

PEIA  
Benefit Coordinator  
Quarterly Workshop

2019

# ABCs of PEIA

- Today we will cover Acronyms for PEIA that correspond to things that are new or have been difficult for Benefit Coordinators.

# A is for Audits

Tobacco

Divorce

Agency is responsible for repayment of unlawful premiums paid on behalf of the ineligible member.

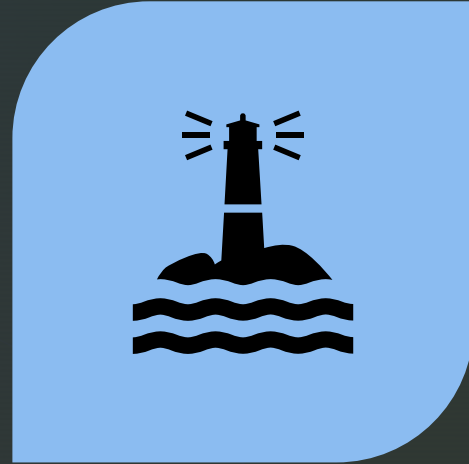
# B is for

BCDE

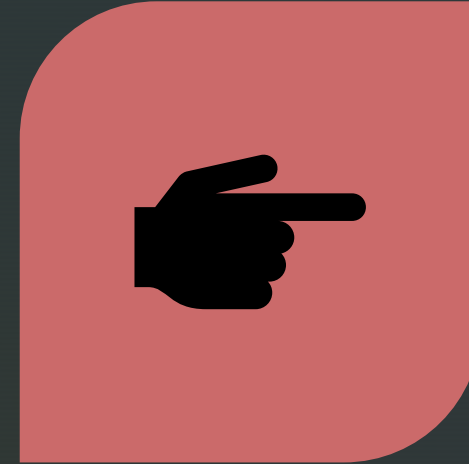
BC Data Entry

Any member who has had PEIA previously can now enroll online!

If they have less than 2 year break, their hire date will stay the same.



PREVIOUSLY  
BEACON



NOW QUALITY ASSET  
RECOVERY

C is for Collection Agency

# D is for

DOB

Date of Birth

A full SSN is not necessary in an email.

# E is for EWR

The Early Warning report arrives before the billing is available.

Billing is available on the 5<sup>th</sup> of the month and due within 30 days.

# F is for

FBMC.

Mountaineer Flexible Benefits are available to all employees that are eligible for PEIA coverage.

It is also available to all retirees, regardless of whether your agency carries FBMC



# H is for HMO

Charleston Area Medical Center has announced it will no longer be a participating provider for The Health Plan HMO and POS plans. Working cooperatively, PEIA, CAMC and The Health Plan have reached an agreement to extend CAMC's Health Plan participation for PEIA members only through June 30, 2020. PEIA Members who are covered by The Health Plan will have no interruption in service and will still be able to receive care from the CAMC hospital system through the end of the current plan year. Members of The Health Plan HMO and POS plans who need access to CAMC for Plan Year 2021 will need to consider their options during Open Enrollment in April 2020 and may need to make a change for next plan year. *This change has no effect on members of the PEIA PPB Plans A, B, C and D, who can continue to access care at CAMC as usual.*

# I is for IDX

BOE

PEIA now receives salary index updates from Department Of Education monthly.

These loads will update any salary indexes that were changed or not changed throughout the month.

# J is for

Jill. Not Susan.

Call The BC Liaison directly.

Do not waste your time calling or emailing  
Customer Service.

# K is for

- Kudos
- There is not a K acronym in PEIA.

# L is for

- LB01.
- Basic life insurance is necessary for all employees before they can get health insurance.
- Do not auto enroll employees without their consent.

# M is for

MCR = Months Credit

- Did you know where to find retiree's months credit?

PEIA RHBT

HOME EMPLOYEE DEDUCTIONS MONTHLY CONTRIBUTIONS **MC ITEMIZED** EMPLOYMENT REPORTS

Billing : Retiree Health Benefit Trust  
Agency : ADMINISTRATION, DEPT OF

Monthly Contribution Balances  
Itemized Summary

<b>Invoiced Amount:</b>	<b>\$115,496.00</b>			
Item	Invoiced	Current Balance	Remittance Amt	View/Pay
RETIREE LEAVE CONVERSION	\$11,516.00	\$11,516.00	\$11,516.00	<input type="checkbox"/>
RETIREE LEAVE CONVERSION LIFE	\$256.00	\$256.00	\$256.00	<input type="checkbox"/>
RETIREE SUBSIDY_PAY GO	\$103,656.00	\$103,656.00	\$103,656.00	<input type="checkbox"/>
UNAPPLIEDCREDITS	\$475.00	\$68.00	\$68.00	<input type="checkbox"/>
Total Amount			0	

View Details

Site Contact: [Premium Accounts](#) | Send us your [Feedback](#) | Return to [PEIA Online Enrollment](#) | Copyright © 2019 West Virginia PEIA

# N is for

## Never

- Email a form
- Send a full SSN in an email
- Assume that a member's coverage will roll over when they retire
- Enroll an employee without their consent

## Never

- Add the dependent information and not the coverage
- Leave unapplied payments unused
- Term a transfer



COUNTY BOE ELECTED  
BOARD MEMBERS



STATE BOE ELECTED  
BY THE GOVERNOR



LEGISLATURE

O is for ELO  
Elected Officials



Legislation that declares that The  
Department of Administration is the  
keeper of records

P is for  
Public Records  
Management and  
Preservation Act

# R is for RET



Tips:



Fill medications for the month ahead of retirement



Schedule doctor appointments before retirement date

# R is for Retirement



NEW FORMS ONLINE



RETIREMENT  
PACKET ONLINE TO  
DOWNLOAD AND  
PRINT



ONLINE INTERACTIVE  
RETIREMENT ADVISOR  
COMING SOON TO THE  
WEBSITE

# S is for SG and SPD

For additional Shopper's Guides and Summary Plan Descriptions please contact Jill Beaty at [susan.j.beaty@wv.gov](mailto:susan.j.beaty@wv.gov)

Include your mailing address and how many of which you need

# T is for Term

- Did you know that when you term an employee, you have to term their FBMC benefits too?
- Did you know that when you term an employee, if they want to keep life insurance, they need to contact Securian for a conversion packet?

# U is for UMR

Which stands for nothing specifically.

- Debbie Duespohl

# PEIA/UMR

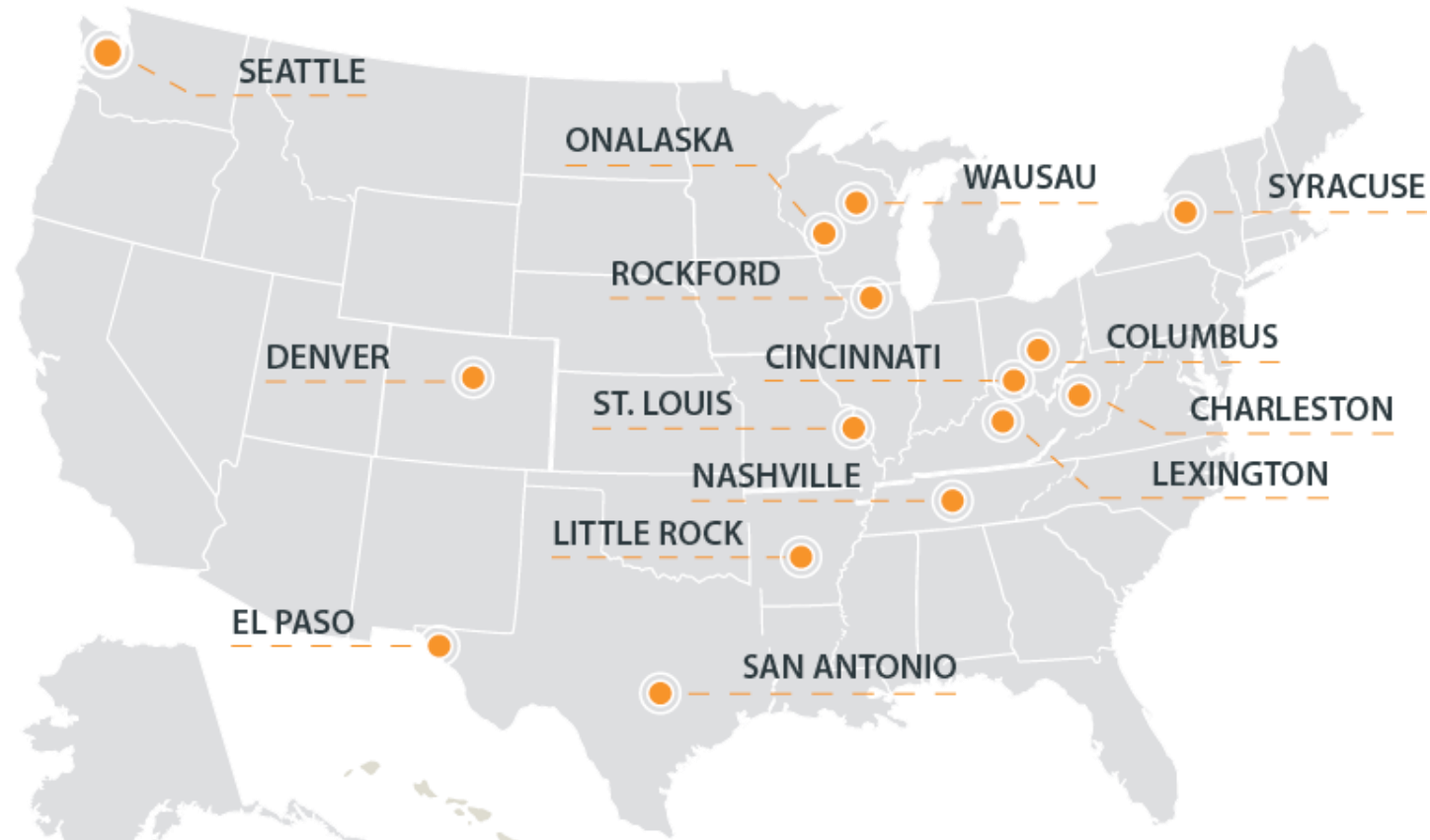
*Benefit Coordinators*

*10/17/19*



# UMR

We are the nation's largest TPA!



**96%**

Retention rate



**3,100+**

customers



**5+ million**

members



# About UMR – PEIA’s new TPA



Effective July 1, 2019

- UMR is the third-party administrator (TPA) line of business for UnitedHealthcare.
- We recently opened a claims and call center in Charleston, WV, and will have 100 team members there.
- PEIA’s toll-free TPA phone number remains the same, **888-440-7342**.
- The PEIA fee schedule remains in place for in-state providers.
- The UnitedHealthcare Choice Plus network is only used outside of the state of West Virginia and its contiguous counties.



## **Charleston office address**

700 Washington St. E, Suite 100, Charleston, WV 25301

## How to reach a Plan Advisor



- ▶ Providers can reach a member of UMR's dedicated Plan Advisor service team by calling **888-440-7342**.
- ▶ Prior to calling, providers should log in to **umr.com** and look up the patient or claim in question. There they can select the link for additional information and receive a passcode to bypasses the care provider self-service (IVR) system.
- ▶ Callers will then be connected to an available plan advisor for questions about PEIA member benefits and claims

**Payments will be processed using the same fee schedules established by PEIA and any other direct contracts they may hold.**

- ▶ Checks run every Wednesday
- ▶ Electronic funds transfers (EFTs) are issued the following Tuesday
- ▶ Paper checks are mailed the following Friday

## What questions are you hearing?

- What is going well?
- Where do we need to improve?



# Thank you!

Thank you for the opportunity to present to you today. We look forward to the opportunity to serve you.  
Should you have any questions, please contact:



**Debbie Duespohl**

UMR

**e-mail:** [debbie.duespohl@umr.com](mailto:debbie.duespohl@umr.com)    **phone:** (304) 206-9670

# V is for

- Visa
- We can add a dependent with a temporary social security number for 90 days. We would need a copy of their marriage certificate and their Visa after that time to continue coverage.

# W is for

- Watch the Website for Wellness updates
- PEIA will be opening up 2 or 3 new Health programs in December/January. Watch for details.

# X is for

- EX
- Divorce has the month of the final decree to drop coverage
- Divorce has the month of the final decree and the two months following to add coverage



# Y is for

- YSRV
- Years of Service
- Retirement forms can be sent in with unverified years of service and no information on sick/annual leave
- However, you **MUST** fill in the Retirement Affiliation agency and the dates.

Last date of active Employment	Effective Date of Retirement	Effective date of Retiree Insurance Coverage
Member Retirement from:	<input type="checkbox"/> TIAA-CREF	<input type="checkbox"/> TRS
	<input type="checkbox"/> TDC	<input type="checkbox"/> PERS
		<input type="checkbox"/> TROOPERS

# Z is for Quiz

Questions??