HEALTH BENEFITS E-NEWS

Department of Human Resource Management
Office of Health Benefits

May 12, 2020

Accessing the Health Assessment

Some health plan members have been experiencing issues when trying to complete a health assessment at Anthem or Aetna websites in order to receive a Premium Reward starting July 1. **Please see the guidance below for Anthem members in COVA Care and COVA HDHP, and the link below for Aetna members enrolled in COVA HealthAware**.

For Anthem, the health assessment is accessed through WebMD. We have found that members are typically receiving an error page when using either an incompatible browser or a compatible browser with restrictions. Please advise employees who are having this issue to try a different browser.

The site can generally be accessed using the following browsers unless the browser administration has placed restrictions:

- Mozilla Firefox for Windows: latest version
- Apple Safari for Mac, latest version
- Google Chrome for Windows, latest version
- Microsoft Edge for Windows, latest version
- Microsoft Internet Explorer for Windows, version 11

Examples of browser restrictions may include:

- If members are accessing the health assessment from a state agency computer, it may be limited to using Internet Explorer. Check the "cookies" as your systems administrator may have some blocked; therefore, please attempt using another browsers for access. For example, DHRM can access the health assessment using Internet Explorer but cannot access the health assessment through Google Chrome.
- Members who are accessing the health assessment from their own device control administrative limitations (such as cookies) and should try deleting the cookies on their device and reboot.

If a member continues to experience a problem accessing the site, it also may be due to high volume. Please advise members to wait and try logging in later. If the information above does not resolve the issue, members can call the Anthem Website Help Desk: (8:00a-8:00p ET M-F) 1-866-755-2680 for additional assistance. Telephonic Health Assessments are available if members are still unable to access the health assessment electronically. However, please **do not** direct members to contact Anthem Member Services to initiate a telephonic assessment without having first attempted to complete the health assessment electronically.

Aetna information: [COVA HealthAware – Accessing Your Health Assessment](#)

Error Codes in Health Benefits Direct

Error Codes appear in emails sent by Health Benefits Direct (HBD) when the transaction request fails.The Benefits Administrator and the user get the email with the error code. The email tells the user to contact their BA.The BA should check all failed emails and follow up with the user. We are providing this chart to help the BA know why the change request failed.

Common Error Codes on Failed HBD Change Requests:

000128	Participant termed – no action should be taken
000311	Last Name Error – Have user try again
000312	First Name Error – Have user try again
000693	Record must include either a Street Address or PO Box – Have user try again
000950	Participant Already on File as a Dependent-dependent record must be removed first
000961	Request to Add Dependent failed because they are over Age 26
001203	False Failure – Have user verify their record
001307	HCA pay period amount exceeds the annual maximum allowed – have user try again with a smaller amount
001326	PO Box Data Cannot Be Entered For the Street Address – Have user try again
002074	Request to Add Dependent failed because they have an active Participant Record- Participant record must be waived first
002085	Dependent is an Active Dependent under another Participant – Active Dependent record must be termed first
Progression	Have user try their request again

EmployeeDirect Reminders

The basic plans present in EmployeeDirect as:

- COVA Care + Preventive Dental,
- COVA HDHP + Preventive Dental, and
- COVA HealthAware + Preventive Dental

If employees are only reviewing elections in EmployeeDirect and no change is made, the Submit button will not be highlighted since there are no new changes/elections to submit.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov