An Important Message for NC Health Benefit Representatives

September 2018

2018 Guide - Order by Friday!

The 2018 Enrollment Guide will remain available through September 28, so please order the amount you’ll need for the remainder of the year.

To order, visit our HBR page, scroll down to the tab for ordering guides, and click on the link for 2018 guides.

2019 Enrollment Guides are also available to order from that same page - be sure to check which version you are ordering. There is currently no deadline on the 2019 version.

Open Enrollment Communication and Tools

Enrollment begins this Saturday, September 29, and runs through October 31. Throughout the next month your employees will be receiving communication from us. Here are some details on what they may be seeing and what you can share to help them with enrollment:

- There is now an NCFlex Open Enrollment Page available with details about upcoming changes, a link to the guide, and how to get more information and/or enroll. This page can be accessed by each plan page or by the sliders on the top of the NCFlex main page.
• As in years past, NCFlex will be mailing a trifold mailer to announce enrollment and give a quick summary of the upcoming changes and highlights. Take a moment to check out the NCFlex trifold which also includes information on several employee sessions we are offering. Target delivery is first week of October.

• MetLife will be sending out their own separate mailer targeting participants and non-participants separately with unique information to their area. Employees will know the mailing is from the NCFlex MetLife plan by looking for the NCFlex logo. Target delivery is first week of October.

• NCFlex will send weekly emails throughout enrollment to those who have email addresses in Benefitfocus about enrollment, highlighting plan details.

• New videos have been created for each NCFlex product, which can be found on individual product pages on www.ncflex.org. These videos can also now be found in the 2019 NCFlex Enrollment Guide (videos are able to be viewed directly from the guide when using Internet Explorer).

• Train the Trainer slides - Whether you attended an HBR Train the Trainer or not, check out the slides for useful information under the "TTT Slides" tab on the HBR page of the NCFlex website.

---

### Online Benefits Meetings - Details for Employees

As mentioned in the trifold mailer and on the Open Enrollment page, we are offering 6 sessions for employees to log into a Webex and chat questions to us. Last year we allowed chat over the phone, however, it was very hard to hear and to tell which order to go in. This year we are only allowing the chat capability. The details are as follows:

During enrollment, you can attend an online benefits meeting through the BlueJeans video conferencing network by going to https://bluejeans.com/5740299317 from your computer, mobile phone or tablet.

Meeting dates and times:

- Tuesday, Oct. 9, Noon - 1 p.m.
- Thursday, Oct. 11, 7 p.m. - 8 p.m.
- Wednesday, Oct. 17th, 8 a.m. - 9 a.m.
- Tuesday, Oct. 23, Noon - 1 p.m.
- Saturday, Oct. 27, 11 a.m. - Noon
- Monday, Oct. 29, 7 p.m. - 8 p.m.
Have Questions? Once you are in the meeting, use the "Chat" box in the upper right corner to post your question. A benefits representative will answer questions as they are posted, so be sure to listen for your answer.

You can stay on for the whole hour, or just listen long enough to hear answers to your questions. Once you join the first meeting on the BlueJeans Network, the BlueJeans app will install automatically. It’s a good idea to go to the website at least five minutes before the meeting starts to allow time for the app to download.

September is National Suicide Prevention Month.
Help spread the word.

Local assistance contact information is available through this NC DHHS website: https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/crisis-services

The American Foundation for Suicide Prevention is also there to help at: https://afsp.org/about-suicide/risk-factors-and-warning-signs/

Prevent Blindness has declared September Eye Safety Awareness Month to help educate the need to protect vision while playing sports activities. Eye injuries from any sport may include infection, corneal abrasions, fracture of the eye socket, swollen or detached retinas or a traumatic cataract.

“Wearing eye protection should be part of any athlete’s routine, just as putting on equipment like shin guards, gloves, or a helmet are,” said Jeff Todd, president and CEO of Prevent Blindness. “Eye accidents happen so quickly, but the effects can be painful and last a lifetime. Consulting an eye care professional can protect healthy eyesight without compromising on performance.” (www.preventblin dness.org)
This helpful article can be used in any communications to employees, as you see fit.

Know an HBR who would like to receive these emails? Send them the following link:

NCFlex HBR Newsletter and Alert Sign up