



# Oregon

Theodore R. Kulongoski, Governor

**Public Employees' Benefit Board**

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**TO:** Agency Representatives  
**FROM:** Isabel Joslen, PEBB Agency Liaison  
**RE:** Agency Update 02-05-2008 – System Changes

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We will be implementing the following system updates today:

## **1. MEMBER RECORD LOCK DUE TO CONTRACT VIOLATIONS**

We are adding the lock functionality for member records that have been modified due to contract violations. This lock will be in effect for 5 years. These members must complete paper enrollments or update forms to make any changes to their coverage. These forms can only be processed by PEBB staff. The following message will be displayed in the agency and member module for these records:

“This record is locked due to contract violations. Contact PEBB at 503-373-1102 or 800-788-0520 for assistance.”

If you receive update forms, enrollment forms or open enrollment forms for these members, send them to PEBB. PEBB will notify the agency when the change has been processed.

## **2. MEMBER RECORD LOCK DUE TO CORRECTIONS.**

We are adding the functionality to lock member records when corrections are being processed by the PDB Data Team. The lock will be active until the correction has been completed. You will receive the following message when the lock is active:

“This record is lock at this time. Contact the PDB Data Team at [PDB.Administration@state.or.us](mailto:PDB.Administration@state.or.us) for assistance.”

## **3. OPEN ENROLLMENT HISTORY PAGE – AGENCY MODULE**

We are adding functionality to the Enrollment page to identify who made changes to Open Enrollment transactions (terminations and enrollments) and when the changes were processed. Remember these transactions are identified in the Enrollment Page by the Enr Type of OPEN.

In the Enrollment Page you can select “OE History” to access the history page. This page will not show QSC changes unless the QSC change applied to an Open Enrollment Transaction. For example:

The following record shows the medical plan termination date of 4-30-2005 because this enrollment had the Open Enrollment designation under the Enr Type in the Enrollment Page. It shows the Short Term Disability enrollment of 1-1-2003 because this enrollment has the Open Enrollment Designation under the Enr Type in the Enrollment Page.

Member Test, John							Close
Plan Type/Plan Name	Plan Tier	Start Date	End Date	Modified by	Modified Date		
<b>Medical</b> Regence BCBS of Oregon PPO	Employee Only	01-01-2002	04-30-2005	Username	04-13-2005 10:08:09 AM		
Vision VSP (Vision Service Plan)	Employee Only	01-01-2002	04-30-2005	Username	04-13-2005 10:08:09 AM		
<b>Dental</b> Willamette Managed Dental Plan	Employee Only	01-01-2005	04-30-2005	Username	04-13-2005 10:08:09 AM		
<b>Basic Life</b> Standard Insurance - Basic Life	Employee Only Basic Life Insurance for \$5,000	01-01-2000	04-30-2005	Username	04-13-2005 10:08:09 AM		
Employee Optional Life Standard Insurance - Optional Life	Employee Only, Age 35 to 39, Amount \$20,000	01-01-2006	01-01-2006	Username	01-17-2006 09:34:57 AM		
Employee Optional Life Standard Insurance - Optional Life	Employee Only, Age 35 to 39, Amount \$20,000	01-01-2003	12-31-2005	Username	10-26-2005 10:53:48 AM		
Short Term Disability Standard Insurance - Short Term Disabili ...	Coverage 60% of first \$2769 of Weekly Salary	01-01-2003		Admin	01-15-2005 02:42:14 AM		
Long Term Disability Standard Insurance - Long Term Disabilit ...	90-Day @ 60%	01-01-2000		Admin	01-15-2005 02:42:14 AM		

#### 4. PDB REJECTIONS PAGE – AGENCY MODULE

We have added additional functionality to the PDB Rejections page to be able to delete several alerts at one time rather than individually. **Remember you should only delete alerts after you have researched and corrected the record.** We have added the **Delete, Select All and Unselect All** functions buttons.

How these new action buttons work:

1. Select the alerts you want to delete. You may select one alert, several alerts or all alerts.
2. To delete all alerts select the Select All button.
3. You may use the Unselect All if you by error select the Select All button.
4. Select Delete when you have successfully selected the alerts you want to delete. **Remember you should delete the alert only after you have corrected the record.**

#### 5. TERMINATION APPROVAL PAGE

There are a couple of new functionalities in this page:

- a) **COBRA Indicator**—You can now change the COBRA indicator from No to Yes and Yes to No for records that have been **Approved and have not been sent to BHS**. If the record has been sent to BHS or if you denied the termination, you must request the COBRA notice via e-mail or reprocess the termination. To change the indicator follow these three steps:
  - a. **Retrieve** the record
  - b. Use the revert button in the COBRA indicator field to **change** the indicator
  - c. **Save** the record.
- b) **Multiple Records**—The system will only sent to BHS the latest termination record processed within the week.

**If you have any questions about any items on this update, please send us an e-mail at [pdb.administration@state.or.us](mailto:pdb.administration@state.or.us).**