

## **Open Enrollment Packet Distribution Policy**

### **Background**

During Open Enrollment packets are created for each employee, retiree, and direct pay member. These packets contain a benefits statement listing what health insurance coverage the member and eligible dependents are enrolled along with other important information related to Open Enrollment. The benefit statement contains sensitive and personal information that must be treated as confidential information and protected from disclosure to individuals not authorized to receive or view the information.

Each year the Open Enrollment packets for employees are delivered by the contracted printing and fulfillment company (Company) via a method agreed upon between the Employee Benefits Division (EBD) and the Company to each of our over 300 agencies. The Open Enrollment packets are delivered to the location specified by the Agency Benefit Coordinator (ABC) at each agency. Each box is tracked and signed for by the ABC or representative.

In the past, EBD would be informed that packages were not received at all or some of the packages were missing days after delivery. However, in each case, it was determined that the packages were delivered, signed for, but misplaced. To avoid improper disclosures or security breaches (as defined by HIPAA and expanded under HITECH), EBD is implementing the following policy.

Each box of Open Enrollment employee packets will continue to be tracked. In addition, each agency will provide a confirmation email to EBD detailing the number of boxes received on the same day as the boxes are delivered.

### **Procedures**

#### **EBD**

- EBD will notify the agency benefits coordinators (ABC) during the annual ABC Open Enrollment Trainings of the tentative date(s) when the employee packets will be delivered.
- EBD will follow up with an email to all ABCs 2 to 3 days prior to the confirmed delivery date.
- EBD will also send a reminder email the morning the packets are being delivered.
- EBD will track confirmations.
- In the event an agency fails to submit its confirmation, EBD will contact both the ABC and agency personnel director to obtain confirmation

### Printing/Fulfillment Vendor

The printing and fulfillment company will provide EBD with the tracking information for each agency and the number of packages delivered to each agency.

### Agency

- ABC or designee will send an email to the Employee Benefits Division email box ([ebd.mail@maryland.gov](mailto:ebd.mail@maryland.gov)) on the date the boxes are delivered confirming receipt indicating the number of boxes and the condition of the boxes (in the event a box arrives opened or damaged).
- ABC or designee will distribute the packets within 5 business days of receipt. The ABC or designee will send an email to the Employee Benefits Division email box ([ebd.mail@maryland.gov](mailto:ebd.mail@maryland.gov)) confirming date of distribution of packets and method of distribution (mail, hand delivery, etc.)

Note: EBD has made it priority to have the packets delivered as early as possible prior to Open Enrollment to give the employee, retirees, direct pay members, and dependents an opportunity to review the information thoroughly in order to make informed decisions about their health benefits. However, we have determined that many agencies are holding the Open Enrollment packets until Open Enrollment begins. Please distribute the packets as soon as administratively practicable, but no more than five business days following receipt of the boxes.