

## State Health Plan Change Form Processing at Commerce

When the employee has a life-changing event (Divorce, birth of a child, Spouse Job Change, etc.) the employee must change benefits within 30 days of the life event.

1. When a life changing event takes place, the employee notifies HR (Health Benefits Rep.) of the life event by completing a change form. Please make sure the employee includes documented proof of the event along with the form. Form and proof of change may be faxed or hard copy to Commerce-HR.
2. HR will create an "adjustment reason" in BEACON before the employee can add/remove dependents in BEACON-ESS.
3. HR will notify the employee that the adjustment reason has been created then the employee will make dependent changes in BEACON-ESS. **\*Reminder:** If an employee is adding a family member, they must go to BEACON-ESS "My Personal Data" and add the dependent before completing the life event change under the "Adjustment Reason Enrollment". A link will become available on "MY BENEFITS" page under the "Adjustment Reason Enrollment" heading. Click on the link and complete the information.
4. ALL change forms must be submitted to HR directly. Some life events will be processed by Best Shared Services, but HR will determine which change forms will be submitted to and processed by Best Shared Services.

The same procedures are needed for all NC FLEX plans life events. The employee will need to use a different form (NC-FLEX Status Change Form) for this action. Employees must change the event within 30 days of the event.

This guideline is considered an overview of internal procedures within the Department of Commerce. For more definitive guideline criteria, please see our policies and standards page <http://intranet.nccommerce.com/policies/>