NCFlex HBR Training – QLE Documentation

December 2021

Agenda

- QLE Documentation for NCFlex – Jan. 1
- Uploading Documents and Approving QLEs
- Verifying Dependents
- NCFlex QLE Documentation Document
- Upcoming HBR Training

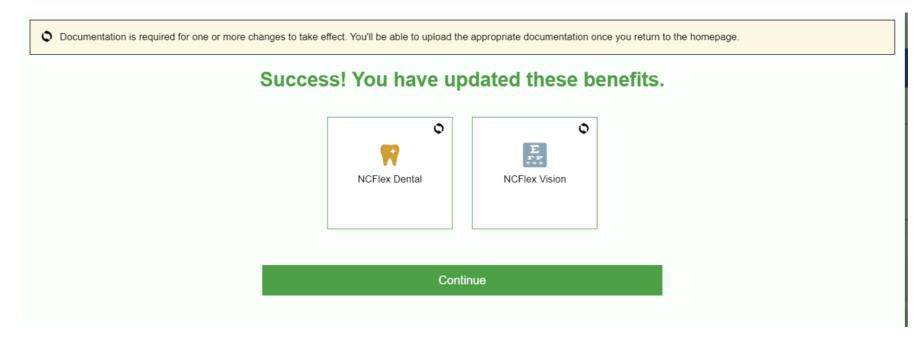NORTH CAROLINA Office of
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QLE Documentation for NCFlex

- For NCFlex benefits, will be required starting January 1, 2022.
  - To align more with the SHP and prevent invalid QLE changes.
- Documentation required to be uploaded in Benefitfocus or given to HBR to upload
- Documentation follows same rules as State Health Plan for most cases
- Dependent verification not required at this time

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QLE Documentation for NCFlex

When an employee makes a change and does not upload documentation at that time, they will receive the following message:

Documentation is required for one or more changes to take effect. You'll be able to upload the appropriate documentation once you return to the homepage.

Success! You have updated these benefits.

NCFlex Dental

NCFlex Vision

Continue

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Uploading Documents and Approving QLEs

- An employee can enter a life event up to 30 days prior to the life event, and as far as 30 days from the date of the life event.

- Regardless of when change is made, documentation is required within 30 days of the life event date itself.

- HBRs should not approve task until valid documentation for the event is uploaded.

- If valid documentation is not uploaded within 30 days from the event, the enrollment is removed.
  - An exception would be required for the change to be added back, and back premiums (if applicable) would be owed.

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Verifying Dependents

- As a reminder, the State Health Plan does require dependents to be verified.
  - This is included on their QLE documentation requirement document).

- Be careful when approving life events and verifying dependents – if the change is only for NCFlex benefits and sufficient documentation to validate dependents is not provided (according to SHP rules), you may be able to approve the QLE but not verify dependent.
  - However, if sufficient documentation is provided, although we don't require dependents to be verified at this time, verify if possible.

- We will be monitoring to determine if changes/additions of dependents look legitimate.
  - If we are seeing too many questionable enrollments, we may turn on dependent verification in the future.

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Your HR Processes?

- Do you have a process that works for you to keep up with Life Events in the enrollment system?

- Don't forget the message feature in the Benefitfocus – send a message to an employee to remind of documentation.

- Use "Pending Documentation Review Reports" to see a list of employees whose uploaded documents are ready for review within the Document Center.
  - Go to Data & Reporting on left hand side, "Benefit" tab

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NCFlex QLE Documentation Document

- Includes events, allowed changes, and what document will be needed for the event.

- Posted on HBR page and Qualifying Life Events page.

- Changes allowed mostly align with changes allowed for the State Health Plan as well.

- The original chart (for life events) stems from the HBR Admin Manual.

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Upcoming HBR Training

- https://oshr.nc.gov/ncflex-upcoming-training

- January 20 and 25
  - We currently have low enrollment. Please join as a refresher or if you have recently started in a role that helps employees with NCFlex benefits.

- We go over the 2022 Benefits Guide and Admin Manual.

- We talk about how each benefit works and processes related to the benefits themselves that affect how you assist employees.

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Thank You

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