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October 12, 2016

Erin Furstoss
Elmira Heights Central School District
2083 College Avenue
Elmira Heights, NY 14903

Dear Erin,

I appreciate your time and assistance with the recent enrollment audit review. There are suggestions included in the attached final report.

I recommend you continue to run the monthly reports listed in the Appendix. This will ensure that your bswift file remains accurate and up to date. Please do not hesitate to call me with any questions you may have.

Sincerely,

Anne Menard

Anne M. Menard
Customer Service Coordinator

c Jason Rosno, Business Manager

Enclosure: Enrollment Audit Final Report



Enrollment Audit Review
ELMIRA HEIGHTS CENTRAL SCHOOL DISTRICT
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The NY44 Health Benefits Plan Trust is motivated to provide schools with guidance and support in identifying opportunities for improvement in administrative operations. Procedural enhancements help to ensure only eligible enrollees' expenses are funded by the Trust.

The Trust would like to extend its appreciation to Erin Furstoss for her cooperation and input provided during the Review.

Objective of Enrollment Review:

The objective of the enrollment review was to evaluate whether Elmira Heights Central School District is meeting the eligibility provisions of the NY44 Health Plan Benefits Trust in accordance with the Summary Plan Description and to ensure the school maintains appropriate evidence of eligibility for its enrollees.

School/School District Information:

Elmira Heights Central School District
Review Date – October 13, 2016
School Contact – Erin Furstoss

NY44 Plan Enrollment: as reported by school

Active Enrollees – 125
Retired Enrollees – 63
Employees on Leave of Absence – none currently on leave

Enrollment Review Findings:

Enrollee applications and supporting eligibility documentation were easily accessible to the Trust reviewer. 2016 enrollment forms were collected from enrollees during open enrollment. Social security cards and birth certificates are attached to the new form each year. Retirees received the 2016 retired enrollment form on colored paper to easily distinguish them from the active enrollees. Waiver forms are signed annually and filed separately from the enrollment applications. Erin provided an excellent open enrollment flyer to communicate important plan information.

There were isolated instances where reviewer observed missing enrollment application information and/or supporting documentation so the Trust offers the following reminders and recommendations to ensure oversight of eligibility is maintained and to establish good management practices.

1. Continue process of obtaining enrollment applications annually. Annual applications are a means to notify the school of changes in enrollee demographics such as primary address and covered individuals. Dependent status changes and new or revised coordination of benefits information is also acquired with an annual application process. (2 dependents found to be missing birth certificates and Social Security cards.)

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Enrollment Review Findings: continued

2. Keep documentation of life events attached to the enrollment form, especially marriage certificates and divorce papers. (3 enrollees found to be missing marriage certificates.)
3. Run the report for Coordination of Benefits. Verify that the information listed on the enrollment form has been entered in bswift. (1 enrollee found to have additional coverage not listed in bswift.)
4. For retired employees and covered spouses, establish a routine to provide advance notice of the Trust's Medicare eligibility requirements and regularly monitor Medicare enrollment. When applicable, review Dependents Covered Employee on Medicare population for age offs and Medicare eligibility. Enrollment system reports are helpful in identifying enrollees turning age 26 or age 65. If needed, the Trust has available template letters for providing notice of Medicare enrollment obligations.
5. If not already occurring, ensure periodic reminders (quarterly is recommended) to ALL employees eligible for medical coverage pertaining to:
 - Qualifying Life Events (adoption, birth, death, divorce, marriage and loss/gain of eligibility) and the time allowance of thirty (30) days to report such events to the school
 - Medicare eligibility and enrollment requirements
 - Coordination of benefits coverage with other medical plans – enrollee to provide carrier name and ID information. The Trust reports monthly to the third party administrator so coordination of benefit coverages can take place.

In summary, this was a very good outcome to a NY44 Trust review, with only minor procedural enhancements recommended. The Elmira Heights Central School District has a well maintained documentation system and adequate processes to support health plan enrollments. The school district is commended by the NY44 Health Benefits Plan Trust for their level of oversight in ensuring only eligible individuals are covered on the Trust.

Respectfully submitted by,

Anne Menard

Anne Menard
Customer Service Coordinator



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Appendix

Helpful Enrollment System Reports:

- ✓ **Billing Suite 2.0 Monthly Billing Report** (report to reconcile enrollment information)
- ✓ **Change Report** (identifies modifications from previous monthly billing date to current month that impact billing)
- ✓ **Enrollment Review Benefit Class vs Emp Status** (for reconciliation of employment status "Retiree" and benefit class "Retiree")
- ✓ **Overage Dependent Listing** (a listing to determine age offs of dependents, run a month or two ahead)
- ✓ **Waive Active on Coverage Report** (Goal is to be blank; identifies active employees not enrolled in coverage)
- ✓ **65 and Over report** (identifies Medicare-eligible enrollees)
- ✓ **1095 Report** (list of covered lives for enrollees and dependents; use when preparing annual IRS 1095 reporting)
- ✓ **Dependents Missing Social Security Numbers** (scroll through list for blank fields)