

VEHI's health benefit plans are administered by:



**BlueCross BlueShield
of Vermont**

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October 17, 2018

Dear Group Benefit Managers,

In preparation for open enrollment, I'd like to update you on some changes BCBSVT is making to our tools, processes and naming conventions as of **January 1, 2019**. These changes are needed to stay abreast of evolving technology and to better serve you and your employees.

In this Campaign Monitor VEHI has highlighted important information regarding BCBSVT's updates beginning January 1, 2019. Below are the main topics:

- Employer group changes (for Human Resources and Business Managers)
- 2019 Open enrollment Tips
- Changes impacting employees enrolled in a VEHI health plan
- **Coming Soon:** A document to forward on to employees about the upcoming changes

As your trusted partner in health care, we want to ensure all VEHI groups and members have a smooth transition to 2019.

Please let me know if you have any questions regarding our upgrades. You may also contact Bobby-Jo Salls at the VEHI office at 802-223-5040 x233, bobbyjo@vsbit.org.

Thank you for choosing VEHI and Blue Cross and Blue Shield of Vermont.

Sincerely,

A handwritten signature in black ink that reads "Allison Plante".

Allison Plante
VEHI Account Manager
plantea@bcbsvt.com
Direct Line: 802-371-3664



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Important information for employer groups

Changes to the Invoice

- BCBSVT will be making improvements to the monthly invoices and group numbering structure.
- The updates will be present on your January 1, 2019, invoice that is received in early December.
- Beginning in January, BCBSVT will call your Bill-to-Account (BTA) an **Invoice Recipient ID**; your "Group Number" will be called a **Group ID**; and your "Account Number" will be called a **Division ID**.
- Member ID numbers are also changing, the new ID numbers will reflect on this invoice.
- BCBSVT will also be improving your group numbering structure, which will result in fewer divisions for you to manage. There will no longer be the need for two divisions to separate single coverage from two-person, parent/child(ren) and family coverage for the Gold CDHP.
- All Gold CDHP members will be merged by BCBSVT into the current "single" sections.
(ie: 12345A141 will merge into 12345A131)

Changes to the Group Numbering Structure

- The first step of the group structure update occurred for January 1, **2018**, this was an intermediary step for this upcoming change for **2019**. This step included the middle letter that indicates the district and the three digits that indicate the employee segment, plan design and funding that represents the new "Division ID."
- Here is an example of the **current** structure: **12345A130**
- Here is an example of the **new** structure:
 - **Invoice Recipient ID: 316012345A130**
 - **Group ID: 316012345915**
 - **316** – Indicates you are a VEHI group
 - The 6 digits in the middle (**012345**), with an added "0," is your current Group Number
 - **915** – Indicates this is a BCBSVT account
 - **Division ID: A130**
 - **A** – indicates the district within the SU
 - **1** - employee segment
 - **30** – benefit and medical spending account funding type

Changes to the Employer Resource Center (ERC)

- The look and feel of the website will change, but functionality will remain the same.
- You will not need to re-register
- Your new account structure will not display on the ERC until January 1, 2019.



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Helpful tips for a successful 2019 open enrollment

Deadline for Open Enrollment Changes

- BCBSVT is requesting Open Enrollment **changes**, such as a newly elected benefit, dependent changes or member additions, are received at BCBSVT **no later than November 15, 2018**, this guarantees employee materials and cards by January 1, 2019.
- For enrollment changes received **after** November 15, 2018, members **are likely to receive two sets** of ID cards. A set with their “old” benefits and then a set later indicating their “new” benefits. ID cards are date stamped on the back. Please advise employees who made changes after November 15th they may receive two sets of ID cards and to use the ID card with the most current date.
- BCBSVT will make every effort to process membership changes quickly and efficiently.

Upcoming information- Help us educate your employees on the changes for 2019

- **Member ID numbers are changing as of January 1, 2019.**
- **All members will receive a new ID card** in December in preparation for January 1, 2019.
- BCBSVT will be providing additional information for you and your employees as it becomes available, such as a sample of the new invoice, instructions on how to read the new SHPP and a MRC registration tutorial.
- **BCBSVT will also be providing a document to forward on to employees about the upcoming changes. You can expect to receive this in November.**
- You may also stay informed by reading BCBSVT's electronic employer newsletter, Blue Compass, which will be emailed in late October. If you do not receive Blue Compass, you may sign up here: <http://www.bcbsvt.com/compass>.
- Lastly, during open enrollment discussions, please remind your employees to watch their mail for BCBSVT's member newsletter, Vigor, which will arrive at members' homes in late November. This newsletter will highlight all member related changes.



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Central Office Staff FYI Only
Please, do not distribute this information to employees at this time.

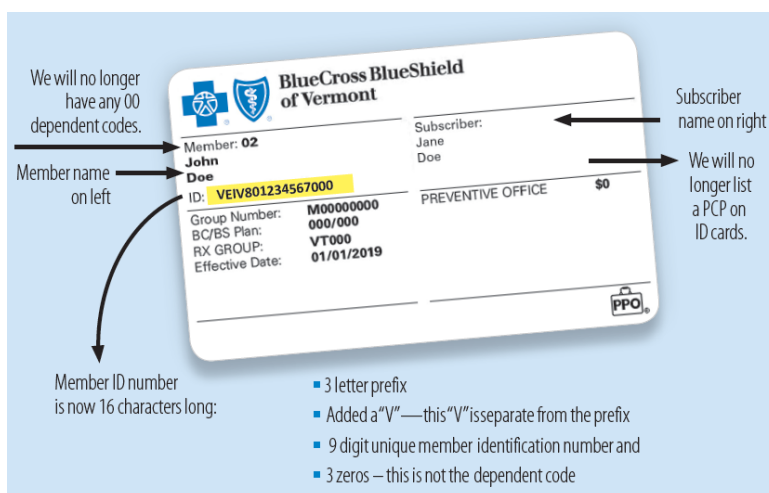
Changes impacting your employees enrolled in a VEHI plan

To avoid confusion and to ensure consistency in the delivery of information **please do not distribute the below information to your employees at this time**. BCBSVT will be providing an employee specific document to forward to your employees in November.

Member ID numbers are changing – New ID cards coming

The **most important thing** for your employees to know is to **look for their new ID cards in December and be sure to bring the new ID card with them** when they need care or to fill a prescription in 2019. Their current ID cards will **NOT work** after December 31, 2018.

- Member ID numbers are changing as of January 1, 2019.
- All members will receive a new ID card in December in preparation for January 1, 2019.
- Here is an example of the new ID Card:



- Members are still required to select and maintain a PCP; however, BCBSVT will no longer show this information on the ID card.
- All members **must present their new ID card** when they need medical care or to fill a prescription in 2019. Current ID cards will **NOT work** after December 31, 2018.



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The BCBSVT Explanation of Benefits (EOB) is changing to a Summary of Health Plan Payments (SHPP)

- This change is based on member feedback, and the new document will be easier to read and navigate.
- The new Summary of Health Plan Payments (SHPP) will be issued for services members have **on or after January 1, 2019**.
- The former EOB will be phased out as 2018 claims are processed, so some members may continue to receive the 2018 version as claims' run-out occurs for services rendered in 2018.

Member Resource Center (MRC)

- In 2019, BCBSVT is updating all Member ID numbers. So, all users will need to register for the MRC using their new Member ID number. While it may feel like an inconvenience, this simple step optimizes account security.
- Members must wait until January 1, 2019 to register their new account, as this is when BCBSVT will activate all new member ID numbers.
- The new registration will allow members to see their current information, as well as the past 18 months of claims.
- Members will also be required to reset permissions and request electronic SHPP.

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