membership type or dental coverage changes can be made.

## Off-renewal change in group leader, BluesEnroll administrator or contact information

For changes to a group leader or BluesEnroll administrator, please send an email to [scott.fowler@nebraskablue.com](mailto:scott.fowler@nebraskablue.com) or [linda.farahani@nebraskablue.com](mailto:linda.farahani@nebraskablue.com) listing the following information for the group leader/BluesEnroll administrator:

- Remove or add the group leader and/or BluesEnroll administrator.
- Job title.
- Email address.
- Phone number for the new group leader/BluesEnroll administrator.
- Fax number for the new group leader/BluesEnroll administrator.
- Effective date of the change.
- Please also indicate if a new contact needs access to BluesEnroll.

We will then send you an amendment detailing all the contact changes.

## Groups wanting to change their deductible options effective Jan. 1, 2019

For changes to deductible options, please email [scott.fowler@nebraskablue.com](mailto:scott.fowler@nebraskablue.com) or [linda.farahani@nebraskablue.com](mailto:linda.farahani@nebraskablue.com) in September to notify them of your intention to change. You will be required to complete a new subgroup application changing your school's deductible option(s). We will notify you when the web portal is ready for you to enter the subgroup application. The application must be completed by October 31 so we have time to process and set up your coverage in a timely manner.

## Direct bill program

- For members age 50 and older who are retiring or terminating on Aug. 31, as soon as your school has confirmed the member's retirement or termination, please complete the "EHA Notice of Early Retirement/Termination Form for Members Age 50 and Older" and submit it to Linda

Farahani via fax (402-477-2952) or email ([linda.farahani@nebraskablue.com](mailto:linda.farahani@nebraskablue.com)). Please make sure to include on the form the retiree's BCBSNE member ID number (also referred to as "EHN ID number"). The ID number is shown on your monthly billing.

- The EHA direct bill packet will be mailed to the member the second week of July.
  - Be sure to enter the member's termination in BluesEnroll.
  - Please also notify PayFlex of the retirement or termination on or after August 1.
- If the member is 65 years of age or older when he or she retires, we will send the member an NSEA-Retired BlueSenior Classic Medicare Supplement packet. This packet will be sent two months prior to the member turning age 65.
  - In both of the above situations, if the member's dependent spouse is covered under a BCBSNE EHA medical plan, both the member and the spouse will be sent a packet. If the spouse is under age 65, he or she can stay on the EHA direct bill plan until age 65.

## Enrollment changes due to qualifying events

Employees must notify you within 31 days of the date of the qualifying event if they wish to enroll themselves or their dependents in coverage outside of the open enrollment period. Please keep documentation of the qualifying event on file in case our membership team needs to verify the event (e.g., termination letters from other insurance carriers, etc.).

## Employees adding newborn or newly adopted children to their coverage

- Maternity coverage is available to subscribers, covered spouses and dependent daughters. Please ensure your employees understand that all newborns are covered for 31 days from the date of birth, including those born to dependent children. For newborns to be added to the policy, the employee must notify you within 31 days of the birth of the child, regardless of the employee's current coverage type.
- For a newly adopted child, please ensure your employees understand that all newly adopted children will be covered for the first 31 days of the child's date of adoption. For newly adopted children to be added to the employee's coverage, the employee must notify you within 31 days of the child's adoption date.
- *Please ensure this information is shared with the employee when he or she is preparing for maternity leave or family leave of absence.*

## Employees adding grandchildren to their coverage

If a newborn is born to a dependent child, the newborn will be covered for 31 days from the date of birth. To continue coverage under the employee's plan, the employee must notify you within 31 days of the grandchild's birth *and* the employee must be named the grandchild's legal guardian. The employee must also provide proof of legal guardianship. For more information, please contact a member of your EHA BCBSNE Team.