

The State Health Plan Open Enrollment will be handled through BEACON this year. Below are answers to questions on how the enrollment will be handled through BEACON. The answers come from the BEACON Benefits Team.

Beacon's Annual Enrollment period will be from **April 1<sup>st</sup> – April 25<sup>th</sup>**

### **1. When will employees receive their BEACON Annual Enrollment kits?**

The State Health Plan (SHP) will mail the enrollment kits to the employee's home address starting on March 18<sup>th</sup>. If the enrollment kit is returned because of a wrong address, the SHP will send the kit to the employee's agency. If the kit is sent to the employee's agency, this means the employees mailing address in BEACON is incorrect and needs to be corrected for future mailing.

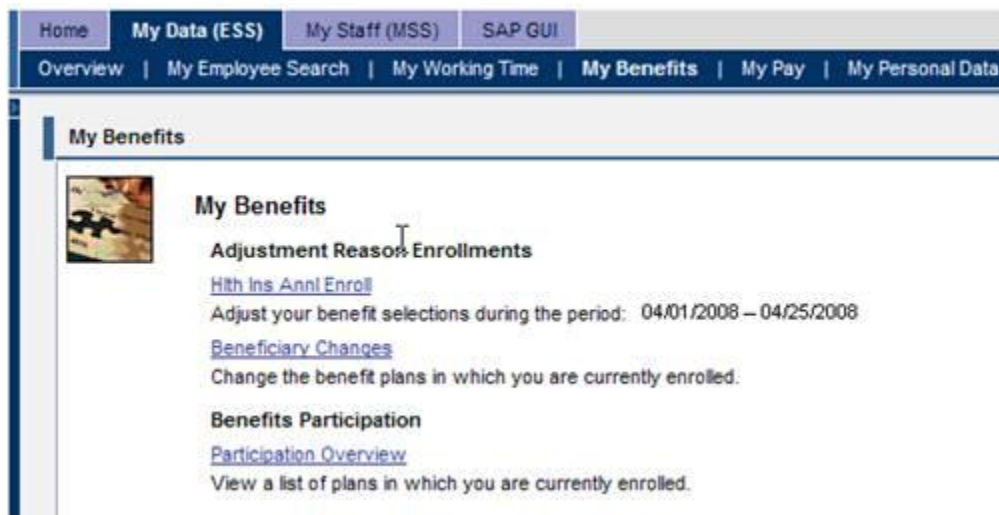
### **2. How can I get additional BEACON Annual Enrollment kits?**

Additional BEACON enrollment kits will be available on the SHP website at [http://statehealthplan.state.nc.us/annual\\_enrollment.html](http://statehealthplan.state.nc.us/annual_enrollment.html).

### **3. How will employees enroll using BEACON?**

On April 1<sup>st</sup>, Group II employees will be able to log into Employee Self Service (ESS). To start the online enrollment, employees will click on My Data (ESS) and then click on My Benefits. The below page will be presented and the link [Hlth Ins Annl Enroll](#) will be available. Employees will click on this link and complete their enrollment changes on the next pages. A BEACON State Health Plan Enrollment guide will be distributed in the BEACON Annual Enrollment kit and is available at:

[http://www.ncosc.net/BEST/support/Benefits\\_SHP\\_Annual\\_Enrollment\\_Guide.pdf](http://www.ncosc.net/BEST/support/Benefits_SHP_Annual_Enrollment_Guide.pdf)



### **4. Who should an employee contact if they have problems accessing ESS?**

Employees should contact their Agency NCID administrator for assistance.

**5. Who should an employee contact once they are in the BEACON system and needs assistance with their enrollment?**

Employees should contact their HR department or call BEST Shared Service at 919-707-0707 or 866-622-3784.

**6. What if an employee can not use ESS?**

Employees who can not use or have access to ESS will need to complete a paper enrollment form. Agency HR will need to provide a form to the employee. The Annual Enrollment form is available at <http://statehealthplan.state.nc.us/pdf/ae-enrollment-form.pdf>

**7. What should the employee do with the hard copy enrollment form once it is completed?**

Instruct the employee to fax the form directly to BEST at 919-855-6861 or mail the form to 1425 Mail Service Center, Raleigh, NC 27699-1425. There is not a requirement for BEACON Agencies to complete the “Employing Unit Section” at the bottom of the form. Because this section is not required, the HBR does not need to collect this form and you can place ownership on the employee to send it to BEST.

**8. When does BEACON’s Annual Enrollment end?**

Annual Enrollment last day is **Friday, April 25<sup>th</sup>**. The link for the Annual Enrollment in ESS will be available until midnight and any forms must be **received** at BEST by April 25<sup>th</sup>.

**9. Will all employees be required to make an enrollment change in BEACON?**

No. If employees do not want to change their PPO plan option then they do not need to do anything and they will remain enrolled in their current option. Employees enrolled in the Indemnity plan who do not make a new PPO Plan option during the annual enrollment period will automatically be moved to the PPO Standard plan (80/20).

**10. When will the new deductions be taken from employees’ paychecks?**

The new deduction amount should occur in June.

Obviously, we would prefer that everyone completes their enrollment through ESS for the many advantages; paper work isn't lost, the data entry is more accurate; instant verification of completed enrollment, and much more. However, if employees choose to complete their enrollment by paper, the enrollment form must be **received** by BEST no later than **April 25<sup>th</sup>**. Please do not hesitate to contact your HR Department or BEST Shared Services with any questions.