

Dual Enrollment Update  
6/24/2008

Subject: Dual Enrollment – An Efficient Model Offered by One of You

We have become aware of what appears to be a very efficient and successful model for resolving dual enrollments. We'll share it below for those of you who would like to copy the process and use some of the templates. I also invite you to contact me if you have developed models for dealing with other PEBB related tasks. We might share your ideas too.

In our March 18 listserv message, we described a change in the PAY1 system that blocks the enrollment of a new employee or dependent if they are currently enrolled as a dependent of someone already in the system. This prevents dual enrollment. For some of you, it also increased the challenges around resolving dual enrollment.

Recently, I met with Joanne Owens from the Department of Corrections who specializes in benefit processing and dual enrollment resolution. She tells me that in the past, it took an average of 4 to 6 weeks to resolve a dual enrollment. Motivated to improve the process, she developed a series of steps she now uses which has reduced the average time to one week and she recently resolved a dual enrollment in a single day.

With her permission, I'm sharing her strategies and posting her tools if you want to copy them. As you'll see, Joanne provides everyone involved with exactly what is needed to quickly and easily complete their part in resolving a dual enrollment. And, she's got the structures and tools to make it easy for herself as well.

One of the organizational supports that helped at Joanne's DOC Regional office was to designate one person to take the lead in resolving all dual enrollments.

The following is Joanne's process. I've noted the elements we've placed on the web site ([www.perspay.hca.wa.gov](http://www.perspay.hca.wa.gov)) which you may pull down and utilize if you wish. The process begins when the A. 41 screen blocks enrollment and a dual enrollment message appears. Joanne follows with these steps:

1. Send HCA an email via FUZE (template on web) requesting identification of the subscriber and the subscriber's agency under which your new employee (or a dependent) is covered.
2. Access the Agency Contact list from the DOP web site to identify a person at the existing subscriber's agency to contact about the dual enrollment resolution (<http://www.dop.wa.gov/NR/rdonlyres/F7CC4FB1-67BA-4432-BBFD-E06A820D0796/0/AgencyContact.doc>). Note that this site is updated twice per month so it is fairly current. It is also very big so be cautious in printing it.
3. Send emails (templates on web) to your new employee and to the subscriber (e.g., spouse, domestic partner, parent) with copies to the respective payroll contact at each agency. Explain the situation and attach the needed forms for completion.

Joanne has copied all of the relevant HCA forms and placed them in a folder on her desktop. This allows for easy access to the forms. I've placed a link to the various forms so you can copy them to your desktop or elsewhere if you wish.

4. Compile a paper trail of all forms, emails, FUZE messages, etc. to track all dual enrollments in progress.
5. Place follow-up reminders in Outlook (e.g., calendar, task list)
6. Wait for responses and needed forms to be submitted.
7. Send out reminders to the subscriber, employee, and payroll contacts if necessary.
8. Receive email from subscriber's payroll contact indicating needed keying is complete, term date keyed, and type of coverage termed.
9. Return to original FUZE message (step #1). Notify HCA that the necessary action has been completed by the subscriber's agency, provide the termination date and what coverage has been terminated (e.g., medical, dental, both). If known, also identify which medical and dental plans the new employee has requested on the enrollment form.
10. Email (template on web) your employee and the agency payroll contact alerting them that the dual enrollment situation has been resolved.