



# BENEFITS

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## Benefits Administration Manual

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### Health Insurance Representatives for Public-School Employees



**Employee Benefits Division**  
Department of Transformation and Shared Services

Updated: 12.14.2022



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## Contacts

### Providers

Benefit	Website	Phone Number
TSS EBD Office	<a href="http://www.transform.ar.gov">www.transform.ar.gov</a> <a href="mailto:Ask.ebd@arkansas.gov">Ask.ebd@arkansas.gov</a>	877-815-1017 x1, then x2 501-682-9656
New Directions Behavioral Health (EAP)	<a href="http://www.ndbh.com">www.ndbh.com</a> Company Code: ARBenefits	877-300-9103
Health Advantage	<a href="http://www.healthadvantage-hmo.com">www.healthadvantage-hmo.com</a>	800-482-8416 501-378-2364
FSA/HSA	<a href="http://www.connectyourcare.com/ARbenefits">www.connectyourcare.com/ARbenefits</a>	833-229-4431
Colonial Life Insurance	<a href="http://www.coloniallife.com">www.coloniallife.com</a>	855-868-6009

### TSS Employee Benefits Division Office

**TSS Employee Benefits Division**  
501 Woodlane St, Ste 500  
Little Rock, AR 72201

**Mailing Address**  
PO Box 15610  
Little Rock, AR 72231

#### Office Hours

Monday thru Friday: 8:00 am – 4:30 pm

#### Social Media

[www.my.ARBenefits.org](http://www.my.ARBenefits.org)  
[www.transform.ar.gov](http://www.transform.ar.gov)

**Follow Us – Department of Transformation and Shared Services**



## Introduction

The Benefits Administration Manual (BAM) is designed to assist you with your everyday responsibilities as a Health Insurance Representative (HIR). To best serve our members, it is important that you have knowledge of the Plans that ARBenefits offers, the requirements to be eligible for coverage, the forms needed when making changes to the Plan, as well as administrative procedures. While this guide is designed to be a reference for you, all Plan information can be found at [www.transform.ar.gov](http://www.transform.ar.gov), and in our Summary Plan Document (SPD).

As a Health Insurance Representative, you are expected to distribute Plan information to the employees in your group and keep them up to date with any changes. You are also expected to keep up with your invoices received from TSS EBD and remit payment to the Plan on time.

These steps this guide will focus on the following information:

- Employee Eligibility
- Enrollment and Required Documents
- Using the ARBenefits Portal and the Secure Task System
- Administrative Procedures
- Accounting Tips

Should you need assistance, you can contact Department of Transformation Shared Services (TSS) Employee Benefits Division (EBD) at 877-815-1017 (press 1, then 2) by e-mail at [Ask.ebd@arkansas.gov](mailto:Ask.ebd@arkansas.gov) or by using the Secure Task System which will be covered later in this guide.

***NOTE: This is a living document that can change at any time during the year. You will be informed by a "TSS EBD Alert" if changes are made to this manual and where you can find the most up-to-date version.***

## Getting Setup as an HIR

Congratulations! You are the designated Health Insurance Representative (HIR) for your district.

**What does this mean to you?** Essentially, you are responsible for distributing information regarding the ARBenefits plan, keeping up with invoices received from TSS EBD, and sending in payments. In addition, you will be the designated [Authorized Representative](#) who can discuss billing with TSS EBD. We will not speak about any items regarding Members or billing with anyone who is not the Authorized HIR.

### How do you get started?

You must notify TSS EBD you are the new HIR at your district. You can request another HIR in your district to submit in a [Task](#) to EBD\_Security. If you are the only HIR in your district, you can call EBD 1-877-815-1017 or you can send an email to [Ask.EBD@arkansas.gov](mailto:Ask.EBD@arkansas.gov). *Remember do not send confidential information via email.*

- After submitting the Task, you need to complete and return to EBD\_Security.
  - [HIR Agreement](#),
  - and the [General Confidentiality Agreement](#).

These forms are located on <https://www.transform.ar.gov/employees-benefits/public-school-employees/> and scroll to the *School Insurance Representative Resources and Forms* section at the bottom of the page or you can click the hyperlinks above.

- When the signed forms are received and the Task has been submitted with your contact information, you will receive an email regarding Health Insurance Portability and Accountability Act (HIPAA) information and a training link. You must make a passing score of 80% on the HIPAA quiz before you can continue.
- Upon passing HIPAA training with  $\geq 80\%$ , you will receive an invite to attend HIR training. This training will go over topics covered in this manual such as Eligibility, Benefits information, the HIR portal, Accounting, and more.
  - HIR videos are also available on the website. These are accessible anytime as training aids or refreshers.

There are several resources made available to you, including the *Benefits Administration Manual (BAM)*, *Summary Planning Description (SPD)*, <https://rep.arbenefits.org/>, and training videos. In addition, we are always happy to assist you. Please call TSS EBD at 877-815-1017 or send a Task to receive additional assistance.

## Terminating an HIR

For HIRs that are leaving, send a Task to EBD\_Security with your termination date. If you know who your replacement will be, please include with their contact information so we can reach out to them to start their setup process.

## Setting Up a New Hire Employee as a Member

All new hires must be entered into eFinance (APSCN) before they enroll regardless of if they decide to have coverage or not with ARBenefits. The following information must be entered into eFinance (APSCN) for the employee to load into ARBenefits (TSS EBD's system).

- First and Last Name
- Date of Birth (DOB)
- Gender
- Full Address (including city, state, and zip code)
- Employee's Hire Date
- "Insurance Eligible" tab must be set to "Y" if the employee is [eligible](#) for insurance.
  - If the employee is listed as "S" or "X" in the "Pay Group" field, they will not load into ARBenefits.

You can verify the employee is in ARBenefits by conducting a [Membership search](#) and entering Employee/Member specific criteria into ARBenefits on the Membership Management page of the system.

- Once the Member is entered into eFinance (APSCN), they will be entered into the ARBenefits system as PSENOHLTH (stands for PSE No Health) with their Effective Date (which is the date their coverage will be effective post their Hire Date; example: the employee hire date is 04-01. Their effective date will be 05-01).
- If the employee does not wish to enroll, they need to submit an *Enrollment Form* and select the "Decline Coverage" box.

*Note: Updates/changes to data in eFinance (APSCN) will appear in ARBenefits the day after you have made changes.*

After you have determined they are eligible to join, they will need to enroll online through [www.my.ARBenefits.org](http://www.my.ARBenefits.org) portal.

When the enrollment is complete with all their [necessary documentation](#) provided, the ARBenefits system will update their new Plan, and they will be eligible the first day of the month after they enrolled.

The Member will be eligible for benefits the first of the month following the "Hire Date" entered in eFinance (APSCN). The Member has 60 days from the hire date to complete their *Enrollment Form* and submit to TSS EBD for coverage.

## Eligibility

### Eligible Employees

All Public-School Employees who qualify as a full-time Employee in a position that requires on average at least 30 hours per week of actual performance of duty during the annual school year.

As of July 23, 2019, Act 563 allows “full-time school bus drivers” to elect coverage through ARBenefits. A bus driver employed by a public-school district to drive regular routes during the school year will be considered a “full-time school bus driver” if one of the following is true:

1. (1) The bus driver contracts with the school district to operate a school bus for a minimum of 720 hours during the school year; or
2. (2) The bus driver’s primary source of income is obtained by operating a school bus within the school district; or,
3. (3) The bus driver is under contract with the public-school district to operate a school bus and is designated by the superintendent as a “full-time school bus driver”. The superintendent’s designation must be provided in writing by the superintendent to the Director of EBD.

### Eligible Dependents

1. If your dependent is your spouse, he or she may join the Plan as long as they are your current legal spouse who is not eligible for an employer sponsored benefit Plan. Former spouses with court orders requiring coverage are NOT ELIGIBLE to join the Plan. Spouses eligible for coverage through their employer are not eligible for coverage under the ARBenefits Plan.
2. If your dependent is a child, they may join the Plan as long as they can answer yes to the following questions:
  - a. Is he or she your child, adopted child, stepchild, or do you have legal guardianship for him or her?
  - b. Is he or she under age 26?
  - c. Is he or she a Qualified Medical Child Support Order (QMCSO) dependent under age 26 and do you have a judgement, decree, or order issued under state law?
  - d. Is he or she a qualified disabled dependent and have they been medically certified as Totally Disabled due to mental or physical incapacity?

*NOTE: There is required supporting documentation when adding dependents. [Click here.](#)*

## Enrollment or Making Changes to The Plan

### Open Enrollment

Open Enrollment is an annual period each year where active employees can enroll or make changes to their Plan without the need of a qualifying event (QE). TSS EBD determines each year when the annual Open Enrollment will take place. Changes elected during Open Enrollment will be effective January 1 of the following year.

During Open Enrollment, employees can submit forms through fax or mail to TSS EBD, or they can elect changes using the ARBenefits Online Member Portal at [my.ARBenefits.org](https://my.ARBenefits.org).

Retirees do not have an Open Enrollment period to add dependents to their Plan. Non-Medicare Retirees can change Plan level (Premium, Classic or Basic) during Open Enrollment. They need to submit a *Retiree Election Form* to TSS EBD or via fax, mail, or upload to the [my.ARBenefits.org](https://my.ARBenefits.org) portal. Medicare Primary Retirees cannot change Plan levels.

VERY IMPORTANT! All dates on forms must be the correct: Hire Date, Termination Date, etc. Back dating forms to ensure people get coverage or are removed from coverage by a certain time is falsifying records and can have a great impact to the Member and you. Do not do this.

### New Hire/Newly Eligible

A newly hired employee has 60 days from their hire date to elect coverage in the ARBenefits Plan. New hires can use paper forms or the online system to elect coverage.

- Coverage for new hires will be effective the first of the month following the date of hire and the date on the Election Form, and the date the forms are received by TSS EBD.
- If a current employee becomes eligible for coverage, they have 60 days from the date they gained eligibility to join the Plan.

### Cancelling or Terminating Coverage

If a Member decides to cancel their coverage during Open Enrollment or throughout the year due to a Qualifying Event, they must submit the proper paperwork to TSS EBD within 60 days.

### Qualifying Event

Certain life changing events are considered [qualifying events \(QE\)](#) that allow employees to make changes to their Plan. Active employees have 60 days from the date of the event to elect changes to their Plan. Documentation of the qualifying event is required along with the Change or Enrollment Form.

Coverage changes due to a qualifying event will be effective the first of the month following the

event, the date on the Election Form, and date received by TSS EBD. One exception is the addition of a newborn to the Plan. **The effective date for a newborn will be the first of the month in which they are born.**

Retirees making changes due to a qualifying event have a **30-day** window to submit their change and documentation to TSS EBD.

## Enrollment Documents

When a new employee, or a current employee who has become eligible for coverage is ready to enroll in the ARBenefits Plan or add/drop a dependent from the current Plan they can follow the steps below.

### *Enrollment Form*

The ARBenefits Active Election Form should be used for new hires, Open Enrollment changes, and for employees who are enrolling onto the Plan due to a qualifying event.

### *Change Form*

The Change Form should be used for qualifying events only when the employee is looking to add or drop a dependent from coverage. The Change Form can also be used if the employee is cancelling their coverage due to a qualifying event.

### *Retirement Packet*

Employees who are retiring and are eligible for ARBenefits Retirement Insurance should use the Retirement Packet to enroll into their Plan of choice. The Retirement Packet should be submitted to TSS EBD no earlier than **30 days** prior to the employee's retirement date.

### *Supporting Documentation*

When adding dependents to their Plan, employees will need to submit the following supporting documentation along with the Enrollment/Change Form, or the application will be mailed back to the member, and you will receive an e-mail notice detailing what was missing.

TSS EBD considers turning in forms and necessary supporting documentation prior to deadlines to be the responsibility of the employee. However, if you ask your employees to turn their forms into you, you are agreeing to take on the responsibility to submit them to TSS EBD in a timely manner and meet the required guidelines.

*Note: Any information received by the Plan from Federal sources will be considered documentary evidence for enrollment changes.*

## Table of Qualifying Events and Supporting Documents Needed

Open Enrollment or Qualifying Event Action	Required Documentation (ARBenefits Forms can be found on <a href="http://my.ARBenefits.org">my.ARBenefits.org</a> )
<b>Adding a Spouse</b> – due to marriage or due to their loss of coverage	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>,</li> <li>• Marriage license,</li> <li>• <i>ARBenefits Spousal Affidavit</i>, and</li> <li>• <i>Certificate of Credible Coverage (COCC)</i> from the healthcare issuer, military discharge paperwork, or letter from the government entities such as Medicaid, etc.               <ul style="list-style-type: none"> <li>○ Must contain the dates of coverage and the names of the affected parties.</li> </ul> </li> </ul>
<b>Adding a Newborn</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>, and</li> <li>• Copy of the birth certificate               <ul style="list-style-type: none"> <li>○ If the birth certificate is unavailable, a hospital announcement is acceptable if the newborn is under six months of age.</li> </ul> </li> </ul>
<b>Adding a Dependent Child</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>,</li> <li>• Copy of their birth certificate or a receipt from appropriate state Vital Records department,</li> <li>• Marriage license, if adding a stepchild, and               <ul style="list-style-type: none"> <li>○ Adoption/Finalized Legal Guardianship paperwork signed by a judge.</li> </ul> </li> </ul> <p>If adding a Dependent due to loss of other group coverage:</p> <ul style="list-style-type: none"> <li>• Same as above, and</li> <li>• <i>Certificate of Credible Coverage (COCC)</i> from the healthcare issuer, military discharge paperwork, or letter from the government entities such as Medicaid, etc.               <ul style="list-style-type: none"> <li>○ Must contain the dates of coverage and the names of the affected parties.</li> </ul> </li> </ul>
<b>Removing Dependent/Spouse</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>, and</li> <li>• Proof of gain of group coverage.               <ul style="list-style-type: none"> <li>○ Proof must contain the dates of coverage and the names of the affected parties.</li> </ul> </li> </ul>
<b>Removing the Spouse Due to Spouse Gaining Employer Group Coverage</b>	<ul style="list-style-type: none"> <li>• Updated <i>ARBenefits Spousal Affidavit</i>, and</li> <li>• <i>ARBenefits Change Form</i></li> </ul>
<b>Gain of Other Group Coverage</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>, and</li> <li>• Proof of gain of group coverage.               <ul style="list-style-type: none"> <li>○ Proof must contain the dates of coverage, and the names of the affected parties.</li> </ul> </li> </ul>
<b>Employee Loss of Other Group Coverage</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Enrollment Form</i>, and</li> <li>• <i>Certificate of Credible Coverage (COCC)</i> from the healthcare issuer, military discharge paperwork, or letter from the government entities such as Medicaid, etc.               <ul style="list-style-type: none"> <li>○ Must contain the dates of coverage and the names of the affected parties.</li> </ul> </li> </ul>
<b>Divorce – Removing a Spouse</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>, and</li> <li>• <i>Judge-signed divorce decree</i> (in its entirety).</li> </ul>
<b>Death of a Covered Person</b>	<ul style="list-style-type: none"> <li>• <i>ARBenefits Change Form</i>, and</li> <li>• <i>Death Certificate</i></li> </ul>

## Coverage Continuation During Retirement

Retirees who meet the eligibility requirements for coverage as defined in the Eligibility Section of the [ARBenefits Summary Plan Description](#) have the following enrollment options:

### Retirement Health Enrollment Options

#### Option 1

If a Retiree meets the following eligibility requirements at the time of termination of active employment, they are eligible to enroll onto the Retirement Health Plan if they are:

- A fully vested member of one of the participating retirement systems.
  - Arkansas Public Employees' Retirement System (APERS), including members of the legislative division and the contract personnel of the Arkansas National Guard; or,
  - Arkansas Teacher Retirement System (ATRS); or,
  - Arkansas State Highway Employees' Retirement System; or,
  - Arkansas Judicial Retirement System; or,
  - Alternative Retirement Plan.
- Enrolled on the active health Plan their last day of employment.
  - Elects to continue insurance coverage within 30 days of the qualifying event.
  - *If a Retiree does not elect, decline, or meet the Arkansas Legislative Code eligibility requirements for Retirement Health Insurance during their 30-day election period, it is not an option to return to Active Employment as a rehired Retiree to re-establish eligibility. Eligibility is determined at the initial time they elect to become an active retiree and begin drawing their retirement annuity.*
- Eligible to begin drawing their annuity.
  - The Plan Administrator may require documentation that the retired employee is drawing on the annuity. Members of the General Assembly and State Elected Constitutional Offices must have 10 years vested service in one of the listed retirement systems, and drawing an annuity, to be eligible to enroll in the Retirement Plan.
- The Retiree makes the appropriate contribution required to continue the coverage from the date that employment ends or the date enrolled in the Plan.

#### Option 2

If a Retiree meets the above eligibility requirements but is not eligible to draw their annuity at termination of employment, they will have a qualifying event to enroll at a later date once they began drawing their retirement annuity. Often this applies to members who have the service but at the time of termination do not meet the age requirements.

The Retiree under Option 2 has 30 days from the time they begin drawing their annuity to enroll in the Retirement Health Plan. No documentation is required for the time between termination of employment and their qualifying to draw their annuity of other employer group health coverage.

### Option 3

If a Retiree meets all the eligibility requirements listed in Option 1, but currently have employer group health coverage under their Spouse, or new employment, they can delay their enrollment onto the Retirement Health Plan. Once they experience a qualifying event of involuntary loss of employer group health coverage, they have 30 days to enroll onto the Retirement Health Plan. They will need to provide documentation of uninterrupted group health coverage from their last day of employment up to their qualifying event. The member may have a need during this time to enroll on COBRA for a short period to avoid any break in service.

The Plan Administrator may require documentation that the retired employee is drawing on the annuity. Members of the General Assembly and State Elected Constitutional Officers must have **ten (10)** years vested service in one of the listed retirement systems, and drawing an annuity, to be eligible to enroll in the Retiree Health Insurance Plan.

## Reciprocity Service

### Vesting Schedule:

- Employment service prior to July 1, 1997, requires **10** years of fully vested service.
- Employment service after July 1, 1997, requires **five** years of fully vested service.

An employee fully vested as a state employee AND fully vested as a public-school employee (a participating member under both APERS and ATRS and drawing a retirement annuity from each) may choose to enroll in either the ASE or PSE retiree health Plan. **Verification by TSS EBD is required.**

Effective July 1, 1997 – Vesting for retirement changed from a **10**-year vesting to **five** years. Service prior to July 1, 1997, is still held to the **10**-year vesting.

A member, who is not fully vested under both systems, will enroll in the Retiree Health Plan with the most vested years.

## Retirement Packet

For the employees that are thinking about retirement, or are going to retire, you should provide them with an ARBenefits Retirement Packet. The Packet is available at [www.transform.ar.gov/employee-benefits/retirees](http://www.transform.ar.gov/employee-benefits/retirees) and on the last page of this manual, provides the employee with the necessary forms if they wish to enroll into ARBenefits Retiree Insurance and/or continue any Colonial Life coverage.

**TSS EBD will not accept any Retirement Packets submitted earlier than 30 days prior to the employee's retirement date.** The Employee will also need to submit supporting documentation for any spouse and/or dependent that they will be continuing coverage on during retirement if not on file already with TSS EBD (Spousal Affidavit Form, marriage license, birth certificate).

## Non-Medicare Retiree

Employees who are under the age of 65 and do not have a covered spouse 65 or older at the time of retirement, will be on the Non-Medicare Retiree Plan. When they elect Retiree Coverage, they can select the Plan level (Premium, Classic or Basic) they wish. During the annual Open Enrollment period for active employees, Non- Medicare Retirees can change their Plan level between the three choices.

## Medicare Primary

Employees who retire and are Medicare eligible (65+), or have a covered spouse who is Medicare eligible, will be placed on the Medicare Primary Plan.

When the employee retires, it is important for them to have Medicare Parts A & B set up for when they retire. The ARBenefits Medicare Premium Plan for Retirees will coordinate as if Medicare Part A and Part B are both in force at the time of service. If the member does not have Part B, the Plan will pay as though the member does have Medicare Part B and the member will have full financial responsibility for incurred claims.

## Active Employees Who Are Medicare Eligible

Active employees who become Medicare eligible and are still working, are not required to sign up for Medicare Part B while actively employed. The employee and any spouse and/or dependent are covered as any other active member with ARBenefits as their primary payer.

Active employees can sign up for Medicare Part B when they become eligible, and Medicare would pay secondary for that employee.

## Retirees Who Return to Work

A Medicare Retiree who goes back to work as an Active Employee as a State or Public-School Employee, and is eligible for benefits, **MUST** come off the Retirement Health Insurance and enroll onto the Active Plan. Once the employee terminates employment again, the employee has the option to re-enroll in the Retirement Health Plan within 30 days of the loss of benefits. If an employee chooses not to enroll in the Retirement Health Plan at the second time of termination and obtains health insurance outside of the State and Public-School Health Plan, the employee will not have a qualifying event to enroll a second time in the Retirement Health Insurance.

A Non-Medicare retiree that goes back to work as an Active State or Public-School Employee and is eligible for benefits they **MAY** come off the Retirement Health Insurance and enroll in the active Plan. Once the employee terminates employment again, the employee has the option to re-enroll in the retirement health Plan within 30 days of the loss of benefits. If an employee chooses not to enroll in the retirement health Plan at the second time of termination and obtains health insurance outside of the State and Public-School Health Plan, the employee will not have a qualifying event to enroll a second time in the Retirement Health Insurance.

If a retiree does not elect, decline, or meet the Arkansas Legislative Code eligibility requirements for Retirement Health Insurance during their thirty-day election period, it is not an

option to return to Active Employment as a rehired retiree to re-establish eligibility. Eligibility is determined at the initial time you elect to become an active retiree and begin drawing your retirement annuity.

## Enrollment Procedures for Retirees

Members are to notify TSS EBD within **30 days** of termination by submitting a *Retiree Election Form* and a *Spousal Affidavit* if they are continuing coverage for a Spouse from the active health Plan coverage.

Coverage will be effective the first of the month following the date on the *Retiree Election Form*. The [Retiree Election Form](https://my.ARBenefits.org) can be accessed online at [my.ARBenefits.org](https://my.ARBenefits.org) and scroll down the page to the Retiree Forms and Resources section.

Adding a spouse or Dependents at the initial enrollment onto the retirement health Plan.

- At initial enrollment in retirement health insurance coverage, Retirees may only continue coverage on the Spouse/Dependents that are currently covered on the active Plan at the time of enrollment in the retirement Plan.
- Retirees may add newly acquired Dependents, i.e., newborn Children, adopted Children, or a new Spouse within 30 days of the event with supporting documentation.
  - If retiree health coverage is canceled on a dependent child, the decision is **final**, and the dependent is no longer eligible for coverage under the Plan.
- A Spouse cannot be on the retirement health Plan as a Dependent if they are currently employed and have health insurance available through their employer. Retirees may bring them onto their Plan if they experience a qualifying event of loss of employer group coverage, but the Retiree must apply within 30 days of the event by completing and submitting to TSS EBD the following items:
  - *Retiree Election Form*,
  - *Spousal Affidavit*,
  - Copy of their marriage license, and
  - Proof of continued group health coverage up until their qualifying event and submitting to EBD.
    - *Certificate of Credible Coverage (COCC)* from the healthcare issuer, military discharge paperwork, or letter from the government entities such as Medicaid, etc.
      - Must contain the dates of coverage and the names of the affected parties.
- If retiree health coverage is cancelled on a Spouse other than leaving for continued employer coverage, the decision is **final**, and the spouse is no longer eligible for coverage under the Plan.
- Retirees DO NOT have an open enrollment to add Dependents to their Plan, but Non-Medicare Retirees have the option to change Plans.
- If a Retiree has a Spouse on their Plan that is also a retired Member of a state or public-school retirement system, they can make a one-time option and split off on separate plans, or they can move from separate Plans to an Employee/Spouse Plan.
  - This is a one-time option, and the member cannot return to the former Plan

- except for death of the policy holder.
  - This one-time option is only available during Open Enrollment.
- At Open Enrollment, a Retiree who is fully vested under both the State and Public-School retirement systems can make a one-time option and change to the other retirement system. The vesting requirement does not include reciprocity service.

## Terminating Retirement Health Plan Coverage

Once the one-time option to enroll in the retirement health insurance Plan has been exercised, and request that the coverage be terminated, the decision is **final**, and you will no longer be eligible to participate in the Plan.

The only exception to this rule is if the Member cancels to go back as an Active Employee with a state or public-school agency and are eligible for active benefits. They can re-enroll in the Plan once they terminate the active employment again. This exception does not apply if they cancel retiree coverage to go back to active employment that is not affiliated with the state or public-school agency.

## Death of A Retiree

- If a Retiree dies and has covered Dependents on the ARBenefits Plan at the time of death, the Dependents have the right to continue coverage under the Plan.
  - Dependent children may be covered until they reach the [maximum age](#) limit for a Dependent Child.
  - A surviving Spouse may continue coverage under the Plan provided the payments are made timely.
  - If a surviving Spouse or Dependent that was covered under the Plan declines to enroll or cancels coverage after electing coverage, then the surviving Spouse/Dependent has no further privileges under the Plan.
  - Surviving Dependents cannot add other Dependents to the Plan.
- A surviving Spouse/Dependent Packet will be set to the Dependent(s) once TSS EBD has received notification of the death of the Retiree.
  - TSS EBD requires a copy of the Death Certificate.
  - Surviving Dependents will have **30 days** from the date of the letter to submit an *Election Form* to EBD for enrollment.
- If a Spouse or Dependent is not eligible to draw a survivor annuity from the Retiree, premiums must be setup to be bank-drafted monthly.

*NOTE: If the Spouse and/or Dependents do not enroll in the Retirement Health Plan or COBRA with their respective enrollment periods, all privileges under the Plan are terminated.*

## Qualifying Events

Certain life changing events are considered [qualifying events \(QEs\)](#) that allow employees or retirees to make changes to their Plan. **Active Employees** have **60 days** from the date of the event to make changes to their Plan while **Retirees** have **30 days** from the event date.

Below is a listing of the most common qualifying events. This is not a complete list, and based on documents provided by the member, it is TSS EBD's decision whether a valid qualifying event has occurred to allow the requested change.

Please note, unless the qualifying event results in the employee enrolling onto the Plan as a new member, qualifying events do not allow for a change in Plan level between the Premium, Classic or Basic Plans.

Event	Action Allowed
<b>Marriage</b>	<ul style="list-style-type: none"> <li>Enroll legal spouse and dependents within 60 days of marriage date.</li> <li>Employee can drop coverage if they have gained other group coverage through their spouse.</li> </ul>
<b>Birth</b>	<ul style="list-style-type: none"> <li>Enroll newborn within 60 days of the date of birth.</li> </ul>
<b>Adoption/ Guardianship</b>	<ul style="list-style-type: none"> <li>Enroll new finalized legal adoption/guardianship.</li> </ul>
<b>Loss of Group Coverage</b>	<ul style="list-style-type: none"> <li>Employee can enroll within 60 days of the loss of other group coverage.</li> <li>Employee can add spouse and/or dependents that have lost other group coverage.</li> </ul>
<b>Gain of Other Group Coverage</b>	<ul style="list-style-type: none"> <li>Employee can drop coverage if they have gained other group coverage</li> <li>Spouses that gain group coverage through an employer must be removed from the Plan.</li> <li>Employee must drop coverage of dependents that gain other group coverage.</li> </ul>
<b>Divorce</b>	<ul style="list-style-type: none"> <li>Divorce is a qualifying event for an employee to drop a spouse if decreed by the Judge.</li> </ul>
<b>Turning 26</b>	<ul style="list-style-type: none"> <li>Dependents covered by employees on the Plan will automatically term off the employee's Plan at the end of the month in which they turn 26 years old.</li> <li>Employees who lose other group coverage (parent's coverage) when they turn 26 years old can enroll onto the Plan.</li> </ul>
<b>Loss of Medicaid/CHIP</b>	<ul style="list-style-type: none"> <li>Allows the affected party to join the Plan.</li> </ul>
<b>Gain of Medicaid/CHIP</b>	<ul style="list-style-type: none"> <li>Allows the employee to drop coverage for the affected party.</li> </ul>
<b>Gain of Medicare</b>	<ul style="list-style-type: none"> <li>Employees who gain Medicare Parts A &amp; B coverage can elect to drop their Plan coverage.               <ul style="list-style-type: none"> <li>The gain of Medicare Part D does not constitute group health coverage when Parts A &amp; B are already in effect.</li> </ul> </li> </ul>

## ARBenefits HIR Portal

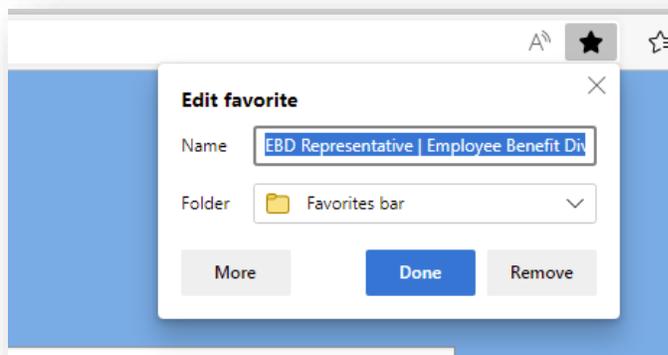
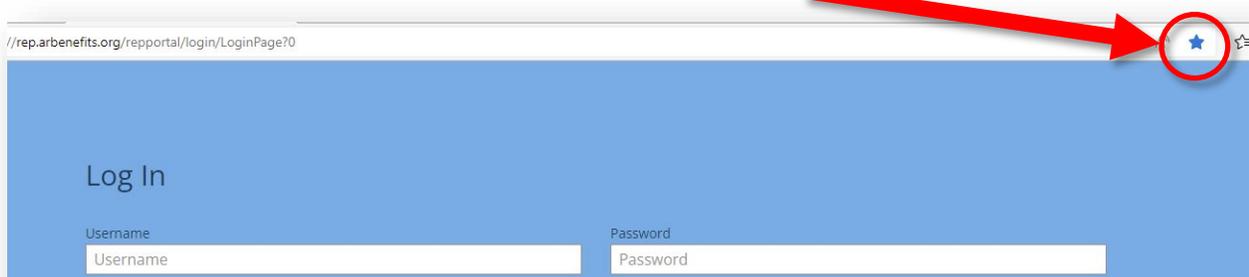
The portal allows you to access member information for your employees, send communication to TSS EBD using a secure task system, access to reports, etc. You will see the home screen below when you log in to the Rep Portal.

**IMPORTANT – the ARBenefits system gives you access to member Personal Health Information (PHI). Unauthorized accessor transmission of member PHI will not be tolerated and is subject to penalties under HIPAA.**

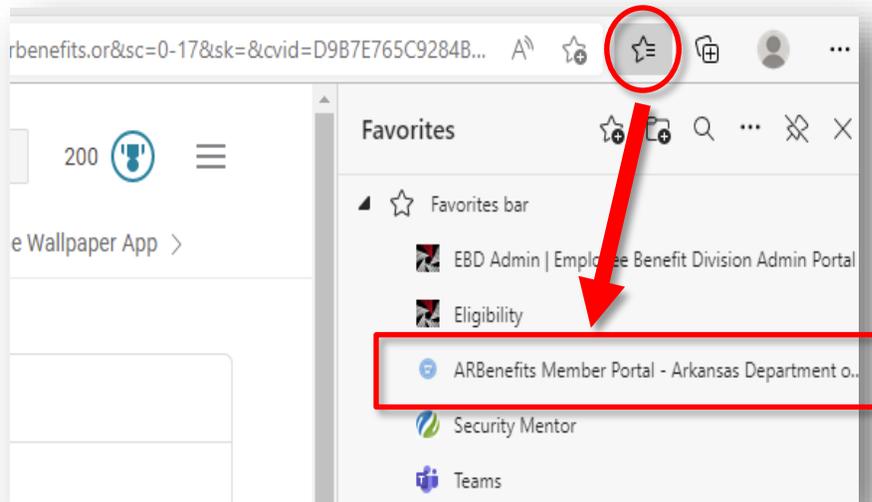
**DO NOT provide your login and password to others.**

Health Insurance Representatives (HIRs) have access to login to the portal at <https://rep.arbenefits.org>.

You can save this URL as a shortcut to your toolbar for your Internet Browser for easier access the next time you need to login by clicking on the star next to the URL bar.



- This will open a box to Add the URL to your Favorites List.
- You can edit the Name of the URL if you would like. Sometimes, you might want to change the name to something easier to remember.
- Click, Done. Now it is saved to your Favorites.

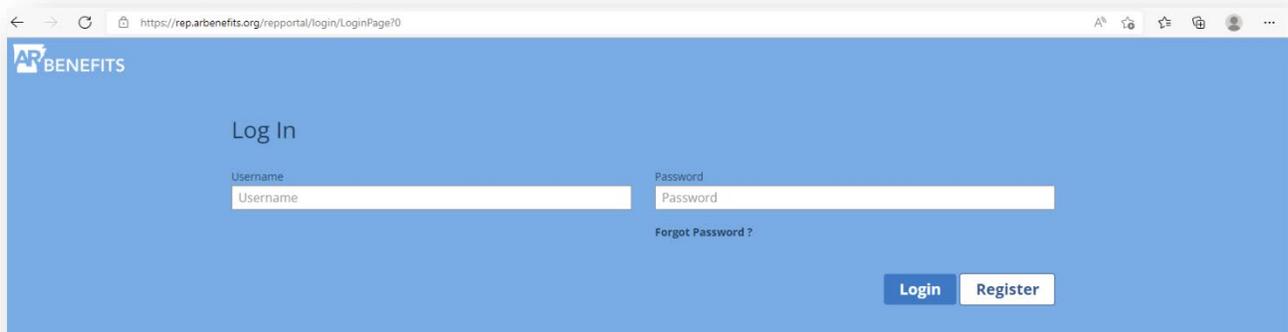


To access your saved URL:

- Some Browsers will automatically add to your Tool Bar at the top of your Browser home screen. If it did you can click that shortcut to open the website/portal.
- Or you can click on the 2<sup>nd</sup> star icon to access the Favorites list.
- Click on the link name in the Favorite list that you are looking for and that webpage (or in this case) portal will open.

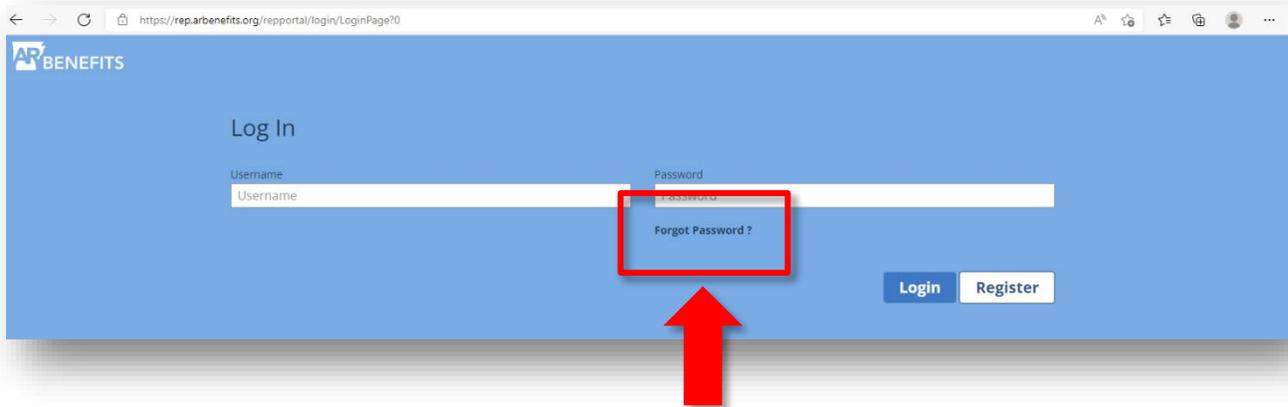
To log in to [repARBenefits.org](https://repARBenefits.org), you will need:

- Your ARBenefits issued username – It will start with a letter followed by 5 numbers.
- Your ARBenefits issued temporary password (first time log in, prompts to change password).



## Locked Out or Forgot Password?

If you get locked out of your ARBenefits portal account, you can unlock your own account.



- On the [Rep Portal Login](#) screen, click [Forgot Password?](#)
- Forgot Password box will open.

Forgot Password

Please enter your User ID

User ID

User ID

'User ID' is required.

Continue

Submit Cancel and return to Login

- When the Forgot Password opens, enter your User ID, then click on "Continue."

### Forgot Password

Please enter the following information

**First Name**

**Last Name**

What was your High School Mascot?

Click the box below and answer questions to proceed

I'm not a robot  reCAPTCHA  
Privacy - Terms

- Next, enter your first name, last name, and the answer to your security question.
- Click "Submit."



A temporary password will be emailed to the email address we have on file for you.

## Information You Can Access in the Portal

### *New Year Insurance Rate Load*

Allows you to input the additional amount your District pays towards the health insurance premium.

2022 New Year Insurance Rate Load

Agency: Choose One | Sort Agency By: Name | Agencies

Total Monthly Amount

Available Load Dates: Choose One

School District Contribution: \$168.52 + Additional Monthly Contribution Amount: \$0.00 = Total Monthly School District Costs: \$168.52

Preview | Reset

Save | Cancel

### *Membership Management*

Allows to you access the benefit information for your employees. If requested by the employee, you can order replacement ID cards for them, or even print out a temporary one, etc.

Member Search

Member Number: MEMBER-NUMBER | Social Security Number: XXX-XX-XXXX

System ID: SYSTEM ID | Last Name: Last Name

Personnel #: Personnel # | First Name: First Name

Group #: Choose One | Date of Birth: MM/DD/YYYY

Benefit Plan: Choose One | Address Keyword: Address Keyword

Search | Clear

### *Health Insurance Representative Search*

Allows you to search for the contact information of HIR's at any district or agency

Insurance Representative Search

Web User ID: WEB USER ID | City: City

First Name: First Name | Funding Source: Choose One

Last Name: Last Name | Location: Choose One

Agency: Choose One | Sort Agency By: Name | Agencies

Search | Agencies

Agency Rep

First Name | Last Name | Agency | Phone Number | Email | Role | Rep

### Search Wellness Eligibility Page

This report gives you access to see who in your group has or has not met the wellness discount requirements for the upcoming Plan year.

Main Pages  
Searches  
**Tools**  
Insurance Representative Search  
Wellness Program Eligibility Search  
Accounting  
Job  
Task

### Wellness Program Eligibility Search

Agency: Choose One | Sort Agency By: Name | [Q Agencies](#)

Member Number: MEMBER NUMBER | Social Security Number: XXX-XX-XXXX

Wellness Year: Choose One | Last Name: Last Name

Requirement Met: Choose One | First Name: First Name

[Search](#)

### Adjusted Group Invoice Display

Allows you to see invoices that have been adjusted due to any changes that have been made.

Main Pages  
Searches  
Tools  
**Accounting**  
Adjusted Group Invoice Display  
Deduction Preview Report  
Group Invoice As Of Date  
Group Invoice Display  
Premium School District Contribution Page

### Adjusted Group Invoice Display

Group: Choose One | Sort Group By: Name | [Q Agencies](#)

Invoice Date: Choose One

[Search](#)

Accessibility | Privacy | Security | Acceptable Use | EEO Notice of Privacy Practices | HIPAA | Requirements  
Copyright © 2017 State of Arkansas. All Rights Reserved.

### Deduction Preview Report

The purpose of this report is to provide you a preview of what changes have occurred that will affect your next month's billing.

Tools  
**Accounting**  
Adjusted Group Invoice Display  
Deduction Preview Report  
Group Invoice As Of Date  
Group Invoice Display  
Job  
Task

### Deduction Preview Report

Group: Choose One | Sort Group By: Name | [Q Agencies](#)

[Search](#) [Clear](#)

Preview Deductions

Last Name	First Name	MI	Member #	LEA	Amount	Employer Amount	Deduct Code 1	Deduct Code 2
No results found for Preview Deductions								

[Print](#)

### Group Invoice As Of Date

The “Group Invoice As Of Date” is the invoice you will use to pay TSS EBD.

The screenshot shows the 'Group Invoice As Of Date' interface. On the left, a 'Tools' dropdown menu is open, with 'Accounting' selected and highlighted in red. A red arrow points from 'Accounting' to the 'Group Invoice As Of Date' option in the sidebar. The main content area features a search bar with 'Group' and 'Invoice Date' dropdowns, and a 'Search' button. Below the search bar, there are fields for 'Effective Date' (03/17/2022) and 'Calculation' (Include Adjustments). A table titled 'Group Invoice Results' is shown with columns for 'Description' and 'Total', and a message stating 'No results found for Group Invoice Results'.

### Group Invoice Display

Allows you to access your monthly invoice that you use to pay TSS EBD. As a reminder, TSS EBD does not bill agencies by individual member, but by the total of active members that you have. Comes out the beginning of the month and does not include any adjustments.

The screenshot shows the 'Group Invoice Display' interface. On the left, a 'Tools' dropdown menu is open, with 'Accounting' selected and highlighted in red. A red arrow points from 'Accounting' to the 'Group Invoice Display' option in the sidebar. The main content area features a search bar with 'Group' and 'Invoice Date' dropdowns, and a 'Search' button. Below the search bar, there are fields for 'Effective Date' and 'Calculation'. A table titled 'Group Invoice Results' is shown with columns for 'Description' and 'Total', and a message stating 'No results found for Group Invoice Results'.

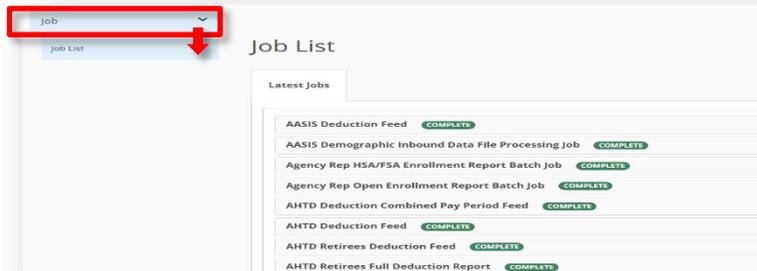
### Premium School District Contribution Page

Allows you to update Maximum Amount to Additional Monthly Contribution for your District's health premium. **This step should be completed before entering amount into the New Year Premium Rate Contribution Page.**

The screenshot shows the 'Premium School District Contribution Page' interface. On the left, a 'Tools' dropdown menu is open, with 'Accounting' selected and highlighted in red. A red arrow points from 'Accounting' to the 'Premium School District Contribution Page' option in the sidebar. The main content area features a search bar with 'Agency' and 'Effective From Date' dropdowns, and a 'Search' button. Below the search bar, there are fields for 'Effective To Date', 'Max Amount', and 'Last Updated User'. A table titled 'Premium School District Contribution' is shown with columns for 'School District', 'Effective From Date', 'Effective To Date', 'Max Amount', 'Last Updated User', and 'Action', and a message stating 'No results found for Premium School District Contribution'.

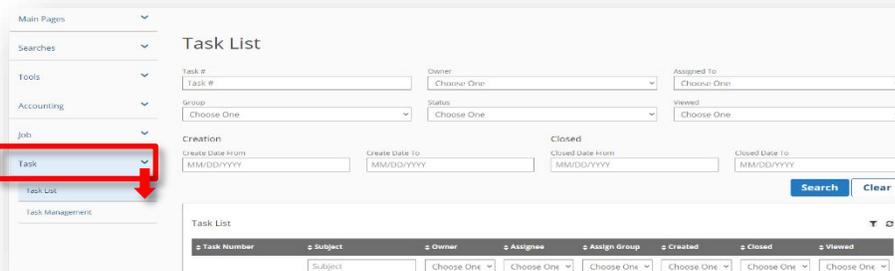
### Job List

Will give you a report when any reports specific to your group have been generated within the system.



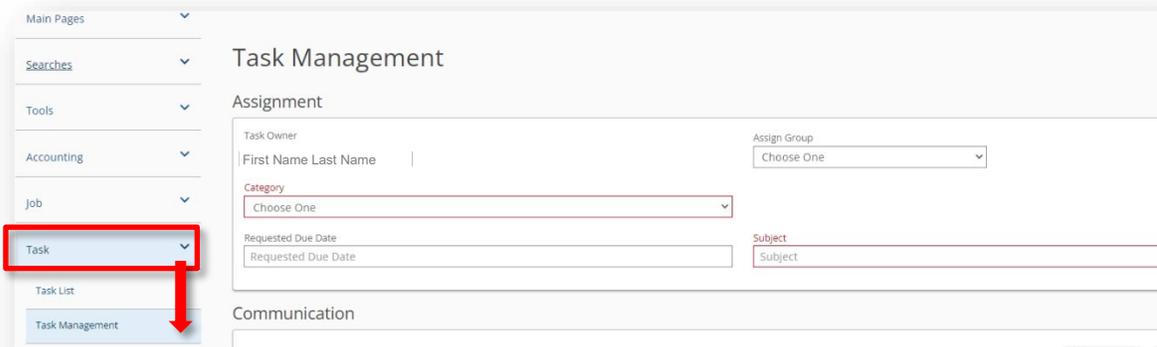
### Secure Task

Tasks are setup internally in the ARBenefits system so TSS EBD and HIRs can securely communicate and share documentation with each other. **PHI should be sent to TSS EBD using this system, not an email.**



### Task Management

Allows you to create a task.



# Membership Search

There are various means to search for a member and their information. To access this capability, start by clicking "Membership" on the top toolbar, then go the menu on the left-hand side of the screen, click the "Searches" arrow for the sub-menu and select "Member Search."



You can search for a Member by using any of the criteria below.

- Member Number
- System ID – the first 5 numbers of their member number.
- Personnel # – the member personnel number is not always entered by HIR.
- Group # – the agency that the employee is employed.
- Benefit Plan – the is the Plan level (Premium, Classic, or Basic) for the Member.
- Social Security Number – we do not request this information.
- Last Name
- First Name
- Date of Birth
- Address Keyword - the street address of the employee.

A screenshot of the 'Member Search' form. The form is titled 'Member Search' and contains several input fields and dropdown menus. The fields are: Member # (text), System Id (text), Personnel # (text), Group # (dropdown menu with 'Choose One' selected), Benefit Plan (dropdown menu with 'Choose One' selected), Social Security Number (text with mask 'XXX-XX-XXXX'), Last Name (text), First Name (text), Date Of Birth (text with mask 'MM/DD/YYYY'), and Address Keyword (text). There are 'Search' and 'Clear' buttons at the bottom right.

After you enter the criteria to search for a Member, click "Search" and the Member *Detail* Page will display.

## Member Detail Page

**Detail**

**Contact Information**

**Address**  
  
[Edit](#)

**Phone**  
 Home: N/A  
 Work: N/A

**Email**  
 Email Address:  
  
 Opt Out   
[Edit](#)

**Plan Information**

Plan	Effective Date	Termination Date	Termination Reason	Type of Coverage	Post Tax Benefits
ASENOHLTH	07-01-2020	12-31-9999		Subscriber Only	<input type="checkbox"/> No

**Dependent Information**

Dependents

Member #	Name	DOB	SSN	Relation	Start Date	End Date
No results found for Dependents						

This page displays the Member’s general information on their account.

- Address
- Phone Number
- Email
- Plan Information
- Dependent Information
- Termed Dependent Information
- Agency
- Employed Dependent Information

On the left-hand side of the Member’s *Detail* page, you can select from Member menus for more information. Just click on the down arrow for the sub-menus under each Member topic.

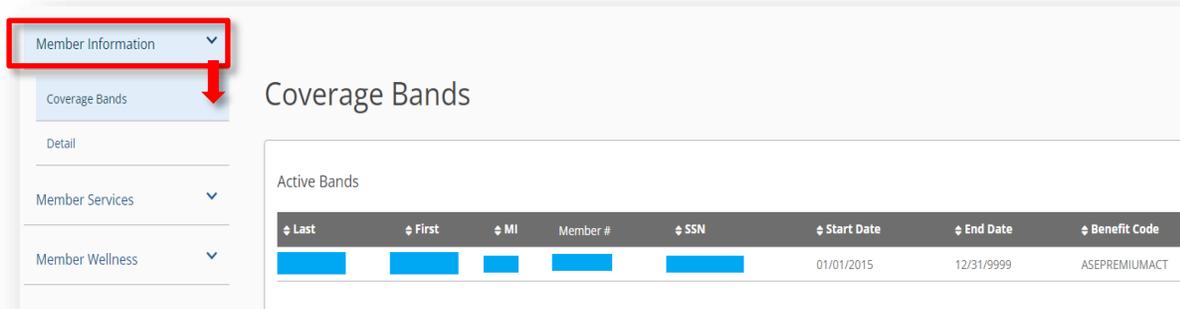
- Member Information
- Member Services
- Member Wellness

- Member Information
- Member Services
- Member Wellness

## Member Information

### Coverage Bands

A Member Coverage Band is a record of each insurance coverage level that the Member has had throughout their tenure as a Public-School employee. This includes periods of the time that they were on a No Health Plan.



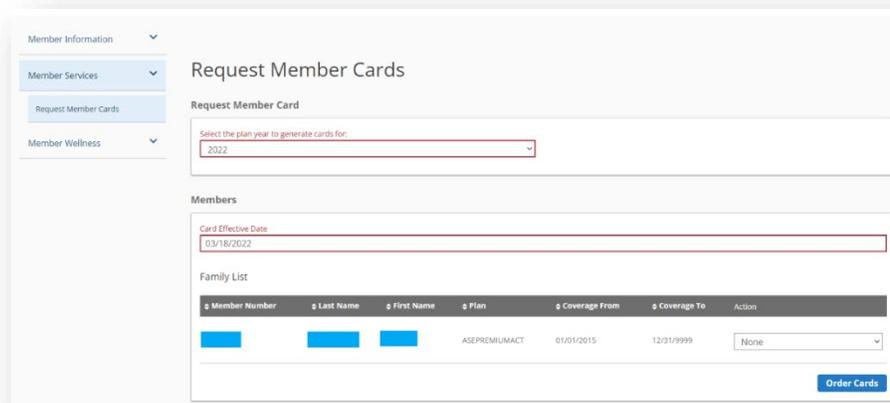
The screenshot shows the 'Member Information' page with a sidebar on the left containing 'Member Information', 'Coverage Bands', 'Detail', 'Member Services', and 'Member Wellness'. The 'Coverage Bands' section is highlighted with a red box and an arrow. The main content area is titled 'Coverage Bands' and displays a table of 'Active Bands'.

Last	First	MI	Member #	SSN	Start Date	End Date	Benefit Code
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	01/01/2015	12/31/9999	ASEPREMIUMACT

*Note: A coverage band can include Inactive and Active coverage information for the member.*

### Request Member Card

This page is where you request Member Cards to be printed and how the Member will receive the card.



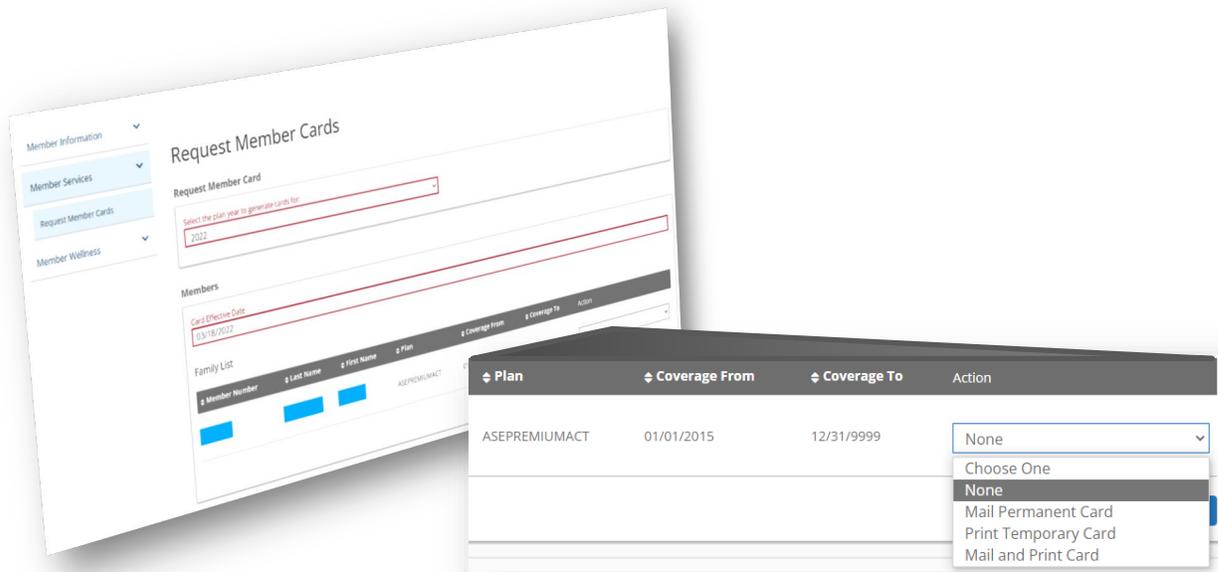
The screenshot shows the 'Request Member Cards' page. It features a sidebar with 'Member Information', 'Member Services', 'Request Member Cards', and 'Member Wellness'. The main content area is titled 'Request Member Cards' and includes a form to 'Request Member Card' with a dropdown menu for 'Select the plan year to generate cards for:' set to '2022'. Below this is a 'Members' section with a 'Card Effective Date' field set to '03/18/2022' and a 'Family List' table.

Member Number	Last Name	First Name	Plan	Coverage From	Coverage To	Action
[Redacted]	[Redacted]	[Redacted]	ASEPREMIUMACT	01/01/2015	12/31/9999	None

An 'Order Cards' button is located at the bottom right of the page.

The page displays the following sections.

- **Request Member Card** – select the Plan year for the requested Member Card.
- **Members** – displays all Members on the policy. You can select which Member Cards need to be selected by clicking the box beside each Member.



In the *Actions* box you can click the down arrow to access the different options when requesting a Member Card.

- Mail Permanent Card – select this to mail the card only.
- Print Permanent Card – select this to print the card only.
- Mail and Print Card – select this to mail a copy and print a copy.

After the selection is made, select “Order Cards.”

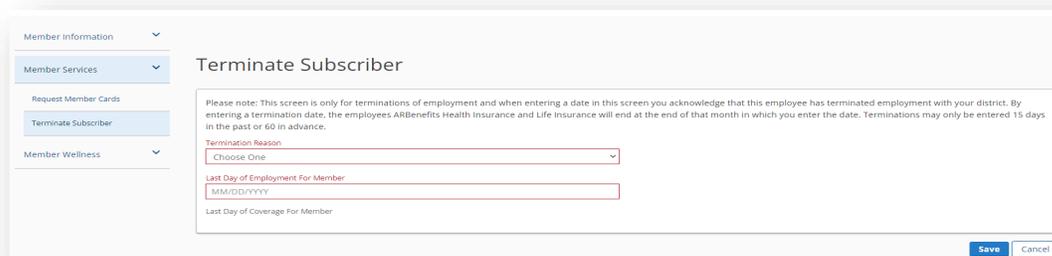
## Terminating A Member

When an employee has given notice and you need to terminate them, there are certain steps and order to follow to ensure this is executed properly and make sure they remain active in ARBenefits through their employment, even though they no longer show up on your eFinance (APSCN) files.

*Indicating termination on the eFinance (APSCN) file:*

- If you place an “X” in the group pay field before entering the term date and changing the eligibility in eFinance (APSCN), the Member will NOT term in ARBenefits.
  - **The “X” is the last thing you key regarding benefits. The “X” will not completely remove the Member from eFinance (APSCN) and their term date will NOT feed over into ARBenefits; therefore, they will continue to appear on your monthly invoices.**
    - You will need to send a Task to TSS EBD Tech and ask them to enter the Termination (Term) Date on your Member to remove them from future invoices.
  - If you put a Term Date in the *EBD Term Date* field, make sure this is the correct Term Date that will also be entered into ARBenefits. Once the Term Date is entered in ARBenefits, the date will generate a COBRA package and send it to the Member.
    - If the Term Date is changed on the eFinance (APSCN) file it will not rollover to ARBenefits and a new COBRA packet will not be sent to the Member, it cannot be changed. This screen allows you to terminate an employee once they have given notice.
    - If the Term Date is changed, you will need to send a Task to *EBD Tech Eligibility* to enter the Member’s correct Term Date in the ARBenefits system.

In ARBenefits, after the eFinance (APSCN) Report is updated the Member you must terminate them in ARBenefits. Go to the *Member Services* menu, select *Terminate Subscriber*.



Member information

Member Services

Request Member Cards

Terminate Subscriber

Member Wellness

### Terminate Subscriber

Please note: This screen is only for terminations of employment and when entering a date in this screen you acknowledge that this employee has terminated employment with your district. By entering a termination date, the employees ARBenefits Health Insurance and Life Insurance will end at the end of that month in which you enter the date. Terminations may only be entered 15 days in the past or 60 in advance.

Termination Reason  
Choose One

Last Day of Employment For Member  
MM/DD/YYYY

Last Day of Coverage For Member

Save Cancel

- Select the down arrow and a list of termination reasons will display.

Termination Reason

Choose One

- Choose One
- Death
- Retirement
- Voluntary Termination
- Involuntary Termination
- Non Payment
- Death of Subscriber
- Transfer
- LWOP Non Payment

- Select the appropriate *Termination Reason* from the drop-down menu.

Terminate Subscriber

Please note: This screen is only for terminations of employment and when entering a date in this screen you acknowledge that this employee has terminated employment with your district. By entering a termination date, the employees ARBenefits Health Insurance and Life Insurance will end at the end of that month in which you enter the date. Terminations may only be entered 15 days in the past or 60 in advance.

Termination Reason

Retirement

Last Day of Employment For Member

04/30/2022

Last Day of Coverage For Member

04/30/2022

Save Cancel

- Enter the **LAST DAY of the month the employee will work** in the *Last Day of Employment for Member* field.
  - Example: if they are terminated on 05/02, their coverage will end 05/31.
- After the date has been entered select "Save."

For public-school employees, if you have a member that goes on leave and does not wish to continue to pay their premiums while on leave, but they are still considered an employee, you will need to flip the Member to from insurance eligible "Y" to "N." That will cancel the Member's coverage at the end of the month in which you flipped them. When the Member returns to work, you will need to flip them back to a "Y" for insurance eligible, and the Member will need to complete a new *Election Form*.

The Member has only 30 days when you change them back to insurance eligible to enroll in coverage. If the Member does not re-enroll at that time, they will have to wait until Open Enrollment.

## *Death of a Member or Dependent*

If a Member (Subscriber) or a Dependent passes away the Member's account needs to indicate this information in ARBenefits. There are two death indicators in the Eligibility screen. Each selection has a different function for the system. It is imperative to know the difference.

- If the **Member (Subscriber)**, also known as the **01** passes away – you need to select “**Death of Subscriber**” from the drop-down option in the Eligibility screen. Enter the date of their death.
  - **VERY IMPORTANT!!!!** This selection will initiate the surviving spouse process and the COBRA packet will be mailed for their continuation of coverage.
- If the person that passes away is a **Dependent (spouse or child)**, also known as anyone **NOT** the 01 – you need to select “**Death**” from the drop-down menu in the Eligibility screen. Enter the date of their death.

## *Dependent Who is Turning Twenty-Six Years Old*

When a dependent on the Member's Plan has turned 26 years old, the ARBenefits system will automatically terminate the dependent from the Member's Plan at the end of the dependent's birth month.

Thirty days prior to the termination from the Member's Plan, a letter will be mailed to the Member notifying of them of the change.

When this change occurs, a report called, *APSCN Deduction Fee* is sent to the district HIR with the information. This will allow for the HIR to have visibility to the change in their employee's plan and they can make the appropriate payroll allocation changes on their side.

Employees who lose other group coverage (parent's coverage) when they turn 26 can enroll onto the Plan.

## Tools

This section of the portal has two options to access information. Go to *Tools* on the left-hand side of page on the menu. Click the drop-down arrow for the sub-menu.

- *Insurance Representative Search* – search for other HIRs in your Agency.
- *Wellness Program Eligibility Search* – find out who has or has not met the wellness requirements.

### Insurance Representative Search

This page allows the access to find other HIR's in the assigned agency. You will not be able to see any HIR's outside of the Agency assigned.

The screenshot shows the 'Insurance Representative Search' interface. On the left, a navigation menu has 'Tools' highlighted with a red box, and a red arrow points to the 'Insurance Representative Search' option. The main form contains several input fields: 'Web User ID' (with a placeholder 'WEB USER ID'), 'City', 'First Name', 'Last Name', 'Agency' (a dropdown menu), 'Funding Source' (a dropdown menu with 'Choose One' selected), 'Location' (a dropdown menu with 'Choose One' selected), and 'Sort Agency By' (a dropdown menu with 'Name' selected). There are 'Search' and 'Clear' buttons. Below the form is a table for 'Agency Rep' with columns: First Name, Last Name, Agency, Phone Number, Email, Role, and Rep ID. The table has two rows of data, both with 'JANE' and 'DOE' in the first two columns.

You can search for a Insurance Representative in your Agency by using the criteria below.

- Web User ID – the HIR's User Name
- City
- First Name
- Funding Source
- Last Name
- Location
- Agency

Once information is entered, select “**Search**”, the results will show at bottom of page.

The screenshot shows the 'Agency Rep' table with the following data:

First Name	Last Name	Agency	Phone Number	Email	Role	Rep ID	Select
JANE	DOE	xxxxxx - SCHOOL DISTRICT	XXX-XXX-XXXX	Jane.Doe@SD.org	xxxxx	01	<input checked="" type="checkbox"/>
JANE	DOE	xxxxxx - VOCATIONAL	XXX-XXX-XXXX	Jane.Doe@SD.org	xxxxx	01	<input type="checkbox"/>

A 'Create Task' button is located at the bottom right of the table.

From here you can, check the box to the right of the HIR's name and click “**Create Task**” to communicate with that HIR.

## Member Wellness

This search shows who has or has not met the Wellness requirements. There is one Required field which is “Agency”, the other options to search for are listed. Go to the menu on the left-hand side of the page, select Tool drop down arrow, select *Wellness Program Eligibility Search*. Member Number – Enter the Member Number for a specific Member in question.

Wellness Program Eligibility Search

Tools

Insurance Representative Search

Wellness Program Eligibility Search

Accounting

Job

Task

Agency: Choose One

Sort Agency By: Name

Member Number: MEMBER NUMBER

Wellness Year: Choose One

Requirement Met: Choose One

Social Security Number: XXX-XX-XXXX

Last Name: Last Name

First Name: First Name

Search Clear

- Wellness Year – Select which discount year in question.
- Requirement Met – Can use this for a specific Member in question or the entire Agency.
- Social Security Number – TSS EBD does not request this information from Members.
- Last Name - This is for a specific member in question.
- First Name - This is for a specific member in question.

Member Information

Member Services

Member Wellness

Wellness

Wellness

Wellness Discount Years

Wellness Year	Discount	Discount Date	Comment	Actions
2023	Yes	11-29-2021		
2022	Yes	12-08-2021		Wellness Met Letter
2021	Yes	10-01-2020		Wellness Met Letter

If they have completed their Wellness requirements, “Yes” will be populated under the *Discount* header and the date completed the requirements were completed is indicated under *Discount Date*.

- Click 'Search' when the information is populated.
- The results will display at the bottom of the screen.
- From here you can select to “Export” or “Print” the results.

Agency Discount

Export Print

## TSS EBD Accounting – Billing and Paying

### Authorized Representative

An Authorized Representative is a person in your location who can discuss billing items with TSS EBD and should receive invoices and billing reports. This is very important as TSS EBD cannot discuss your billing with you until the following [HIR setup](#) criteria are met.

To ensure TSS EBD can communicate with all appropriate parties at your location:

- verify your email is correct,
- and verify only Authorized Representatives are listed with ARBenefits for your location.
  - If they are not, send a task to EBD\_Security to get the form and training needed.

*Example: If an Authorized Representative leaves your District and a new one has not been authorized by TSS EBD Compliance Department, TSS EBD cannot discuss your billing with them until they have signed a Business Associate Agreement and received HIPAA and billing training from EBD.*

### Where to Find Employee Deduction Information

ARBenefits keeps track of what the Employee Deductions should be and what the Employer amount is in the system. There are a couple of ways you can access this information.

#### *Deduction Preview Report*

The purpose of this report is to provide you a preview of what changes have occurred that will affect your next month's billing. Open ARBenefits, click on Accounting on the left-hand side menu, select "Deduction Preview Report." This printable report can show you the amount that should be deducted from the employee and how much the employer amount is for that month.

**DO NOT PAY using the "Deduction Preview Report" as this is only a preview and does not reflect any changes that could be made for the current month.**

#### *Deduction Change Report*

Once someone enrolls or makes changes during the month, ARBenefits automatically generates a *Deduction Change Report*, and the HIR is sent a notice to view via an e-mail link. This report will tell you how much to adjust, add, delete, etc., for the member stated by name and last 4-digits of their SSN. This provides you the opportunity to adjust your payroll to deduct the amount due from your employee.

**VERY IMPORTANT:** If you do not have an employee on your deduction summary report, do not take the employee's word and start deducting premiums from their checks.

The employee may have had the intentions of submitting an *Election Form* via mail, fax, or the ARBenefits online portal; but until it is received at TSS EBD with any required documentation, it cannot be processed. This could be a reason your bill will not balance.

Do not stop deducting when a Member states they have made a change, until you receive a notification from TSS EBD that the change has been approved. This will reduce the amount of back premiums that you have to collect.

## Generating an Invoice

The invoices are generated automatically in ARBenefits on the 1<sup>st</sup> day of the new month for all of those who are Active on your account on the last day of the previous month. These are the Members who will appear on the new month's billing.

### *“Group Invoice As Of Date”*

The “Group Invoice As Of Date” is the invoice you will use to pay TSS EBD. To access this invoice, open ARBenefits, click on Accounting on the left-hand side menu, select *Group Invoices As Of Date*.

The screenshot shows a web form titled "Group Invoice As Of Date". It contains several input fields and buttons:

- Group:** A dropdown menu with "Choose One" selected.
- Sort Group By:** A dropdown menu with "Name" selected.
- Q Agencies:** A blue button with a magnifying glass icon.
- Invoice Date:** A dropdown menu with "Choose One" selected.
- Effective Date:** A text input field containing "03/28/2022".
- Calculation:** A dropdown menu with "Include Adjustments" selected.
- Search:** A blue button.
- Clear:** A white button with a grey border.

- Select your Group from the drop-down menu.
- Choose the invoice date – Invoice date is always the 1<sup>st</sup> day of the month.
- Effective Date – Enter an effective date.
- Click “Search.”

Click on “Export by Name” to open a report to see the billing detail per member.

The following is not a real invoice. These results are a "what if" based on the specified effective date.

Coverage Month March	Employees With Health Care 321	Employees LWOP/LOA 0
-------------------------	-----------------------------------	-------------------------

Group Invoice Results

Description	Total
Total Employer Portion	\$67,410.00
Total Employee Portion	\$55,147.72
Total FICA Savings	\$4,024.59
Current Month Coverage	\$126,582.31
Previous Months Adjustments	\$0.00
Amount Due	\$126,582.31

[Export by Name](#)   [Export by Plan](#)

- When the spreadsheet opens, you can enter the deductions per employee and the spreadsheet will calculate the differences for you.

ID	Subscriber Name	Coverage Start Date	Alt Group	Benefit Plan	Post Tax	FICA Savings	Total Due From Employee / Group (Not Including FICA Savings)	Employer Match	Total Due From Employee	Total Paid By Employee (Manual Entry)	Total Paid By Employer (Manual Entry)	Total Paid	Difference
xxxxxxxx	Last Name, First Name	02/01/2022		PSEBASICACT	No	1.51	229.78	210.00	19.78				
xxxxxxxx	Last Name, First Name	02/01/2022		PSECLASSICACT	No	4.17	264.54	210.00	54.54				
xxxxxxxx	Last Name, First Name	02/01/2022		PSENOHLTH	No	0.00	0.00	0.00	0.00				
xxxxxxxx	Last Name, First Name	02/01/2022		PSECLASSICACT	No	4.17	264.54	210.00	54.54				

- Enter the employee payroll deductions in column K.
- Enter the school district contribution in column L.
- Column M will automatically calculate total paid.
- Column N will automatically calculate the difference in payroll deductions and what was billed.

## Reconciling Your Invoice

Your invoice can change daily depending on whether any of your employees have made changes in their coverage. If you are trying to reconcile the overpayments/underpayments to a specific employee, TSS EBD cannot provide this information, as we do not have access to your payroll deductions.

The monthly billings from ARBenefits only shows the amount owed per employee based on the *Election Form* stating the chosen health plan from the employee. The payment from the school for insurance premiums are applied to the school district as a whole and not the individual member.

There are a couple of tools provided in ARBenefits to help you with this process and can help you to reconcile to the *Group Invoice As Of Date*.

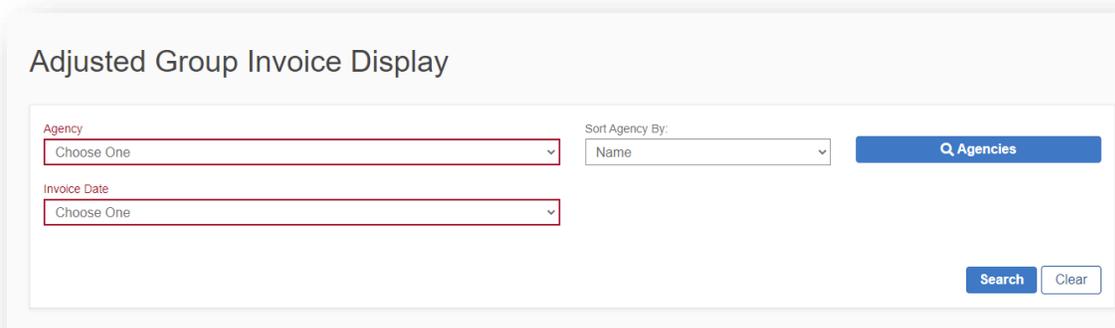
### Adjusted Group Invoice Display

On the 1<sup>st</sup> of the following month, an *Adjusted Group Invoice* is automatically generated for the previous month.

*Example: September 1<sup>st</sup> adjusted invoice is a summary of the August billing.*

- This report is typically used to determine how much is owed to TSS EBD after an invoice has been paid. This invoice reflects changes from the previous month if changes were made after the 15<sup>th</sup>.
- If your school district has already paid or taken the credit related to the member changes on the adjusted group invoice, please disregard the invoice.

To access the Adjusted Group Invoice, open ARBenefits, click on Accounting on the left-hand side menu, select *Adjusted Group Invoice Display*.



The screenshot shows a web form titled "Adjusted Group Invoice Display". It contains three input fields: "Agency" with a dropdown menu showing "Choose One", "Sort Agency By:" with a dropdown menu showing "Name", and "Invoice Date" with a dropdown menu showing "Choose One". To the right of the "Sort Agency By:" field is a blue button labeled "Agencies" with a magnifying glass icon. At the bottom right of the form are two buttons: "Search" and "Clear".

- Select agency, invoice date, and click search.
- The agency's report will open at the bottom of the screen. The information provided is the totals for reporting items for your invoice.

Adjusted Invoice	Original Invoice
Employees With Health Care 321	Employees With Health Care 321
Current Employer Portion 67,410.00	Total Employer Portion 67,410.00
Current Employee Portion 55,147.72	Total Employee Portion 55,147.72

- Adjusted Invoice amounts can be seen in the left column.
- Original Invoice amounts can be seen in the right column.
- Click on “Print PDF” to view and print the report in pdf.

[Print PDF](#)

[View Individuals Billing Amounts as Spreadsheet](#)

Order by Name

- The following pdf will open.



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**Adjusted Invoice**

Group: | School Group # and School Name

Invoice Date: 02/01/2022

Coverage Month: February

---

Original Invoice:

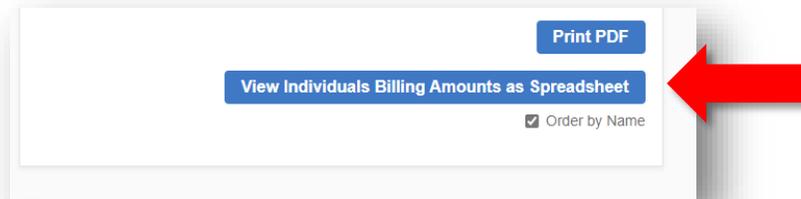
Employees With Health Care	321
Total Employer Portion	67,410.00
Total Employees Portion	55,147.72
Total FICA Savings	4,024.59
Invoice Amount	126,582.31

---

Adjusted Invoice:

Employees With Health Care	321
Total Employer Portion	67,410.00
Total Employees Portion	55,147.72
Total FICA Savings	4,024.59
Current Coverage Amount	126,582.31
Previous Employer Coverage	0.00
Previous Employee Coverage	0.00
Previous FICA Savings	0.00
Adjusted Invoice Amount	126,582.31
Amount Paid	-126,582.31
Balance	0.00
Amount Due	0.00

- Click on “View Individuals Billing Amounts as Spreadsheet” to open a report to see which individuals had adjustments billing changes reflected on the invoice.



- When the spreadsheet opens, you can enter your information regarding the deductions and let the spreadsheet calculate the differences for you.

Current Month Billing Detail													
Group ID: XXXXXX		Group Name: XXXXXX NAME OF SCHOOL DISTRICT											
Coverage Month: 02/01/2022													
ID	Subscriber Name	Coverage Start Date	Alt Group	Benefit Plan	Post Tax	FICA Savings	Total Due From Employee / Group (Not Including FICA Savings)	Employer Match	Total Due From Employee	Total Paid By Employee (Manual Entry)	Total Paid By Employer (Manual Entry)	Total Paid	Difference
xxxxxxx	Last Name, First Name	02/01/2022		PSEBASICACT	No	1.51	229.78	210.00	19.7				
xxxxxxx	Last Name, First Name	02/01/2022		PSECLASSICACT	No	4.17	264.54	210.00	54.5				
xxxxxxx	Last Name, First Name	02/01/2022		PSENOHLTH	No	0.00	0.00	0.00	0.0				
xxxxxxx	Last Name, First Name	02/01/2022		PSECLASSICACT	No	4.17	264.54	210.00	54.5				

- Enter the employee payroll deductions in column K.
- Enter the school district contribution in column L.
- Column M will automatically calculate total paid.
- Column N will automatically calculate the difference in payroll deductions and what was billed.

- At the bottom of each “Adjusted Group Invoice Display” screen for each month, there is a *View Differences Report as Spreadsheet*.
- This report shows which employees had changes during the month, compared to what was billed, but this does not provide the actual payroll deduction.

### Differences Between Original and Ending Invoice

Invoice Differences

Member Number	Name	Original Amount	New Amount	Difference
---------------	------	-----------------	------------	------------

No results found for Invoice Differences

[View Differences Report as Spreadsheet](#)

- Click on “View Differences Report as Spreadsheet”, the monthly invoice and all adjustments will export to Excel.
  - If there are not any differences then the report will open empty, like the example below.

A	B	C	D	E
Member Number	Name	Orig Amount	New Amount	Difference

## Paying Your Monthly Invoice

Once you have reviewed and reconciled your employee deductions, you are ready to submit the monthly invoice payment for your district. Print the [“Group Invoice As Of Date”](#) and include with your payment or send via task to EBD\_Billing.

**NOTE: Do not pay** using the *Deduction Preview Report*.

### Payment Options

There are two (2) options for remitting payment to TSS EBD:

1. Checks payable to:

Employee Benefits Division  
P.O. Box 15610  
Little Rock, AR 72231

2. ACH Payment – EBD has the capability to accept payments via ACH. To pay via ACH, please send a task to EBD\_Billing. An EBD accounting staff member will send an ACH authorization form for your School District to complete to begin remitting payment via ACH.

### Submission of the Payment

Payment is due the last calendar day of the month. If payment is not received or post marked by the last calendar day of each billing month, TSS EBD will impose a late penalty fee.

***Per Arkansas Code: § 21-5-4715, The Employee Benefits Division (EBD) is required to impose a penalty on a participating state agency or school district that fails to remit insurance premiums and required monthly reports by the last calendar day of each billing month. EBD shall impose a penalty of two dollars (\$2.00) per insured member or one hundred dollars (\$100), whichever is greater.***

- **TSS EBD does not accept personal checks from PSE employees.** The school needs to include payments with the normal monthly check. All checks received at TSS EBD for PSE must be from the District, otherwise, they will be returned.

### Multiple Invoices are Included in Your Payment

- If your payment includes more than one month or if you handle more than one school district, you must specify how the monies are to be applied. If there are back payments owed, TSS EBD applies to the oldest invoices first.
  - This information is necessary to ensure payments are applied correctly to the open invoices on applicable accounts.

- If you are making a supplemental payment from a shortage or outstanding balance due, please write a separate check for that supplemental invoice. It is not required, but it does help ensure your payment is properly applied to the correct month.

#### *The Amount Due Has Changed Since the Payment Was Submitted*

Sometimes your payment is received, and another change has occurred. Below are a few options to rectify the situation:

1. If there is an overpayment on the account, the school district may take the credit on the next month's billing. Please note this credit on payment documentation to EBD or via task to EBD\_Billing
2. If you would like a refund check, please send a task to EBD\_Billing to request this refund. To receive a refund check, there must be reconciled credit on your account. If there is not, EBD will not issue a refund check.
3. If you owe a balance from previous months, please remit payment as soon as possible. If you have any questions related to an amount due, please send a task to EBD\_Billing.

## **TSS EBD Receipt of Monthly Payment from School Districts**

Once TSS EBD receives a copy of the current month invoice and payment, we will apply the payment to your account beginning with the oldest outstanding balance. If you have any questions regarding how the payments have been applied to the school district, please send a task to EBD\_Billing.

## **Leave Without Pay (LWOP)**

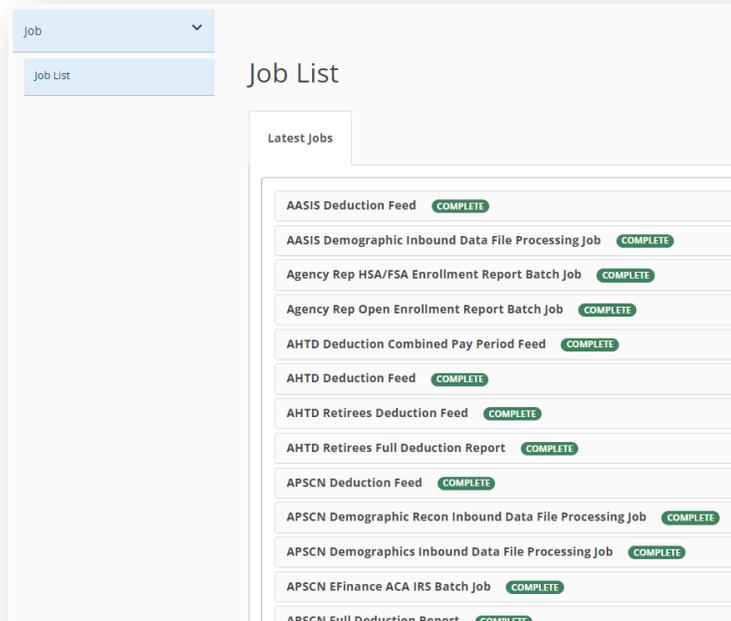
School districts administer Leave Without Pay (LWOP) policies for their Employees. Employees should contact their school district for information regarding their options and instructions.

## Jobs/Reports

The Job List is the list of all of the files and feeds that have been run with ARBenefits. These are called Jobs in ARBenefits because these files and feeds communicate back and forth between systems. The green bubble to the right-hand side indicates the status of that particular Job.

These jobs will be utilized to verify or correct information entered into Payroll and/or ARBenefits. We also call these feeds and files – reports.

- This example, the *Non-AASIS Full Deduction Report* was selected.



To access a report, click on the name of the report you would like to open. This will take you to the list of all the Jobs that have been run for the report by date.

The screenshot shows the 'Job Status' page for the 'Non-AASIS Full Deduction Report'. The page has two tabs: 'Job Detail' (selected) and 'Job History'. Below the tabs is a table titled 'Completed Jobs' with the following columns: 'Started', 'Completed', and 'Status'. Each row represents a job run, with a 'Details' button to the right of the status.

Started	Completed	Status	
2022-03-01T05:15:50.734	2022-03-01T05:15:59.906	COMPLETE	<a href="#">Details</a>
2022-02-20T05:00:07.302	2022-02-20T05:00:18.003	COMPLETE	<a href="#">Details</a>
2022-02-01T05:21:31.915	2022-02-01T05:21:42.079	COMPLETE	<a href="#">Details</a>
2022-01-20T05:01:28.336	2022-01-20T05:01:40.077	COMPLETE	<a href="#">Details</a>
2022-01-01T05:26:08.644	2022-01-01T05:26:19.068	COMPLETE	<a href="#">Details</a>
2021-12-20T05:00:43.451	2021-12-20T05:00:56.955	COMPLETE	<a href="#">Details</a>
2021-12-01T07:29:38.993	2021-12-01T07:29:49.953	COMPLETE	<a href="#">Details</a>
2021-11-20T05:03:14.205	2021-11-20T05:03:27.363	COMPLETE	<a href="#">Details</a>
2021-11-01T05:56:11.770	2021-11-01T05:56:21.536	COMPLETE	<a href="#">Details</a>
2021-10-20T05:23:37.156	2021-10-20T05:23:47.755	COMPLETE	<a href="#">Details</a>

Showing 1 to 10 of 2

- When you locate the report you need, click on “Details” to the right-hand side of the report name.
  - They are listed in chronological order, with the most current date first.

Job Status

Job List / Non-AASIS Full Deduction Report

Job Detail Job History

Status	Scheduled	Last Status Change	Status
COMPLETE	03/01/2022 05:00 AM	03/01/2022 05:15 AM	Non-AASIS Full Deduction Report scheduled on 03/01/2022 at 05:00 has completed on 03/01/2022 at 05:15

Output Files (9)

Output Files

Files

- NON-AASIS\_full\_deduction\_report\_20220301\_019.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_058.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_059.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_060.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_067.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_1002.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_1005.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_1059.pdf
- NON-AASIS\_full\_deduction\_report\_20220301\_1159.pdf

When you click on the first line in the list, it will download into a PDF and you will be able to view it and make appropriate corrections as needed.

Repeat that step until all lines have been completed.

*NOTE: Not all reports will download into a PDF format. Also, different corrections will be required for different reports.*

# Tasks

The Secure Task system is the primary internal tool for HIRs to communicate with TSS EBD and be able to send PHI. This is a secure location where PHI can safely be shared with each other. Questions, inquiries, documents, etc. can be associated through Tasks and can be associated to Members accounts. This allows for information to be documented and dated for future reference.

## Setting up a New Task

This is where you setup a new Task. Go to the menu on the left-hand side of the page, click the *Task* down-arrow, click on “Task Management.”

The screenshot shows a web form titled "Assignment". It is organized into three main sections:

- Assignment:** Contains fields for "Task Owner", "Assigned To" (a dropdown menu with "Choose One" selected), "Category" (a dropdown menu with "Choose One" selected), "Assign Group" (a dropdown menu with "Choose One" selected), "Requested Due Date" (a text input field), "Subject" (a text input field), and another "Subject" (a text input field).
- Communication:** Contains four expandable sections: "Upload Attachments", "Regarding Members", "Email CC Users", and "Email CC Task Assign Group".
- Detail:** Contains a rich text editor with a toolbar and an "Add Note" button.

At the bottom right of the form, there is a "Send Task" button.

The following fields are required:

- *Assign Group* – you must select a specific group.
- *Category* – this is the subject the task is concerning.
- *Subject* – this field will auto populate.
  - You can type in your own information such as an employee name or topic.
- *Requested Due Date* – this field needs to be populated if there is a timeframe or deadline associated to the request.
- *Upload Attachments* - this is if you have any documentation that needs to be sent to a person or group.
- *Regarding Members* - this is to attach the member in question to the task.
- *Detail* – the Detail box is where the questions, replies, or other information is typed.

## Secure Task Groups

Secure Task Groups	Items They Cover
EBD_Benefits	Anything related to the benefits offered by the Plan
EBD_Billing	Billing, invoices, payments, etc.
Colonial Life	Anything regarding Colonial Life Insurance
EBD_Communications	Questions regarding sent communications & information about the Plan
EBD_Compliance	HIPAA, Tax information, etc.
EBD_Eligibility	Anything regarding member eligibility
EBD_Post Employment	COBRA & Retirement
EBD_Security	Adding a new HIR to the system, or updating your contact information, etc.
EBD_Voluntary Products	Questions regarding voluntary products (FSA/HSA, dental, vision, etc.)

If the Task sent needs to go to a different group to get assistance, you will see an update from TSS EBD stating your Task is being reassigned.

### Uploading Documents to a Task

To upload forms and supporting documents to a Task, go to the middle section of the *Task Entry* page called *Communication* and click on “Upload Attachments.”

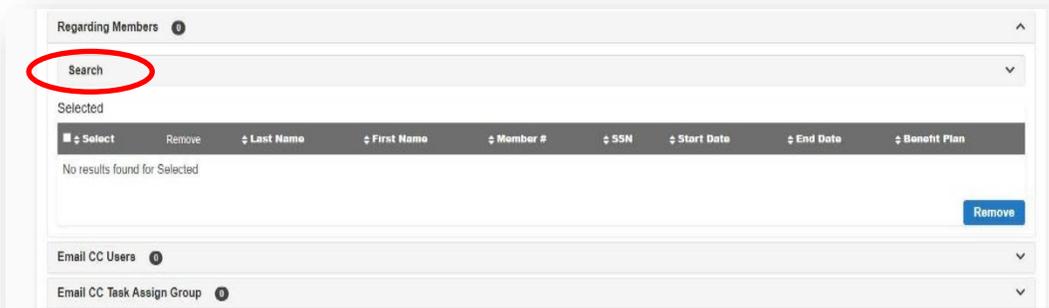


- After entering the required information pertaining to the Task you can include documents a couple different ways.
  - Add – click on the “Add” button. A box will open to allow you to find the file(s) you have saved on your computer.
    - Select the file, click “Open” at the bottom of the box and your file(s) will be added to the box in the Task.
  - Upload – You can click on a file from your computer and drag it onto the gray space, click “Upload.”
- If you selected the wrong file(s) or need to not include the file, you can delete them by clicking on the “Delete” button.

*Note: When you fax or upload documents in a Task, only include information pertaining to one Employee in the fax or Task. Do not include multiple employees. This can create a risk of lost documents.*

### Adding Members to a Task

To add a Member or Members to a Task, go to the middle section of the *Task Entry* page called *Communication* and click you on “Regarding Member.”



- To search for a Member, click on the “Search” link to expand the box to fill in the Search criteria.
- The box below will open so you can enter the search criteria to find the Member that needs to be associated to the Task.

Search

Member Number  
Member Number

Family Id  
Family Id

Personnel Number  
Personnel Number

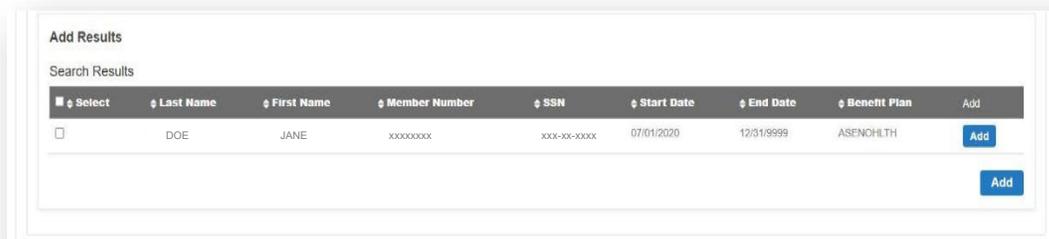
Social Security Number  
XXX-XX-XXXX

First Name  
First Name

Last Name  
Last Name

Cancel Search

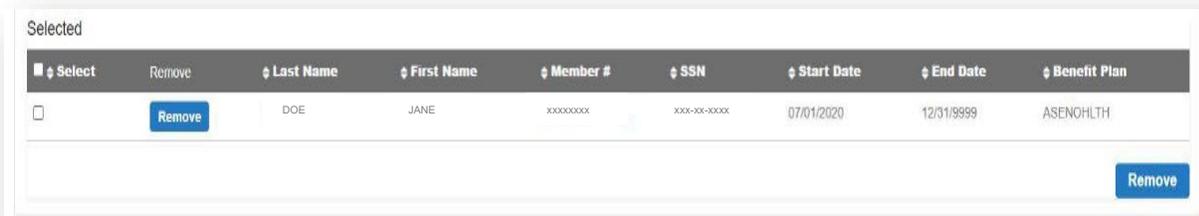
- After entering the search criteria, click the “Search” button.



- After the Member appears, click the “Add” button to the right of their name, to add the Member to the Task.
- If there are multiple Members you need to add to the task, select the box(es) to the left, then click on the larger “Add” button at the bottom.

### Removing Members from a Task

In the same location for adding a Member to a Task, you can also remove a Member that was selected from the Task.

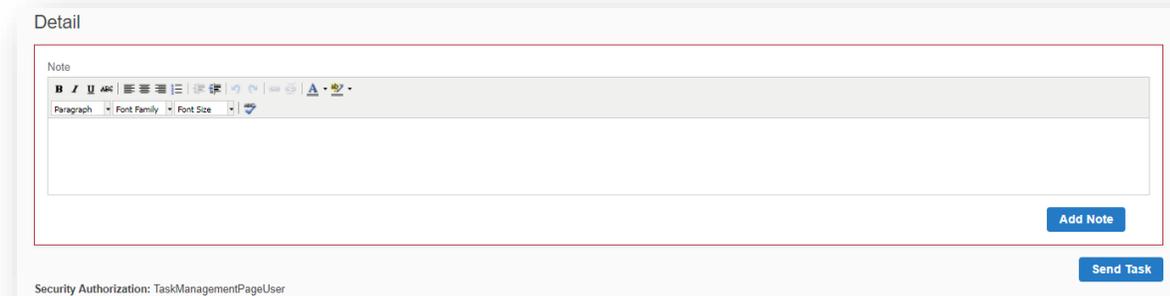


The screenshot shows a table titled "Selected" with columns: Select, Remove, Last Name, First Name, Member #, SSN, Start Date, End Date, and Benefit Plan. A single member is listed: JANE DOE, Member # xxxxxxxx, SSN xxx-xx-xxxx, Start Date 07/01/2020, End Date 12/31/9999, and Benefit Plan ASENHLTH. A "Remove" button is located to the left of the member's name, and a larger "Remove" button is at the bottom right of the table.

- After the Member appears, click the “Remove” button to the left of their name, to take remove the Member from the Task.
- If there are multiple Members you need to remove from the task, select the box(es) to the left, then click on the larger “Remove” button at the bottom.

### Detail

This is where you type questions or needed information. You must type information in this required field. When complete, select “Add Note” and then click “Send Task.”



The screenshot shows a "Detail" section with a "Note" field. The field has a rich text editor toolbar with options for Bold, Italic, Underline, Paragraph, Font Family, and Font Size. An "Add Note" button is located at the bottom right of the note field, and a "Send Task" button is at the bottom right of the entire detail section. A security authorization message "Security Authorization: TaskManagementPageUser" is visible at the bottom left.

**NOTE:** TSS EBD receives an increased number of Tasks during peak times such as Open Enrollment. During these periods, tasks may take longer to be processed and resolved.

## Task List

This is where Tasks that you created (or you are the Owner) can be searched for and accessed in a list. Since Tasks are updated or assigned frequently, it is a good idea to check Task Lists for updates or new inquiries on a regular basis. And if you have any questions about previous Tasks, you can search for them here as well.

The screenshot shows a 'Task List' search interface. At the top, there is a 'Search' label. Below it, there are several input fields and dropdown menus for search criteria: 'Task #' (text input), 'Owner' (dropdown), 'Assigned To' (dropdown), 'Group' (dropdown), 'Status' (dropdown), and 'Viewed' (dropdown). There are also date range filters: 'Creation' with 'Create Date From' and 'Create Date To' (both MM/DD/YYYY), and 'Closed' with 'Closed Date From' and 'Closed Date To' (both MM/DD/YYYY). A blue 'Search' button and a 'Clear' button are located to the right of the date filters. Below the search criteria is a table header with columns: 'Task Number', 'Subject', 'Owner', 'Assignee', 'Assign Group', 'Created', 'Closed', and 'Viewed'. Each column has a dropdown menu. The table currently displays 'No results found for Task List'.

Ways you can search for Tasks are:

- **Task #** – you can enter the Task number that you are looking for if you know the number
- **Owner** – type your last name first. A list will populate, and you can select your name in that list.
- **Assigned To** – type your last name first. A list will populate, and you can select your name in that list.
- **Group** – this is the group the Task was assigned.
- **Status** – this is if the Task has been Assigned, Closed, New, Assigned, Reopened.
- **Viewed** – this indicates if the other person or group have responded to the Task.
- **Closed** – for a Task that is no longer active, type in the *Closed Date From* and *Closed Date To* for the system to pull all Closed Tasks in that date range.

After you have entered the criteria you want, click “Search.” In the populated Task list, click on the Task # hyperlink to open the Task you desire to view.

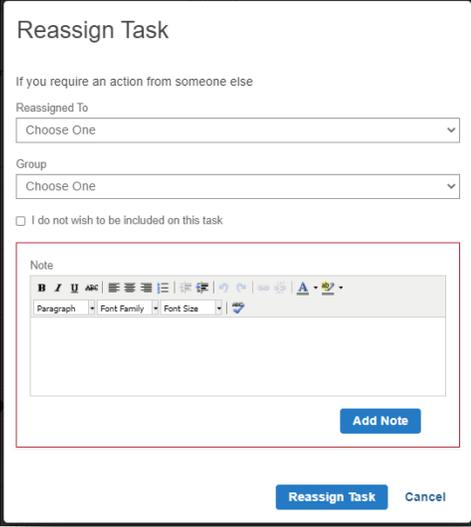
## Task Communication Management

There are three options to help manage Task communication. All three require a response to be added to the “Note” field to complete that action.

### Reassign Task

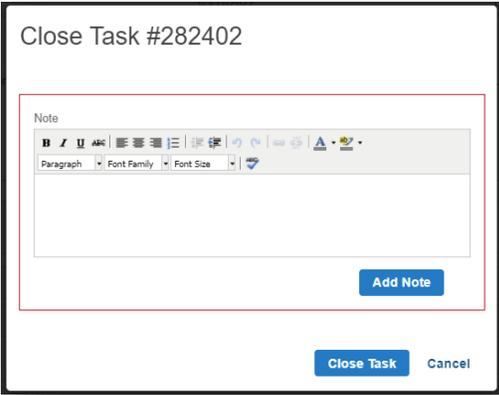
This is used if the task received needs to be sent to a different group or person.

- Click the “Reassign Task” button at the bottom of the *Task* page.
- You can either enter select who it needs to be “Reassigned To” by using the drop-down menu or typing in the field.
- You can either enter select the “Group” it is assigned to by using the drop-down menu or typing in the field.
- Or you can enter information in both fields.
- Check the box, “I do not wish to be included on this Task,” to be removed from the Task.
- Click “Add Note” to type in the field.
  - Enter your response in the “Note” field.
- Select “Reassign Task.”



### Closing Task

This is used if all the changes have been made and all supporting documentation has been received and process, then the Task is complete and can be closed.

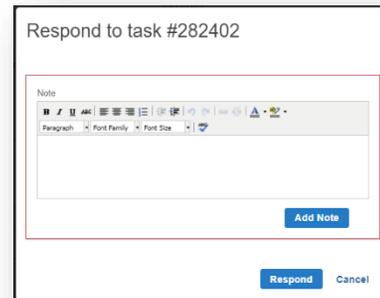


- Click the “Close Task” button at the bottom of the *Task* page.
- Click “Add Note” to type in the field.
  - Enter your response in the “Note” field.
- Select “Close Task.”

### *Respond To Task*

This is used to answer a Task, add/upload additional documents, can add others and Members to the Task before selecting “Respond To Task.”

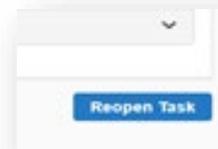
- Click the “Respond” button at the bottom of the *Task* page.
- Click “Add Note” to type in the field.
  - Enter your response in the “Note” field.
- Select “Respond.”



### *Reopening a Task*

After a Task is closed, if there is new information or another question for that Task you can Reopen the Task. Do not create a new Task for the same communication chain.

- Find the closed Task in the *Task List* and entering the date range in the in the “Close” area or you can type in the “Task Number” if you know it.
- From the *Task List* that populates, find the Task and click on the blue “Task Number.”
- Select “Reopen Task” in the bottom right-hand corner.
- The Task will open, and you are able to add any other information or documentation you need.



## Member Information Changes

This section provides information regarding important procedures that are required to be complete for the request to be completed with TSS EBD.

### Name and Address Changes

TSS EBD uses the information that you put into eFinance (APSCN) as the profile information for your members in ARBenefits. This includes name, date of birth (DOB), address, etc. Should any changes need to be made for a member, you should make them in eFinance (APSCN). TSS EBD will receive the change in an update that night.

*Example: When a Member updates their address on their member portal, you will receive a Task. Once you receive the Task, please update the address in AASIS, if you have any questions, please contact TSS EBD.*

### Changes to Dependents

If you need to make a change to a spouse/dependent of one of your employees, send a secure Task to the EBD\_Eligibility group detailing the needed change.

- eFinance (APSCN) districts can submit changes in a secure task to the EBD\_Eligibility group or the member can fill out a *Change Form*.
- Write what the change is in the top corner of the Change Form.

Ex: "Change Name Only" The documents needed will be Social Security Card and/or Driver's License.

### Employee Declining Insurance

Employees are not required to join the ARBenefits Plan. If they do not want to enroll onto the ARBenefits Plan, the agency should have them fill out a decline form each year that they do not want to join the Plan and keep in it their personnel file.

- The member that is declining the insurance coverage will need to fill out a change form and select the "Decline" box.

## Penalties

Arkansas Code §21-5-415 gives TSS EBD the authority to impose a fine if our HIRs do not follow set policies and procedures. Prior to 1/1/2017, TSS EBD only penalized departments that failed to remit their premium or state match payments on time. However, starting in 2017, TSS EBD is to enforce a penalty if the HIR has failed to follow other set policies and procedures.

The penalty will be in the amount of \$50 per insured affected by the error. However, the first time an error is committed will only result in a warning from TSS EBD. The warning will detail the error, and what policy and/or procedure to follow in the future to avoid another error. It will be at the discretion of TSS EBD whether to impose a penalty or not for repeated errors.

When errors are committed it negatively effects our members, and subjects the member, the HIR and the Plan to unnecessary processes. Below are some specific examples of common HIR errors that have led to member appeals:

1. New hires not being added to payroll system correctly, therefore the members missed their 60-day window to enroll.
2. Member was advised by HIR that they could make Plan changes during a qualifying event that are not allowed by law.
3. HIR did not provide health benefits to the member.
4. HIR received documentation from employee within allowed time frame but did not submit the documentation to TSS EBD until after the time frame had passed.
5. Deduction report is not followed therefore members are charged the wrong premium.

EBD will cooperate with you and your department to provide information and training to HIRs throughout the year. In addition to this guide and your training, TSS EBD also holds meetings at the Highway Department throughout the year. You are encouraged to attend a meeting close to you each time you receive a schedule. The meetings will go over any pertinent information regarding the Plan, as well as allow you the chance to ask any questions you may have.

You are always welcome to contact TSS EBD if you need assistance by calling member services, sending an e-mail to AskEBD or by sending a Secure Task to the necessary group.

## Accounting Tips

### Payment of State Match

State match is due on the last day of each month or must be postmarked no later than the last day of the month. Failure to remit premiums on time will lead to penalties in accordance with Arkansas Code § 21-5-415. Please send a copy of the invoice with your payment. By law, all payments must be accompanied with an invoice. Please place the invoice on top after the check and do not staple your paperwork.

### Member List

If you use the As of Invoice, of which you should make sure your payment equals your invoice, it is not necessary to send us a copy of the names of your employees with insurance. i.e., the *Deduction Summary Report*. If you do not balance and you are aware of whom your off balance by, you can either send a copy of the Deduction Change Report or write on a note attached to the invoice whom the difference is regarding. If your payment equals your invoice, you only need to send your check(s) and a copy of the *As of Invoice*.

### Overpayments

If you have any outstanding balances and you make an overpayment, we are to apply that overpayment to your outstanding balances to reduce the amount the agency owes to TSS EBD. We have had HIRs say “Well how do you expect me to refund this member that I over deducted on?”

We, TSS EBD, do not bill Members we bill the non-AASIS agency. Our accounting system shows monies owed by the agency, until those balances are zeroed, we will apply overages to those balances. If you do not have any outstanding balances and you make an overpayment, we will contact you to see if you want a refund check or a credit applied to the next invoice.

### Wellness Benefit Discount & New Hires 2022

If you have a new hire and their discount does not automatically show, please send a task to EBD\_Billing and be sure to include to forward the task to EBD Health Services. For more information on the Wellness Discount and New Hires, please click [here](#).

The state imposed \$50 monthly penalty on employees who do not meet wellness will end January 1, 2023. All rates for 2023 are calculated as if members met wellness. TSS EBD still encourages members to lead active healthy lifestyles. This includes going to the doctor for regular check-ups.

### Post-tax or Pre-tax Status

Please check and make sure that you check post-tax if the member is post-tax. All members are placed in pre-tax status, unless otherwise stipulated during enrollment. You will not pay FICA on post tax members. If a member is on leave without pay, and they bring you a personal check to deposit and send to TSS EBD on your monthly check, they are post tax because it was not taken from payroll.

## **FICA Savings**

We understand that you may have a penny or two differences on your FICA amounts due. Unless you want to manually enter the FICA amounts billed from the Deduction Report sent by TSS EBD each month, you may be over or short a few pennies. TSS EBD accounting will manually adjust your invoice in the accounting records for the difference of pennies due to rounding.

## **New Item Added Recently: Adjusted Invoice**

On the 15th of each month, TSS EBD will run a program that will create an adjusted invoice for the previous month. The adjusted invoice will show you the new invoice amount if you had any adjustments to the previous month's invoice and the payments that have been applied to the invoice. If you owe additional money for the invoice, the payment is due by the end of the month. When you see an adjusted amount in your invoice and you would like to know for whom and what month these charges or credits are for; you can view the Adjusted Invoice, enter the month you need and scroll to the bottom of the page, and you will see a list of names and the reason for the adjustment(s).

# Health Insurance Portability and Accountability Act (HIPAA)

## The Privacy Regulation

The HIPAA Privacy Regulations, with a compliance date of April 14, 2003, mandates that all Protected Health Information (PHI) be secured from use for reasons other than Medical Payments, Treatments, or Health Care Operations (PTO). TSS EBD is considered a health Plan and therefore is subject to the Privacy Regulation and bound to secure and protect all enrollees' health information. Protecting this information includes limiting uses and disclosures in all forms to those individuals not directly involved in services for PTO. For this reason, TSS EBD has chosen to use ARBenefits Call System (a secure messaging system) for questions regarding PHI.

## The Security Regulation

The HIPAA Security Regulations, with a compliance date of April 14, 2005, mandates that all electronically transferred Protected Health Information (PHI) be secured. For this reason, EBD has chosen to use ARBenefits Task System (an encrypted e-mail system for EBD employees, contract workers, business associates, and carriers for questions regarding PHI and File Transfer Protocol (FTP), a secure website, for the transfer of PHI to and from our health carriers and vendors).

## How HIPAA Affects TSS EBD Compliance

TSS EBD is considered a health Plan administrator under HIPAA Privacy Regulations and is therefore subject to the privacy and security sections of these regulations.

The Privacy/Security Regulations have specific tasks and accomplishments, which must be in place in order for a Covered Entity to be considered compliant. TSS EBD has complied with these requirements as detailed in the following list:

- 1. Appointment of a Privacy/Security Officer:**  
The Privacy/Security Officer oversees all ongoing activities related to the development, implementation, maintenance of, and adherence to TSS EBD's policies and procedures covering the privacy and security of and access to patient health information in compliance with federal and state laws.
- 2. Notice of Privacy Practices (NPP) to all Plan participants:**  
The NPP is available on the TSS EBD website and must be provided to all new enrollees in the Plan. TSS EBD accomplishes this by distributing the NPP via the Summary Plan Description (SPD).
- 3. Policies regarding disclosures of PHI:**  
TSS EBD has policies and procedures in place addressing the use and disclosure of PHI. These policies and procedures are accessible and available upon request to all enrollees, and Insurance Representatives.
- 4. Training for relevant employees:**

TSS EBD is responsible for providing oversight, training, auditing, investigating and reporting of HIPAA- related policy, procedures, issues and violations for all members, business affiliates and business partners of the State of Arkansas State and Public-School Employees Life and Health Insurance Plan.

## Uses and Disclosures of PHI

1. Authorization for uses and disclosures outside of PTO:  
Plan enrollee information can only be used and disclosed by TSS EBD for purposes related to payment of claims, medical treatment, and health care operations. Communication between health carriers, prescription benefits manager, providers, and TSS EBD is allowed for the above stated reasons without the enrollee's consent. Written authorization is required from the enrollee in order for TSS EBD staff to disclose an enrollee's health information with anyone outside PTO. This includes health insurance representatives, payroll personnel, family members, legal counsel, and friends. Authorization forms are available at TSS EBD and are specific to the situation being addressed, applicable to the person listed as authorized to discuss the enrollee's information and valid only until the expiration date on the form.
2. Identification of employees who may receive PHI:  
TSS EBD has identified specific employees within EBD, who are able to use and disclose member's medical information. A listing of these individuals has been provided to each of our carriers and is updated quarterly.
3. Restriction of access to information:  
TSS EBD has restricted access to certain levels of information. Access to information is based on a minimum necessary for job function.
4. Employee Non-compliance:  
TSS EBD has discipline policies and procedures in place for staff that do not follow privacy or security procedures. A suspected breach of confidentiality or possible unlawful disclosure should be reported to the TSS EBD Privacy/ Security Officer for investigation within one (1) business day.

## How HIPAA Affects Insurance Representatives

1. Health Insurance Representatives are required to verify their identity any time that they contact TSS EBD for security purposes. Representatives must answer two (2) out of four (3) questions correctly in order to verify their identity. Questions that must be answered are, Name, Group ID, and Pin # (or your login ID).
2. Discussion and/or communication of an enrollee's PHI between TSS EBD staff and Health Insurance Representatives will no longer be allowed without a member's specific written authorization allowing the named Health Insurance Representative (HIR) access to the enrollee's PHI.
3. If an Insurance Representative receives authorization to provide an enrollee's health information, the representative becomes responsible to secure and protect that enrollee's health information from all others not involved in the member's health care. You must not discuss a member's Protected Health Information (PHI) with any individual other than the member without a member's specific written authorization.
4. All health information must be separate from all employment documents and must not be accessible to any unauthorized person. Directors, Superintendents, Principals, and other supervisors do not have a right to an employee's health information. Should this occur the Insurance Representative might be liable for the violation. You are responsible for securing and protecting any PHI to which you are given access.
5. Business Affiliates will complete all Business Associate Agreements and Confidentiality statements as requested by TSS EBD in timely manner. Any personnel changes must be reported to TSS EBD within five (5) business days.
6. Business Affiliates will be subject to reasonable audit to ensure compliance with HIPAA regulations.
7. Business Affiliates must report any suspected violations or breaches to TSS EBD Security for investigation within one (1) business day.

*Note: Please encourage the employees to call the insurance carriers or TSS EBD directly to resolve claim problems. If these attempts are unsuccessful then they may contact the Insurance Representative for assistance. Please remember to obtain signed authorization (and forward a copy to TSS EBD).*

## **Penalties for Non-Compliance or Violations**

The Privacy and Security Regulations are monitored and enforced by The Federal Department of Health and Human Services (HHS), Office of Civil Rights (OCR). Penalties for non-compliance are as follows:

### **Civil Money Penalties**

- \$100 to \$50,000 for each violation where the entity did not know (even with reasonable diligence) that they were in violation of the statute, with a \$25,000 to \$1.5 million cap per year for violating the same requirement,
- \$1,000 to \$50,000 for each violation where the entity had reasonable cause, but did not show willful neglect in violating the law, with a \$100,000 to \$1.5 million cap per year for violating the same requirement,
- \$10,000 to \$50,000 for each violation where the entity showed willful neglect of the law, but corrected the violation within 30 days of discovery, with a \$250,000 to \$1.5 million cap per year for violating the same requirement,
- \$50,000 for each violation where the entity showed willful neglect of the law, but failed to correct the violation within 30 days of discovery, with a \$1.5 million cap per year for violating the same requirement, However, there is no maximum penalty for this circumstance.

### **Criminal Penalties**

- Fine of up to \$50,000 and up to one (1) year in jail for knowingly disclosing individually identifiable health information
- Fine of up to \$100,000 and up to five (5) years for offenses committed under false pretenses
- Fine of up to \$250,000 and up to ten (10) years for offenses committed for personal gain or with malicious intent

### **Attorney General Prosecution**

- State Attorney Generals now have the authority to bring civil actions on behalf of state residents injured by a breach, either to enjoin further violations or to obtain damages on behalf of residents
- Total damages imposed on a person or organization for all violations of an identical requirement in a calendar year may not exceed \$25,000
- The court may award the costs of the lawsuit and reasonable attorney's fees to the state
- State Attorney Generals may not sue over a specific violation while an HHS action regarding that same violation is pending.

## Summertime Portability

Summertime portability allows employees moving between participating districts during the summer to be considered a transfer and keep their health coverage active without the need for COBRA. Districts have the option to participate in the policy or not, however, employees will only be considered transfers if they are moving between participating districts.

Employees moving between districts where one or neither district participates, will be considered a new hire for the new district.

### Rules of Portability Policy

1. Each district is required to inform TSS EBD by filling out the survey provided to HIRs by April 30 (of each year) whether or not they would like to participate in the policy. A district that does not fill out the survey, will keep their participation the same as it was the previous year.
  - a. HIRs will receive an TSS EBD Alert with information about the policy, deadlines, and link to fill out the survey.
  - b. In addition, once the deadline set by TSS EBD passes, a district may not change their decision to participate or not.
2. If an employee is transferring between participating districts, the former district will offer health insurances coverage and pay the district's portion for July and August if the following conditions are met:
  - a. The PSE employee gives adequate notice to the former district.
  - b. The PSA pays their share of the health insurance premium by a deadline established by the district.
3. The former district must pay the same amount of the district portion for July thru August 31, that was established for all district employees in the previous school year.
4. The former district may establish policies to confirm the employment of the PSE to a new Arkansas school district. This confirmation should be completed before the above payments are made to TSS EBD.
5. The new district will make the PSE eligible for coverage effective September 1 of that year.
  - a. The former district must cover a transferring employee through August 31 unless the employees has failed to pay their share of the health insurance premium by the district's established deadlines.

*Full Summertime Portability rules and a list of participating districts can be found by clicking the link on the Links page, or you can go to [PSE home page on ARBenefits](#) and scroll down to the "School Insurance Representatives Resources and Forms" or reviewing the *Portability Policy* in the [ARBenefits Summary Plan Description \(SPD\)](#).*

## Tips

Each district establishes their own adequate notice policy for employees to inform them they are transferring to another district in Arkansas. A district's adequate notice should be defined in a written policy.

- However, the date that a district decides is the deadline for employees to provide their adequate notice, cannot be set before the PSE's last day of work.

A district's deadline for a transferring employee to provide their portion of health insurance premiums for July and August should be defined in a written policy by the district. The date must be set to allow a reasonable amount of time for collection from the PSE, but still allow the district to make a timely payment for health insurance premiums to TSS EBD. For example, a district can set this date as the 15<sup>th</sup> of each month that the insurance premiums are due. Districts can also collect through payroll.

## Procedures

District HIRs will need to [terminate a transferring employee](#) through the ARBenefits system. HIRs can select the Transfer option as the reason the employee is leaving. This will automatically generate a term date of August 31 for the employee. You will also need to follow your procedures for terming the employee in eFinance (APSCN).

It is highly recommended HIRs from the outgoing and incoming districts communicate with each other regarding the transferring employee to make things run as smoothly as possible.

The HIR at the new district will need to:

- Enter the employee into eFinance (APSCN) as with any new employee.
- Submit the *Transfer Form* for to TSS EBD. Submitting the *Transfer Form* to TSS EBD will allow the Eligibility department to get that employee set to transfer to your group on September 1.

## Things to Remember

Transferring employees should not send TSS EBD an *Enrollment Form* since they are not allowed to make any changes to their Plan. The Portability Policy us a continuation of coverage therefore there is no qualifying event which allows changes.

Even if both districts participate in the Policy, an employee can decide they want to be considered a new hire instead of a transfer. This would allow the employee to make changes to their Plan with their new district.

- Be aware, a lapse in coverage or changes made to Plan level, can result in the Member's deductible being reset.

This policy includes both 9-month and 12-month employees. All employees going through the transfer process will be covered by the old district through August 31 and would state with their new district on September 1.

**ALL Transfer Forms must be submitted to TSS EBD no later than August 15. Any forms not submitted by that date could result in the employee being termed without insurance coverage on September 1.**

## Arkansas Code §21-5-415

A.C.A. § 21-5-415

Arkansas Code of 1987 Annotated Official Edition  
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\*\*\* Legislation is current through the 2011 Regular Session and updates \*\*\*  
\*\*\* received from the Arkansas Code Revision Commission through \*\*\*  
\*\*\* November 16, 2011. \*\*\*

Title 21 Public Officers and Employees Chapter 5 Compensation and Benefits  
Subchapter 4 -- State and Public School Life and Health Insurance Board  
A.C.A. § 21-5-415 (2011)

### **21-5-415. Nonpayment of premiums and failure to file reports by agency or school district.**

1. (a) If any participating agency or school district does not remit insurance premiums and required monthly reports to the Employee Benefits Division of the Department of Transformation and Shared Services by the last calendar day of each billing month, the division shall impose a penalty of two dollars (\$2.00) per insured member or one hundred dollars (\$100), whichever is greater.
2. Penalties will be assessed and invoiced based on the actual number of members included on the monthly billing report that is past due. Invoices will be processed at the beginning of the month following the infraction.
3. Penalties shall be payable to the TSS Employee Benefits Division and must be received by the division no later than the last calendar day of the month following invoicing.
4. If payment is not received by the division by the due date, the following collection methods may be used:
  - A. (i) The Chief Fiscal Officer of the State may cause the amount sought to be transferred to the division from:
    - a. Funds the agency or school district has on deposit with the Treasurer of State; or
    - b. Any funds the agency or school district is due from the state.
  - (ii) If a transfer must be made, a transfer penalty of twenty dollars (\$20.00) per transfer shall be assessed each agency or school district fund and included in the transfer;
  - B. The agency director or school district superintendent may be required to appear before the State and Public School Life and Health Insurance Board to report the reasons for nonpayment or incorrect reporting; and
  - C. The Chief Fiscal Officer of the State may use his or her powers outlined in § 19-4-301 et seq. to aid in collection.
5. Nonpayment of premiums could also result in a lapse of health and life insurance coverage for employees of the school district, agency, or the agency assuming responsibility for paying health and life claims for its employees.
1. (b) If any participating agency or school district fails to follow established policy and procedures set by the executive director, including but not limited to notifying the division of an insured's leave without pay, family medical leave, or military leave status or if any

participating agency or school district provides incorrect benefit information or processes unauthorized benefit changes, including system entries that result in unreimbursed expenses to the State Employees Benefits Trust Fund or Public School Employees Insurance Trust Fund, the division shall have the right to:

- A. Require the agency to pay the total amount of the insured's premium; and
- B. Impose a penalty of fifty dollars (\$50.00) per insured.
2. Penalties will be assessed and invoiced based on the actual number of violations. Invoices will be processed at the beginning of the month following discovery of the infraction.
3. Penalties shall be payable to the Employee Benefits Division and must be received by the last calendar day of the month following invoicing.
4. The Chief Fiscal Officer of the State may cause the amount sought to be transferred from:
  - A. Funds the agency or school district has on deposit with the Treasurer of State; or
  - B. Any funds the agency or school district is due from the state.
5. If a transfer is made, a transfer penalty of twenty dollars (\$20.00) per transfer shall be assessed each agency or school district fund and included in the transfer.
- c. The division may correct any error regarding an insured's benefits according to existing documentation without authorization or prior notification to the agency or school district.

**HISTORY: Acts 1972 (Ex. Sess.), No. 48, § 8; 1973, No. 842, § 2; 1981, No. 749, § 4; 1981, No. 838, § 6; 1983, No. 582, § 1; A.S.A. 1947, § 12-3108; Acts 1997, No. 1295, § 3; 2003, No. 826, § 2; 2007, No. 1009, § 13.**

## Helpful Links

Click on the forms below to bring up a PDF version.

### *ARBenefits*

[ARBenefits Enrollment Form](#)  
[ARBenefits Change Form](#)  
[ARBenefits Retiree Enrollment Packet](#)  
[Spousal Affidavit](#)  
[Appeal Request Form](#)  
[ARBenefits Summary Plan Document](#)  
[Enrolling Online With ARBenefits](#)

### *Summary of Benefits & Coverage*

[2022 Summary of Benefits - Premium](#)  
[2022 Summary of Benefits - Classic](#)  
[2022 Summary of Benefits - Basic](#)

### *Rates*

[2022 Plan Rates - Active with Wellness](#)  
[2022 Plan Rates - Active Without Wellness](#)  
[2022 COBRA Rates](#)  
[2022 Table of Important Dates](#)

### *Voluntary Products*

[FSA Enrollment Form](#)  
[HSA Enrollment Form](#)  
[HSA Change Form](#)  
[Change in Status Form](#)  
[HSA Claim Form](#)  
[DCAP Claim Form](#)

### *Colonial Life*

[Colonial Life PSE Enrollment and Rates](#)  
[PSE Basic and Enhanced Basic Coverage Brochure](#)  
[PSE Supplemental Coverage Brochure](#)  
[Colonial Life PSE Change Form](#)  
[Colonial Life Beneficiary Change Form](#)  
[Colonial Life Evidence of Insurability](#)



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