



Aetna Implementation Update

Board of Trustees Meeting

April 25, 2024

Communications & Outreach Under Way

Goal:

To successfully and seamlessly communicate the Aetna TPA transition to members.

- ✓ Planning for this implementation began last year.
- ✓ All available communication channels will be utilized to meet members where they are: in person, online, social media, email or phone.
- ✓ Plan staff and Aetna have focused on stakeholder outreach during the first quarter of 2024 and the first direct mail piece to members hit mailboxes in February.



Transition Messaging

Consistent messaging has been communicated on the Plan's website, direct mail and social media.

Key Points:

- ✓ Date of TPA transition
- ✓ What plans this transition affects: Base PPO Plan (70/30), Enhanced PPO Plan (80/20) & High Deductible Health Plan
- ✓ What plans are **NOT** affected: Humana Medicare Advantage Plans
- ✓ No changes in benefits or premiums
- ✓ Keep contact information updated

Third-Party Administrator Switch to Aetna in 2025

Click here to view information regarding the transfer of the Third-Party Administrative (TPA) Services Contract award to Aetna, which will take place in 2025.

State Health Plan Third-Party Administrator Switch to Aetna in 2025

This advertisement features a collage of images including a doctor, a woman in a lab coat, a man in a suit, and a lighthouse, set against a background of a sunset over mountains. A navigation bar with five circles and a double vertical bar is located at the bottom right.

Aetna® is on the way as the State Health Plan's new TPA!

Bringing more heart to your benefits

This advertisement features a collage of images including a doctor, a woman in a lab coat, a man in a suit, and a lighthouse, set against a background of a sunset over mountains. The Aetna logo is at the bottom right.

A new TPA is on the way!

Aetna® arrives January 1, 2025

This advertisement features a collage of images including a doctor, a woman in a lab coat, a man in a suit, and a lighthouse, set against a background of a sunset over mountains. The logos for the North Carolina State Health Plan and Dale R. Folwell, CPA are at the bottom.

Open Enrollment Outreach

**SAVE
THE DATE**

**2025 Open Enrollment
September 30 – October 25, 2024**

**SAVE
THE DATE**

- **Active Members/Non-Medicare Retirees**
 - 24 in-person events across the state
 - 14 webinars
 - 2 Telephone Town Halls
- **Medicare Retirees**
 - 24 in-person events
 - 14 webinars
 - 2 Telephone Town Halls

