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AGENDA ITEM

- Action Item
- Information Only

Date: May 26, 2022

Item Number: VI

Title: Enrollment and Eligibility System Transition Update

SUMMARY

This report will provide the Board, participants, public, and other stakeholders information on the transition of PEBP's enrollment and eligibility system.

REPORT

ENROLLMENT AND ELIGIBILITY SYSTEM UPDATE

At the March 24, 2022 Board Meeting, the decision was made to transition from Benefitfocus back to PEBP's prior enrollment and eligibility vendor, Lifeworks. On 5/2/22 the Lifeworks system went live successfully for members. Staff and agency representatives were successfully granted access prior to the member portal going live. While successful overall, there are some challenges and risks PEBP encountered that are being mitigated.

Current Challenges and Risks:

- Data Discrepancies: This transition consisted of PEBP staff independently running Excel reports in the Benefitfocus system to send to Lifeworks. The reports were not in the ideal format and did not contain the ideal identifiers necessary for Lifeworks to upload the data as accurately as it could. This process caused some accounts and some member changes including new hires, and qualifying life events that occurred since January to not be reflected accurately.
Impact: Roughly 200 tracked members.

Mitigation: PEBP staff in conjunction with Lifeworks, and Agency Representatives, are correcting account statuses and coverages.

- File Integrations

File integrations with agencies and most vendors are set up correctly and timely. The file integration with HPN was unable to be set up in the same format prior to January causing Lifeworks, PEBP, and HPN to come up with a solution through June.

Impact: Added short term workload on Lifeworks and PEBP staff to reflect HPN member changes.

Mitigation: Lifeworks, in conjunction with PEBP, will be working on a manual enrollment spreadsheet for May and June changes before the new file format and structure can be set up with HPN for July forward.

- Voluntary Benefits: Benefitfocus administered voluntary benefits from January through April. In April, PEBP received some member complaints regarding claims being denied for members due to non-payment of premiums. PEBP reached out to Benefitfocus/LSI and the voluntary benefit carrier that denied the claims to discover that Benefitfocus did not remit any premiums to carriers since January. PEBP reached out to the Division of Insurance (DOI) as the regulatory agency for assistance in getting the members' claims paid, and the premiums remitted to carriers.

Impact: Three members with claims originally denied have been paid. Potential impact could have been much greater.

Mitigation: The DOI has been in contact with the voluntary benefit carriers to pay claims without receiving premiums remitted from Benefitfocus. The DOI has also been in contact with Benefitfocus for status updates. Collected premiums have currently been remitted by Benefitfocus for January and February and are in progress for March and April.

Open Enrollment:

Open Enrollment began May 16th and will continue through the 31st. Open Enrollment events were queued successfully, and no major issues have been reported as of the date this report was written. In anticipation of open enrollment, recognizing the existing staffing shortages, PEBP staff created an online form for password reset assistance (which is historically a significant percentage of calls taken during OE) that began 5/5/22. Through the first week of open enrollment, staff processed over 2,000 password reset form requests, which enabled members to login to their accounts successfully. This directly impacts the call center workload during this high-volume time.