

**RESOLUTION AUTHORIZING ACCEPTANCE OF A \$20,000 WELLNESS
ALLOWANCE FROM BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA
FOR THE COUNTY WELLNESS PROGRAM**

WHEREAS Blue Cross and Blue Shield of North Carolina has offered Forsyth County a \$20,000 wellness allowance to use between July 1, 2020, through June 30, 2021, as compensation for the system problems the County experienced after open enrollment; and

WHEREAS this allowance will be used to expand the County's current wellness program including project management, marketing materials, fitness kits, additional lunch and learns and wellness programming;

NOW, THEREFORE, BE IT RESOLVED, that the Forsyth County Board of Commissioners hereby authorizes the Chairman or the County Manager and the Clerk to the Board to execute the necessary documents, on behalf of Forsyth County and its Human Resources Department, to receive funds from Blue Cross and Blue Shield of North Carolina, subject to a pre-audit certificate thereon by the County Chief Financial Officer, if applicable, and approval as to form and legality by the County Attorney.

Adopted this 24th day of September 2020.

**FORSYTH COUNTY, NORTH CAROLINA
AMENDMENT TO
FY 2020-2021 BUDGET ORDINANCE**

FROM: Human Resources

MEETING DATE: September 24, 2020

EXPLANATION:

Blue Cross Blue Shield has offered the County a \$20,000 wellness allowance as compensation for the system problems the County experienced after open enrollment. This \$20,000 will be used to offset wellness clinic costs for FY21.

BE IT ORDAINED BY THE FORSYTH COUNTY BOARD OF COMMISSIONERS THAT THE
FY 2020-2021 BUDGET ORDINANCE IS HEREBY AMENDED AS FOLLOWS:

INCREASE:	<u>SECTION 1. REVENUES.</u>	
	GENERAL FUND	
	OTHER REVENUES	<u>\$20,000</u>
INCREASE:	<u>SECTION 2. EXPENDITURES.</u>	
	GENERAL FUND	
	HUMAN RESOURCES	<u>\$20,000</u>

NATURE OF TRANSACTION:
 Additional Revenue Available
 Transfer within Accounts of
Same fund
 Other:

APPROVED BY BOARD OF COUNTY
COMMISSIONERS AND ENTERED ON
MINUTES DATED _____
AGENDA ITEM NUMBER _____

Fw: 7/1 BCBS Renewal Issues

Hillanbrand, Janice B <hillanjb@forsyth.cc>

Wed 9/9/2020 1:24 PM

To: Hutchins, Shannon S <hutchiss@forsyth.cc>

Janice Hillanbrand

Budget and Management Analyst
Forsyth County Local Government
201 North Chestnut Street
Winston Salem, NC 27101
Direct: 336-703-2895
hillanjb@forsyth.cc



From: Hutchins, Shannon S <hutchiss@forsyth.cc>**Sent:** Wednesday, September 2, 2020 6:14 PM**To:** Hillanbrand, Janice B <hillanjb@forsyth.cc>**Subject:** Fw: 7/1 BCBS Renewal Issues

Hi Janice,

Please see the email below.

1. BCBS is going to offer Forsyth County a \$20,000 wellness allowance for you to use between 7/1/2020-6/30/2021. Unless you say different, I will request to come on first available statement of account so no need to submit receipts to get the funds we will just give them to you.

Shannon Hutchins***Director of Human Resources******Forsyth County Government******201 North Chestnut Street******Winston-Salem, NC 27101******Direct: 336-703-2401******Fax: 336-727-2193******hutchiss@forsyth.cc***

From: Karla McHone <Karla.McHone@bcbsnc.com>**Sent:** Thursday, July 2, 2020 1:59 PM**To:** Hutchins, Shannon S <hutchiss@forsyth.cc>; Mark Browder <mark@markiiieb.com>; Tracy McCarty <tracy@markiiieb.com>**Cc:** Karla McHone <Karla.McHone@bcbsnc.com>; Paul Joy <Paul.Joy@bcbsnc.com>**Subject:** 7/1 BCBS Renewal Issues

Good Afternoon and thank you for taking the time this morning to connect.

Our goal is always a seamless implementation and we did not deliver that. You did everything right and had the paperwork in on time and did your part and this is 100% on us. I cannot be sorry I am for what has transpired this week and hope you know my team and I are all over getting things straight.

- ID cards as you know went out back in April in error. Due to them already being released in our system, there was the need to manually flag new ID cards for entire group. This was not done and only those with changes got ID cards which was a very small portion of the group. We have provided a PDF of all cards and members are able to access their ID cards on the BlueConnect site. All cards have been reissued and members should have them in hand in 4-5 days.
- BlueE is a provider tool used to check a persons insurance eligibility and benefits. There is an issue with BlueE currently which we feel is the reason providers are seeing \$70 copay instead of \$60 copay. This has been escalated to correct and we hope to have fixed soon. In the interim, providers can call the 800 number and verify benefits over the phone. Any member who in error pays \$70 will be reimbursed by provider once they see the claim only calls for \$60 copayment.
- BlueConnect is able to provide the ID cards and they are correct on the portal, but the benefit description showing DED and copays is not functioning right today and this has been identified as a global issue impacting many groups. This has also been escalated and will be fixed in upcoming days.
- Eligibility issues including missing dependents and terms not anticipated. We are processing what we get in from benefitexpress and would suggest doing an audit where we compare your System of Record to their report to our report to make sure all align and confirm we are not missing members. I will also run a membership roster from 6/15 then 7/1 to see if the count is close which would indicate a possible issue. I will do this by end of day today.

In addition to trying to fix the above issues, I wanted to extend two small tokens to show how truly sorry we are for this 7/1 renewal:

1. BCBS is going to offer Forsyth County a \$20,000 wellness allowance for you to use between 7/1/2020-6/30/2021. Unless you say different, I will request to come on first available statement of account so no need to submit receipts to get the funds we will just give them to you.
2. My personal service over the next few days until people get ID cards. As mentioned on the call, please feel free to give out my personal phone and email and I will field calls from your employees over the holiday weekend to give plan info, answer questions, produce ID cards, and field calls from their providers to verify benefits if needed. I wish I could do more, but hoping I can take some of the burden off you and your HR team this weekend and possibly help one of your employees.

We appreciate you, your team, the business and the partnership. Please know getting your account back on track is our number one priority.

Sincerely
Karla

Karla McHone | Strategic Client Consultant, National Accounts
704.621.8695 | karla.mchone@bcbsnc.com



For Blue Cross NC's latest information on the COVID-19 (coronavirus), please visit bluecrossnc.com/coronavirus

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