



Center for Health

# New HealthFlex Vendor Training

Businessolver and WageWorks for  
HealthFlex Plan Sponsors

August 27 and September 4, 2014



General Board

**Pension and Health Benefits**

*Caring For Those Who Serve*

# Agenda

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- Introduction
- Businessolver Training—  
Nicole Ryan and Chad Coffin
- WageWorks Training—Heidi Bowie
- Questions

# Training Agendas

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- Businessolver Training
  - Navigation and search
  - Member record view
  - Document Center and Reference Center
  - Accessing invoices
  - Reporting
- WageWorks Training
  - Participant look-up
  - Reporting

# New Data Flow

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- All indicative data and dependent changes *must be made* in BAP
- Changes in BAP drive eligibility (life event) windows in Businessolver
- Ensures quality and consistency of data
- No longer a HealthFlex module in BAP

# Businessolver Transition

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- Data cleaned and reviewed
  - Researched 1000s of individuals
- Week of 8/11: Data transition/conversion
- Week of 8/18: First eligibility files to carriers
- Week of 8/25: Administrative/participant access
- Please report any data or coverage concerns to Center for Health

# WageWorks Transition

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- Data cleaned and reviewed
- Debit cards mailed late July/early August to participants and spouses
- All accounts loaded 8/14
- Funding available for use:
  - 8/18 for Flexible Spending Accounts
  - 8/20 for Health Reimbursement Accounts (cards re-activated and available for use)
- Please report any data or funding concerns to the Center for Health

# System Improvements

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- Auto-enrollment of mandatory population (individual coverage only)
- Optional population defaulted to “no coverage”
- Action (currently forms) required to:
  - Waive mandatory coverage
  - Enroll optional population, dependents
  - Elect Flexible Spending Accounts
- Access to WageWorks reporting

# System “Tips”

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- Dependents not listed for UBH benefit
- *All* eligible (not just enrolled) dependents listed in Businessolver—look for benefit indicator
- OneExchange
  - Monthly HRA “deductions”
  - Spouses also listed as primary participants



# Ongoing/Future Improvements

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- Current: Tighter controls around life event “windows”
  - System requires adherence to 31-day window for life event submission
- Future: Additional system access to potentially eliminate paper forms

# Accessing New Vendor Sites: Plan Sponsors (Administrators)

✓ Administrator Login on  
WebMD login page:

➤ HealthFlex Administration

## Administrator Login

WebMD Administration

HealthFlex Administrator (Businessolver)

HealthFlex Administrator (WageWorks)

**Administrator Login**

WebMD Administration  
HealthFlex Administrator

# Accessing New Vendor Sites: Plan Sponsors (Administrators)

- ✓ Benefitsolver Single Sign-On from Benefits Access
  - ✓ General
  - ✓ Participant Specific

The screenshot shows the 'Benefits Access' web application. At the top, there's a blue header with the 'Pension and Health Benefits' logo and navigation links: Home, Forms, Webpage, Benefitsolver, and OASIS. Below the header, there's a 'Welcome to Benefits Access' message and a 'Quick Find' search bar. The main content area is divided into two sections: 'Announcements' on the left and 'Add New Participant' on the right. The 'Add New Participant' section contains a form with fields for SSN, Title, First Name, Middle Name, Last Name, Suffix, Birth Date, Gender (Male/Female), Email, Allow LTC Subsidy?, and Country of Citizenship. There are also fields for Address 1, Address 2, Address 3, City/Town, State/Province, Zip/Postal Code, Phone, Alternate Phone, and Fax.

The screenshot shows the participant profile for 'Jane Doe'. The profile includes a list of actions: Termination, Death, Retirement, CS OASIS for Participant, Benefits Access for Participant, and Health & Wellness Benefits. The 'Health & Wellness Benefits' option is highlighted with a red box. A red arrow points from the 'benefitsolver' button in the top right corner of the first screenshot to the 'Health & Wellness Benefits' option in this screenshot.

# Accessing New Vendor Sites: Participants

The screenshot shows the HealthFlex website with a navigation bar at the top containing links: Home, Message Center, Benefits, Videos, Health Topics, Health Tools, Wellness Success Stories, and Rewards. Below the navigation bar is a large banner image of a person with a backpack looking out over a landscape. On the left side, there is a section titled 'Today would be a great day to...' with three options: 'Pet your pet', 'Work on a scrapbook or photo album', and 'Meditate with mindfulness'. Below this is a section titled 'HealthFlex Vendor Links' with a list of links: BlueCross BlueShield\*, Reimbursement Accounts\*, Vision Service Plan (VSP), CIGNA Dental, EAP-Live and Work Well, United Behavioral Health, Quest Diagnostics Blueprint for Wellness\*, Virgin Pulse HealthMiles, Evive Health Reminders, and Weight Watchers. A red box highlights the 'Reimbursement Accounts\*' link. To the right of this section is a 'Details and FAQs' section with a link to 'New! 2014 Incentives FAQ'. Further right is an 'HQ Completion Status' section showing 'WebMD HQ Last Completed Date: 8/1/2014'. Below this is a 'Weigh Today, Feel Good Tomorrow' section with a link to 'Weigh Today' for iPhone and Android. At the bottom left is a 'Center for Health Videos' section. On the right side, there is a 'Join Virgin Pulse' section and a 'HealthFlex Benefits' section, which is highlighted with a red box. A red arrow points from the 'Reimbursement Accounts\*' link to the 'WageWorks' text on the right. Another red arrow points from the 'HealthFlex Benefits' link to the 'Businessolver' text on the right.

Home Message Center Benefits Videos Health Topics Health Tools Wellness Success Stories Rewards

Today would be a great day to...

- Pet your pet
- Work on a scrapbook or photo album
- Meditate with mindfulness

HealthFlex Vendor Links

Easy access to HealthFlex vendors:

- BlueCross BlueShield\*
- Reimbursement Accounts\*
- Vision Service Plan (VSP)
- CIGNA Dental
- EAP-Live and Work Well
- United Behavioral Health
- Quest Diagnostics Blueprint for Wellness\*
- Virgin Pulse HealthMiles
- Evive Health Reminders
- Weight Watchers

\*denotes "single sign on" and does not require further login.

Details and FAQs

Need more information about a HealthFlex program or benefit? Check the links below for detailed information:

- New! 2014 Incentives FAQ
- Evive Health FAQ
- Consumer Driven Health Plan FAQ
- 2013 Incentives FAQ

HQ Completion Status

WebMD HQ Last Completed Date: 8/1/2014

Weigh Today, Feel Good Tomorrow

Weigh Today for iPhone and Android helps you build a daily weigh-in habit. All it takes is a scale and a few seconds of your time. Download now!

Join Virgin Pulse

HealthFlex Benefits

HealthFlex Wellness Points: Earn Cash!

✓ WageWorks

- "Reimbursement Accounts" under HealthFlex Vendor Links (left side of page)

✓ Businessolver

- "HealthFlex Plan Benefits" (right side of page)



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