

Flexible Spending Account, HR-Reminders, and Dedicated Training-Billing for Local Public Bodies

“WHATEVER YOU ARE, BE A GOOD ONE.”

~ABRAHAM LINCOLN



HR-Reminders & Updates Cont.....



Correction

In regards to the following question that was asked in the HR meeting on May 18, 2021.

- ▶ If a State employee is retiring on June 30, 2021 when will their benefits terminate? June 30, 2021 is in the middle of a pay-period.
 1. Benefits will terminate on July 9, 2021 if premiums were collected.
 2. If premiums are not collected, send the employee a transmittal form to collect a self-pay payment.
 - ▶ If the premiums are not paid by the end of the following pay period, submit the Notification to Terminate Benefits Due to Non-Payment form requesting the benefits be terminated back to the last day of the pay period in which payment was received.
- ▶ Note: If the retiree's benefits overlap with the start of Retiree Health coverage, the employee will have the option to coordinate coverage. This means the claims can be processed through both coverages. However keep in mind, neither the State or the Retiree Health Care Authority pay for these services. It will be the employee's responsibility to submit the claims to the secondary coverage.

Administered by:



Erisa Administrative Services, Inc.

The State of New Mexico Group Benefits Health Plan Plan Year: January - December 2021

FLEXIBLE SPENDING BENEFITS

Flexible Spending Program

Plan	Minimum	Maximum
FSA 2021	\$130	\$2,750
Dependent Care 2021	\$130	\$5,000

- ▶ Flexible spending allows employees to set aside money for eligible expenses prior to taxes being withheld
 - ▶ Health Flexible Spending Account (FSA)– covers eligible health care expenses.
 - ▶ Dependent Care Assistance Program – covers daycare expense for eligible dependents
 - ▶ Transportation/Parking Benefits – covers transit and parking expenses incurred traveling to/from work
- ▶ Deductions are taken from your paycheck before taxes are withheld, reducing your withholding and saving you money



Enrollment

- ▶ Health Care
 - ▶ Enroll during open enrollment, within 31 days of hire date, or Qualifying Event
 - ▶ Yearly Enrollment
 - ▶ Covers employee, spouse, and children under age 26
 - ▶ Does **not** cover domestic partners or children of domestic partners
- ▶ Dependent Care
 - ▶ Enroll during open enrollment, within 31 days of hire, or Qualifying Event
 - ▶ Covers daycare expenses for children 12 years old or younger, and certain eligible dependents
- ▶ Transportation FSA and Parking FSA
 - ▶ Enroll or change enrollment at any time
 - ▶ Covers employee expenses only



Eligible Health Care Expenses

Eligible Expenses

- ▶ Out of pocket medical expenses such as copays, coinsurance, and deductibles
- ▶ Non-cosmetic dental expenses
- ▶ Vision care expenses
- ▶ Prescriptions
- ▶ **New!** OTC (Over the Counter) medications now eligible without LMN (Letter of Medical Necessity)

Ineligible Expenses

- ▶ Expenses that aren't medically necessary
- ▶ Expenses that have not yet been incurred
- ▶ Expenses incurred before plan enrollment
- ▶ Expenses incurred after you've exhausted your balance

Visit <https://sig-is.org> to confirm eligible expenses

Expenses will be reviewed for eligibility. Claims may require a receipt or Explanation of Benefits (EOB) that shows your name, medical provider, the date, the amount, and what service was received.

Eligible Dependent Care Expenses

Dependent Care is to help you pay for child care while you and your spouse work or look for work.

Eligible Expenses

- ▶ Before/After School Care
- ▶ Daycare
- ▶ Senior Daycare
- ▶ Summer Camp
- ▶ Late pick-up fees
- ▶ Registration fees*
- ▶ Application fees*

*not reimbursable until care has been provided

Ineligible Expenses

- ▶ Expenses paid to child's parent or a child under the age of 19
- ▶ Overnight Camps
- ▶ Instructional or sport camps
- ▶ Late payment fees
- ▶ Educational Expenses

Transportation and Parking Reimbursement

Minimum Per Month	Maximum Per Month
\$5	\$270



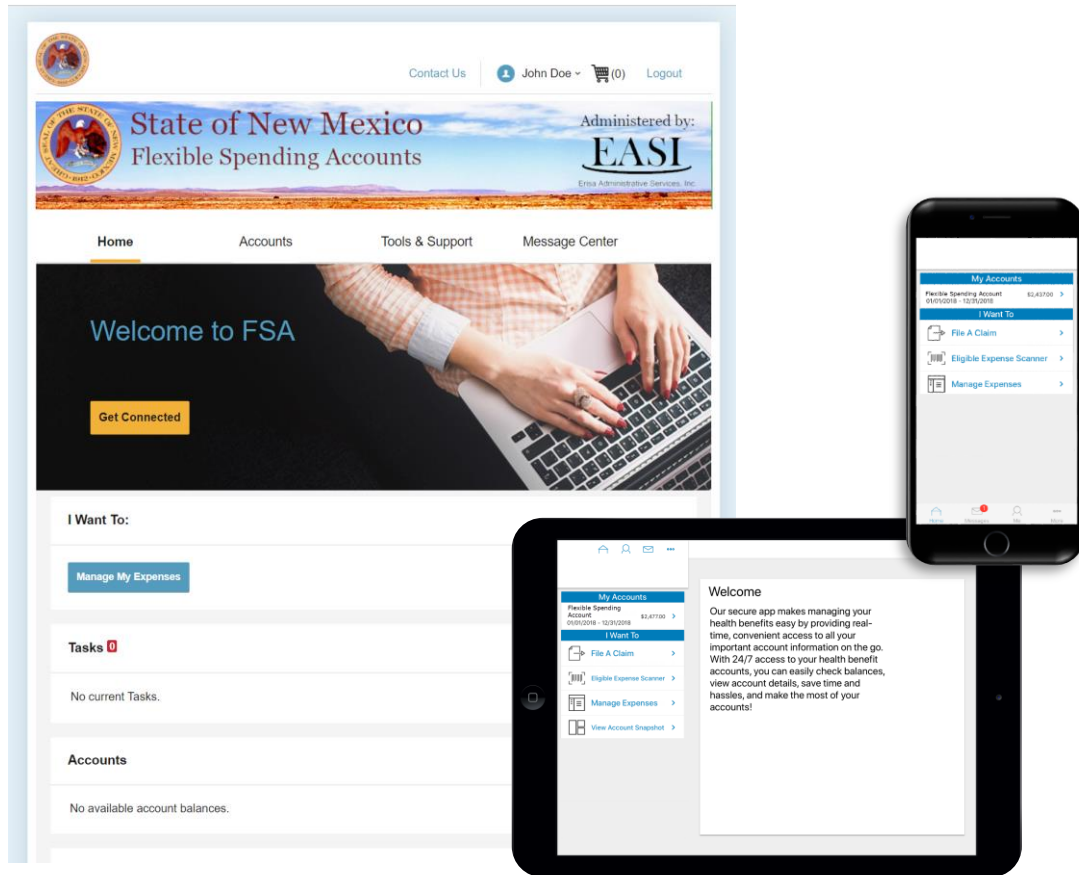
- ▶ Enrollment and changes to elections can occur at any time during the year
- ▶ Include costs of public or certain privately operated transit service
- ▶ Track your account using the mobile app
- ▶ Reimbursements for claims is easy, just download the phone app at <https://www.mybenefitsnm.com/FSA.htm> to file a claim and submit documentation
- ▶ Mass Transit / Van-Pooling Reimbursement
 - ▶ Vanpooling
 - ▶ Vanpooling services, like Uber Pool
 - ▶ Bus or Train Passes
- ▶ Parking Reimbursement
 - ▶ State-Owned parking by meter or lot at or near your workplace

Debit Card

- ▶ Available for both Health and Dependent Care
- ▶ Two cards are provided initially
- ▶ Additional cards cost \$10.00
- ▶ Allows you to pay for qualified expenses directly from your FSA at time of service
- ▶ May still require additional documentation
 - ▶ Keep receipts and EOBs for **all** debit card expenses in case of claim review



Online Claim Submission



- ▶ Access your account online using your computer or our mobile app
- ▶ Submit claims and upload receipts using your phone or computer
- ▶ View your account and update your contact information as needed
- ▶ Add your bank account to allow direct deposit of reimbursements

<https://www.mybenefitsnm.com/FSA.htm>

Using the app is easy! Video tutorials are available.

Paper Claim Submission

- ▶ Access paper forms on our website
- ▶ Include all appropriate documentation, including receipts/EOBs and letters of medical necessity (if required)
- ▶ Documents must show:
 - ▶ Your Name or Dependent Name
 - ▶ Service Provider
 - ▶ Date Incurred
 - ▶ Amount Incurred
 - ▶ Type of Expense

- ▶ Email: FSA@easitpa.com
- ▶ Fax: (505) 244-6009
- ▶ Phone: (855) 618-1800
- ▶ Mail:

Flexible Spending Accounts
Erisa Administrative Services, Inc.
1200 San Pedro Dr. NE
Albuquerque, NM 87110

Remember: submitting a claim via the mobile app is the fastest route to reimbursement. Use the mobile app whenever possible.

Documentation Requirements

FSA Requirements

- Proof of Receipt
- Letter of Medical Necessity
- Explanation of Benefits
- “Incurred Cost” means you owe or have spent money within the plan year

Dependent Care Requirements

- Proof of Receipt
- Proof it is an after-school care service
- Tax ID information on the documentation
- Period of Service (must be within the plan year)

Transit/Parking Requirements

- Proof of Receipt
- Make sure the documentation clearly identifies you are the one using the benefit

The fastest way to get your claim processed is to make sure you are spending money on an eligible expense, and to secure a copy of the documentation for upload to the mobile app.

Getting Started

- ▶ To Get started, just go to <https://www.mybenefitsnm.com/FSA.htm> where you will find forms and links to begin
- ▶ Choose the app that fits your phone: search “BenefitsbyET” in the Google Play or Apple App store and follow the instructions to register
- ▶ You can visit Erisa Trust directly for the PC version of the app at <https://www.erisatrust.com/sonm> and choose “Portal Login”
- ▶ For questions or assistance call 1-855-618-1800 or email FSA@easitpa.com and we will be happy to assist

Common FSA Questions

- ▶ **What documentation is required when submitting a claim?** The IRS requires confirmation of the following: name of person who received service, the date of service, the amount of service, providers information and what services were rendered. This can be confirmed with the explanation of benefits and or statement of services rendered. If it's for glasses/contacts the merchant should be providing an itemized receipt.
- ▶ **What are the best practices when submitting a claim?** Always keep your itemized statement of services rendered and or explanation of benefits. If it's not a generic \$25 medical copayment, chances are high you will be requested to provide documentation.
- ▶ **Why has my FSA card been suspended?** There are several factors to review in the portal to confirm why. If the claim was paid, but later denied this will suspend the card until has been repaid. If we haven't received supporting documentation within allotted time frame, this will suspend the card requesting repayment. The account will stay suspended until the claim has been paid back and or we receive documentation.
- ▶ **Why is it important to use the portal and or phone app?** The portal is very important as this is where you will upload your documentation, submit your direct deposit information, update your address/phone number and email, obtain your account balance and view any communications via your message center.

Common FSA Questions Continued

- ▶ **Why do I have to submit documents? It's my money.** Since this is a pretax benefit and an IRS regulated account, we must follow the guidelines set forth by the IRS to ensure we are adhering to the plan rules.
- ▶ **What is the time frame I have to submit my EOB?** We send the initial request within 3 days that states you will be asked to provide documentation. The first receipt request is at 10 days, second receipt request is at 20 days the overdue notice is sent at 27 days then account is suspended around day 35.
- ▶ **Why can't I cover my Domestic Partner we have lived together X amount of years?** Since NM is not a community property state, domestic partners are not recognized as legal dependents. Thus you cannot claim them on your taxes. In order to use the FSA, you must be a qualified taxable dependent. Coverage for employee, spouse, child only until age 26.
- ▶ **What is FSA Eligible?** A list of eligible expenses for Health and Dependent Care is available on the SONM website. Using a website like FSASTORE.COM is also an excellent place to search for eligible items.

Leave

- ▶ **Q: If an employee goes on a leave or in a self-pay situation, how does this impact their FSA?**
- ▶ **A:** When an employee is on leave and does not have time to cover their premium deductions, the employee is in a self-pay situation and must submit the premiums costs.

If an employee does not pay via deductions or self-pay, SHARE does NOT read the amount, therefore, deductions for the remaining pay periods are increased.

- ▶ If a bi-weekly payment is missed for a specific month, there will be no reimbursement for any claims for that month.

HR-Reminders & Updates



► Cobra Payments

Mail To: GSD-Admin Services Division

PO Box 6850

Santa Fe, NM 87502-6850

❖ Payments have been mailed to Risk Management Division in error.

► Individual Premium Payments:

► Please utilize the current Transmittal Form. Current forms can be found on the dedicated Employee Benefits Bureau website.

<https://www.mybenefitsnm.com/FGP.htm>

HR-Reminders & Updates Cont.....



- ▶ Forward Transmittal Forms and Individual Premium Payments to Risk Management Division as soon as possible.
 - ▶ RMD has received payments dated in 2020.



- ▶ FY22-Benefit Premium Rates
 - ▶ No Increase

Administered by:



Billing Process

LOCAL PUBLIC BODIES

SONM Plan Requirements

- ▶ Benefits Administration Letter dated 06/09/2021
 - ▶ Financial & Administrative Requirements for LPB's
 - ▶ Must Pay as Billed
 - ▶ All LPB's must register and utilize the billing system (Sun Systems)
 - ▶ Must submit payment by the 20th of each month
 - ▶ All LPB's are required to submit only two checks, one for the life account and the other for health benefits.

<https://www.mybenefitsnm.com/Documents/20210608094443318.pdf>

Eligibility and Effective Dates

- ▶ LPB's have the flexibility to determine when the employee's benefits will go into effect as long as benefits are offered and received by the 90th day of employment per the ACA requirements for employees working 30 or more hours a week.
- ▶ SONM currently bills at a monthly rate on the invoicing, with each invoice reflecting premiums for the month prior.
- ▶ Erisa will use the effective date for a new hire or term. We recommend if possible you time your new hires to start on the 1st or 16th of the month to reflect the 1/2 and full month premium cycle.

How will a Qualifying Event affect the billing?



- ▶ Change in marital status, birth of a child, gain or loss of other coverage or death are valid qualifying events
- ▶ If a change in tier occurs from the 1st-15th of the month we will invoice you at 1/2 month at the old rate and 1/2 of the new rate. If the change takes place from the 16th to the end of the month the new rate will not go into effect until the first day of the following month.
- ▶ If adding coverage for the first time and benefits begin between the 1st and the 15th of the month you will be billed for the full month. If coverage begins from the 16th to the end of the month you will be charged for 1/2 month premiums.
- ▶ Admin Fees are billed at a flat rate (no prorating or 1/2 month deductions). The fee applied to members with any combination of medical, dental vision or disability ONLY. No admin fee is imposed for life benefits only.

What is required to report changes?

- ▶ Valid qualifying events must get reported within 31 days from the date of the event. You must submit an enrollment/change form for all qualifying events, along with the required supporting documentation for this event.
- ▶ New hires must complete an enrollment form within 31 days from the date of hire along with proof of dependency if applicable.
 - ▶ Note: An employee must complete an enrollment form when waiving coverage.
- ▶ Terms- Cobra notice is required for ALL employees that have had a separation of employment.

Basic Life Benefit

- ▶ It is a requirement of the SONM benefit plan that ALL employees that are benefits eligible are enrolled in the employer paid basic life benefit.
- ▶ If an employee has elected to opt out of all benefits the HR must send an enrollment form to ensure they are enrolled in basic life, an enrollment form must be sent to Erisa. If the employee wishes to waive this benefit due to personal reasons they must send Erisa a letter stating why they wish to waive.
- ▶ HR is responsible to notify Erisa if the employee is eligible for the LOD (line of duty) policy.
- ▶ If an employee has elected Supplemental Life coverage for themselves or dependents life premiums will go into effect the first day of the month following enrollment or approval on a Evidence of Insurability.

Deductions

- ▶ We recommend that LPB's which deduct on a bi-weekly payroll cycle should hold 1/2 months premiums in each pay period for a total of 24 pay periods in the year.
<https://www.mybenefitsnm.com/rmdPremiumRates.asp>
- ▶ Supplemental life premiums are based on age and increase as the employee or spouse/partner enter a new age category. These increases will effect your payroll deductions.
https://www.mybenefitsnm.com/documents/Premium_Worksheet.pdf
- ▶ It is a requirement that you Pay As Billed. You must pay the invoiced amount and report any changes or discrepancies to Erisa. If reported after that billing period you will find an adjustment applied to your following months invoice.

Billing Portal

<https://onlinestatements.generalservices.state.nm.us/>

- ▶ Please register for your GSD online billing portal, from this portal you are able to:
 - ▶ View and download invoices back to 2013 (if applicable).
 - ▶ View detail of each employee and their elections.
 - ▶ View check images and payments
 - ▶ View adjustments that have been applied to your account.
 - ▶ View outstanding balances
 - ▶ Update Contact Information
- ▶ It is crucial that you monitor your account regularly and compare our data to your records to ensure all employees are enrolled correctly and billed accurately.
- ▶ Erisa sends a monthly billing spreadsheet on the 5th of each month. Please carefully review the information and report discrepancies timely.

Payment Details

- ▶ Payment is due by the 20th of each month
- ▶ Please send the official invoice along with payment each payment.
- ▶ You must send one check for the non-life premiums (this includes medical, dental, vision, disability and the admin fee), and a separate check for life benefits (basic life, LOD, supplemental life, spouse life and dependent life premiums).
- ▶ Please DO NOT include SSN's on the check register
- ▶ Make sure the check is remitted correctly as it reads on each invoice. Checks should be made payable to:

GSD-Admin Services Division

PO Box 6850

Santa Fe, NM 87502-6850

Questions?

- ▶ Please contact Erisa with any questions or guidance on the billing process.

Thank you for attending



EASI

Erisa Administrative Services, Inc.

RESOURCES

Transmittal Form: **State-** https://www.mybenefitsnm.com/Documents/Transmittal_Form-COVID_2021.pdf

LPB- [Transmittal-Form-LPB-Final.pdf \(mybenefitsnm.com\)](https://www.mybenefitsnm.com/Documents/Transmittal-Form-LPB-Final.pdf)

Administrative Letter for LPS's- <https://www.mybenefitsnm.com/Documents/20210608094443318.pdf>

FSA Eligible Expenses: <https://sig-is.org>

FSA Phone App Info. : <https://www.mybenefitsnm.com/FSA.htm>

FSA Online Claim Submission: <https://www.mybenefitsnm.com/FSA.htm>

FSA Erisa Administrative Services E-Mail Address: FSA@easitpa.com

FSA Homepage: <https://www.mybenefitsnm.com/FSA.htm>

Erisa Trust Phone App: <https://www.erisatrust.com/sonm>

LPB Premium Rates: <https://www.mybenefitsnm.com/rmdPremiumRates.asp>

Life Insurance Premium Worksheet: https://www.mybenefitsnm.com/documents/Premium_Worksheet.pdf

LPB Billing Portal: <https://onlinestatements.generalservices.state.nm.us/>