



V3 BENEFIT ADMINISTRATOR TRAINING FAQ'S

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Question 1: Will we have to enter all employees twice? (Once in payroll system and once in V3?)

Answer 1: It depends on how frequently the payroll location sends files to SHBP. If sent daily, it is unlikely that the payroll location would ever input the information twice as these interfaces update V3 automatically.

If the files are sent less frequently, there is a possibility that data would be input both on the payroll and the V3 system. It just depends on the timing of the payroll interfaces. V3 updates are real time updates and were designed more so the employer could add someone in between interfaces.

Question 2: Do part-time, short term and other ineligible employees have to be on V3?

Answer 2: Yes. All employees must be on the V3 system. The DCH has requested employment records for all employees for the purpose of discrimination testing. If this request presents a problem for employers, employment records for only benefit eligible employees will be accepted.

Question 3: What happens if an employee does not access V3 to decline or accept coverage?

Answer 3: The employee will be defaulted to a no coverage option. If eligible for coverage, the employee can enroll only within 31 days of the hire date, during open enrollment, or if a qualifying event occurs. Remember, the employee can access V3 through any computer with internet service. Free computer use is available at public libraries around the state.

Question 4: What happens if the payroll cycle cuts off and the employee selects a plan but no premium is deducted?

Answer 4: Coverage may be suspended if premiums are not received. Employees would have to make double premium payments through payroll deductions to catch up.

- Question 5: What will happen if employees do not have access to computers?
Answer 5: The Human Resources or the Benefit Administration office could provide a computer for employee use or enter information on behalf of the employee through employer self serve.
- Question 6: When will we have technical training?
Answer 6: Online tutorial training will be offered late 2006 and hands on computer training will be offered early 2007.
- Question 7: What will happen for employees who work for more than one agency?
(Substitute teachers for example)
Answer 7: Regardless of the circumstances, each employee will have one health benefit eligible employment record on V3. So, if an employee already has coverage with one state employer and attempts to sign up with another state employer, V3 will allow only one health coverage.
- Question 8: How will employees provide verification documents?
Answer 8: Employees will submit verification documents directly to SHBP rather than to the employing entity.
- Question 9: If the employment record is set up after the hire date, does the 31 days start when the record is established?
Answer 9: No. The hire date establishes the time at which the 31 day period begins.
- Question 10: Will all software systems integrate with the V3?
Answer 10: The V3 implementation team will be in contact with payroll locations to determine compatibility.
- Question 11: What documents do employees need to verify qualifying events?
Answer 11: V3 will indicate what specific documents are necessary depending on the qualifying event.
- Question 12: Can verification documents be e-mailed or faxed to SHBP?
Answer 12: No. Certified copies should be submitted. Do not send originals.

Question 13: If verification documents are postmarked within 31 days of the qualifying event, will they be accepted by SHBP?

Answer 13: No. Verification documents must be received by SHBP within the 31 days following a qualifying event.

Question 14: If premiums are overpaid will the SHBP give refunds?

Answer 14: Yes. Refunds are initiated at the payroll location if premiums are collected via payroll deduction. If premiums are paid 'direct pay', SHBP will initiate the refund.

Question 15: If a student drops out and then re-enrolls as a fulltime student at an accredited institution, will they still be eligible for coverage?

Answer 15: Yes. Documentation showing full time student status must be submitted within 31 days of re-enrollment.

Question 16: Will Peoplesoft and other payroll systems continuously interface with the V3?

Answer 16: It is up to the payroll location to determine how frequently interfaces are performed. Daily or weekly interfaces are possible. A minimum number of interfaces would include at least one for each payroll cycle.

Question 17: How will the state coordinate transfers of teachers from one school district to another?

Answer 17: If the employment record from the old employer overlaps with the new employer, the employment record with the new employer takes precedent. If there is a time gap between the termination date of the old employer and the effective date of the new employer, the employee would elect COBRA if they wanted continuous coverage.

Question 18: Will the V3 direct our payroll systems to take out premiums or will our payroll systems tell the V3 how much should be deducted?

Answer 18: Payroll deductions will be determined by V3 based upon the employee's health benefit elections.

Question 19: How will deductions be taken for employees that have reduced hours? Do we handle their deduction?

Answer 19: As long as eligibility requirements are met, V3 will determine the correct premium. If eligibility requirements are not met, coverage terminates.

Question 20: Who at DCH will handle the new rules for leave without pay (LWOP)?

Answer 20: Changes in the LWOP rules are only changes in process, not eligibility. The new business rules give the decision authority to the employing entity. The employer will determine LWOP eligibility and update both the active and LWOP employment records. SHBP may audit the LWOP records housed at the payroll location to verify appropriate types are being approved.

Question 21: Who will be responsible for changing the employment status in the employee record when the person retires or terminates?

Answer 21: The employer/administrator will be responsible for changing the employment status in the employment record when the employee retires or terminates.

Question 22: Will V3 be compatible with assistive technology for the blind? Or those who do not speak English?

Answer 22: The current release of V3 will not be compatible with assistive technology for the blind. The employer/administrator will have the responsibility of translation, as they currently do.

Question 23: Can employees scan their own documents?

Answer 23: No. All verification documents must be mailed to SHBP. Documents cannot be faxed in or phoned in. Documents cannot be scanned by employees and attached to email.

Question 24: Will employees be able to choose flexible benefits through this program?

Answer 24: No. The current V3 system does not support the flexible benefits program, only healthcare options.

Question 25: Who will orientate retirees?

Answer 25: Web based tutorials are available for employees and employers. Retirees are eligible to use V3 but, are not required to do so at this time. Forms will still be accepted from retirees by SHBP.

Question 26: Will View Direct remain the same?

Answer 26: View Direct will no longer be available with the implementation of V3. V3's reporting capabilities will offer standard and customized reports.

Question 27: If an employee returns to state employment within same plan year, will the V3 system have built in to make sure they continue same coverage?

Answer 27: Yes.