



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
*A Division of the Department of State Treasurer*



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA



# Board of Trustees Meeting

September 22, 2020

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*A Division of the Department of State Treasurer*



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## Additional 2021 Benefit Changes

*Board of Trustees Meeting*

September 22, 2020

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# Additional 2021 Benefit Changes

- As we do each year, Plan staff and Blue Cross NC recently completed a benefit booklet review to incorporate the already approved benefit changes and update other language as needed.
- Through this process, we discovered two benefits that we believe need to be removed from the exclusion list:

Current Exclusion	Recommendation
<b>Genetic testing</b> for amyotrophic lateral sclerosis (ALS).	Cover genetic testing for ALS, as a significant portion of ALS is genetic, and may benefit from medical treatments.
Extracorporeal shockwave <b>lithotripsy</b> (ESWL) of gallbladder and other sites.	Cover lithotripsy as it is standard and effective medical treatment for kidney stones and gall stones.

# Additional 2021 Benefit Changes

Current Exclusion	Recommendation
Communication boards or <b>alternative communication devices</b> which include the evaluation for the board or device.	Cover alternative communication devices which are effective for patients with neurological injuries but maintain the communication board exclusion.
Lubricants and chemical or antiseptic solutions for any purpose.	Coverage for lubricants and antiseptics when used in conjunction with specialized self-care procedures such as intermittent catheterization and insulin pumps.

**Plan staff recommend changing the benefits outlined in this presentation to cover each of the following:**

- Genetic testing for ALS
- Lithotripsy
- Alternative Communication Devices
- Lubricants and antiseptics when used in conjunction with specialized self-care procedures such as intermittent catheterization and insulin pumps.



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## Open Enrollment Update

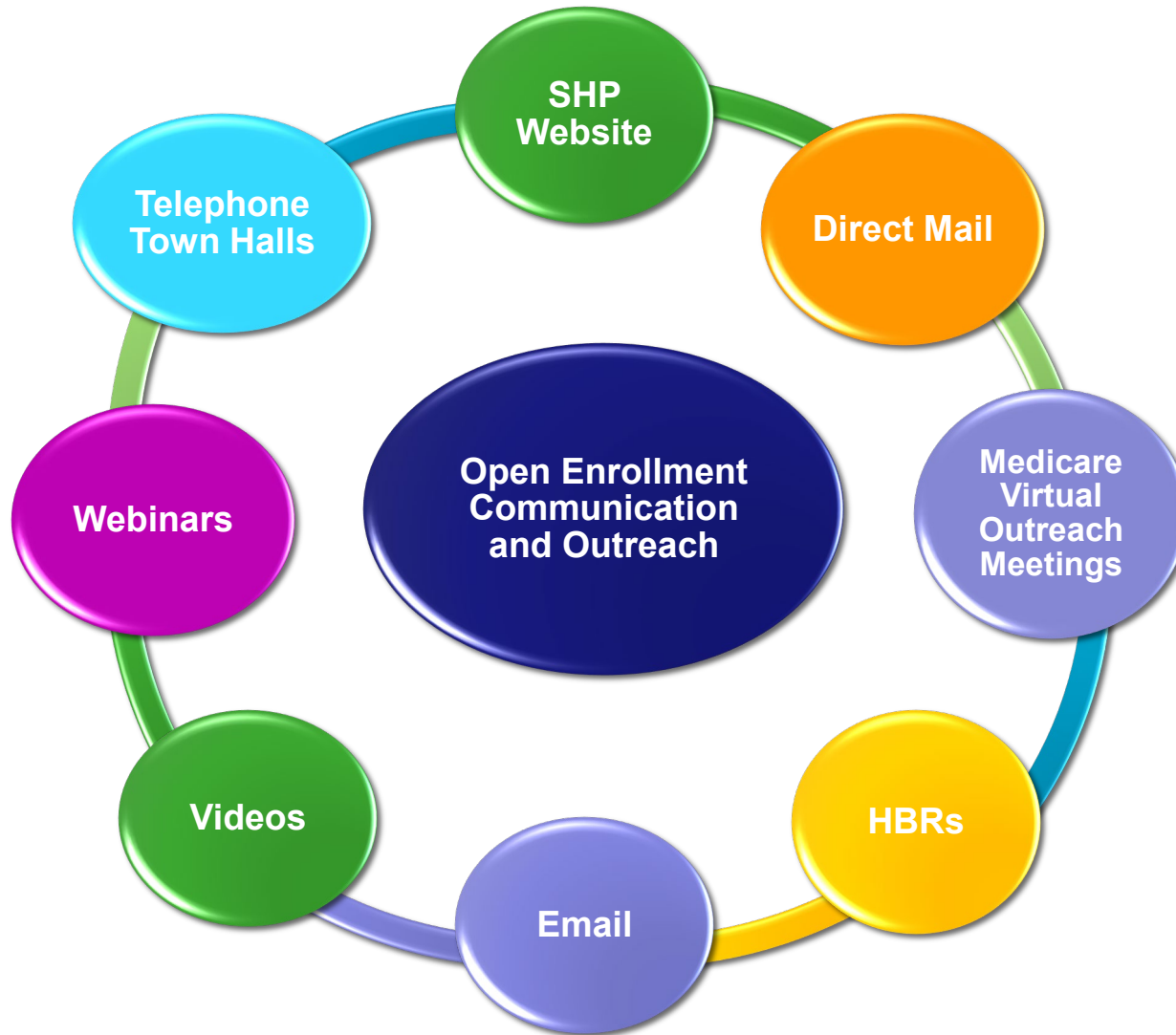
*Board of Trustees Meeting*

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# Open Enrollment Communication Strategy



# Open Enrollment Preparation

- Plan staff is working with all vendors and employing units to ensure all are prepared.
  - HBRs have been trained and continued support is available.
- The Eligibility and Enrollment Support Center will have extended hours during Open Enrollment:
  - Monday-Friday, 8 a.m. - 10 p.m.
  - Saturdays, 8 a.m. - 5 p.m.

**STATE HEALTH PLAN**

**2021 OPEN ENROLLMENT**

OCTOBER 15-31, 2020



## 2021 HEALTH PLAN OPTIONS

Carefully review your options to determine the plan that best fits the needs of you and your family.

70/30 PLAN	80/20 PLAN
<p>ALL members will AUTOMATICALLY be moved to this plan.</p> <ul style="list-style-type: none"> <li>• \$25/month employee-only premium (after you complete tobacco attestation)</li> </ul>	<p>You MUST take action to enroll in this plan.</p> <ul style="list-style-type: none"> <li>• \$50/month employee-only premium (after you complete tobacco attestation)</li> </ul>
<p><b>Exciting Incentives for 2021!</b></p> <ul style="list-style-type: none"> <li>• No premium increases for the 3rd year in a row!</li> <li>• Members who select a Clear Pricing Project Provider as their Primary Care Provider will enjoy a \$0 copay!</li> <li>• Reduced copays for members who visit a Clear Pricing Project Specialist!</li> <li>• Preferred and non-preferred insulin will have a \$0 copay for a 30-day supply!</li> <li>• Preventive Services remain free – no copay or deductible – on either plan!</li> </ul>	

**QUESTIONS?** Call the Eligibility and Enrollment Support Center at 855-859-0966.  
 Extended hours during Open Enrollment: **MON-FRI, 8AM-10PM • SAT, 8AM-5PM**



ENROLL AND LEARN MORE AT  
[SHPNC.ORG](http://SHPNC.ORG)



# Open Enrollment Communication & Outreach

## Member Communication & Outreach

- State Health Plan website is updated with resources as they become available.
- Multiple webinars for members will be offered in October.
- All members will receive a Decision Guide the week prior to Open Enrollment.
- Active/Non-Medicare members received a postcard over the summer regarding OE dates and Tobacco Attestation actions.

STATE HEALTH PLAN

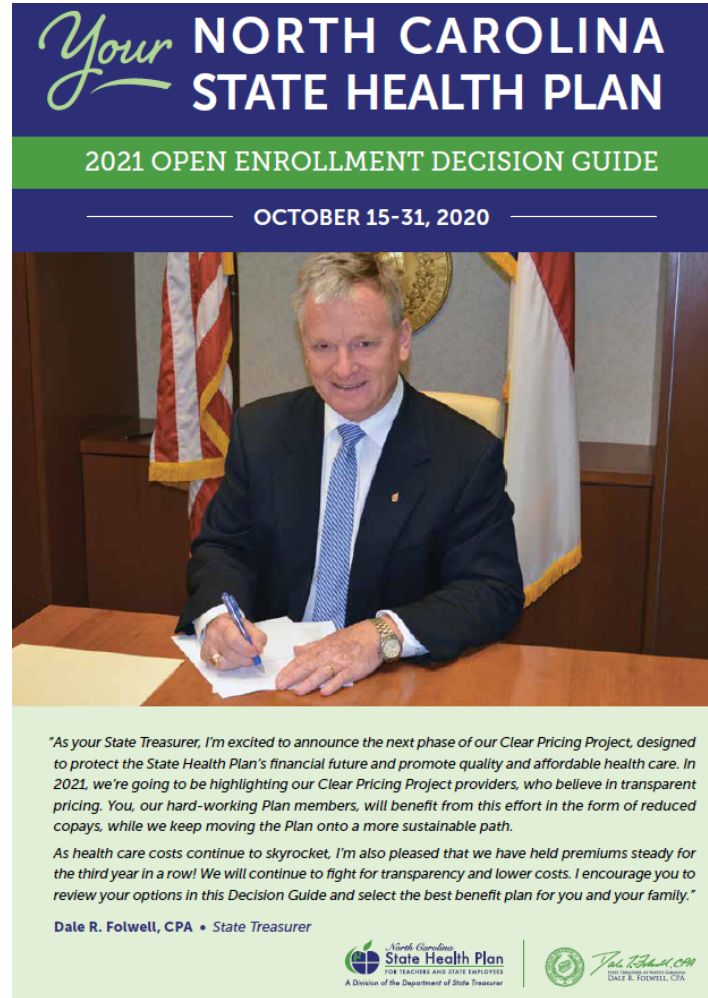
## GET A HEAD START ON OPEN ENROLLMENT!




**IF YOU'RE A TOBACCO USER** and want to earn your monthly premium credit for 2021, you don't have to wait until Open Enrollment this fall.

**Take action now!**  
See back for details.

**SAVE THE DATE:** 2021 OPEN ENROLLMENT • OCTOBER 15-31, 2020





*Your* **NORTH CAROLINA STATE HEALTH PLAN**  
2021 OPEN ENROLLMENT DECISION GUIDE  
OCTOBER 15-31, 2020



*"As your State Treasurer, I'm excited to announce the next phase of our Clear Pricing Project, designed to protect the State Health Plan's financial future and promote quality and affordable health care. In 2021, we're going to be highlighting our Clear Pricing Project providers, who believe in transparent pricing. You, our hard-working Plan members, will benefit from this effort in the form of reduced copays, while we keep moving the Plan onto a more sustainable path.*

*As health care costs continue to skyrocket, I'm also pleased that we have held premiums steady for the third year in a row! We will continue to fight for transparency and lower costs. I encourage you to review your options in this Decision Guide and select the best benefit plan for you and your family."*

**Dale R. Folwell, CPA • State Treasurer**



# Open Enrollment Communication & Outreach

## Medicare Member Outreach Events

- Humana Call Center is OPEN and taking calls.
- All outreach events will be virtual.
  - 29 Webinars will be offered in Sept. & Oct.
  - 5 Telephone Town Halls offered in Sept. & Oct.

### 2021 State Health Plan Open Enrollment

## CHANGES AHEAD!

Join us by phone for a Telephone Town Hall meeting for Medicare members to learn more about the State Health Plan's transition to Humana as its Medicare Advantage Plan administrator and your 2021 health plan options.

**2021 Open Enrollment:  
October 15-31, 2020**

#### Telephone Town Hall Meeting Schedule!

Choose from one of the following Telephone Town Hall meeting dates for Medicare members:

- Tuesday, September 29, at 2 p.m.
- Thursday, October 1, at 4 p.m.
- Monday, October 12, at 2 p.m.
- Tuesday, October 13, at 7 p.m.
- Wednesday, October 21, at 7 p.m.

See back for details.



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### 2021 STATE HEALTH PLAN OPTIONS

## MEDICARE OUTREACH EVENT SCHEDULE



SEE INSIDE FOR  
DATES + TIMES +  
INFORMATION

*"Earlier this year, the contract for Medicare Advantage Services was awarded to Humana. While we appreciate the service that UnitedHealthcare (UHC) has provided to our members, we were REQUIRED to enter into a competitive bid process because the contract with UHC was expiring.*

*The result? Significant cost savings for you and taxpayers like you. The new contract saves approximately \$600 million over its three-year span. Also, you will continue to have premium-free coverage for the Base Plan and to add eligible dependents will only be \$4. That's a savings for you of almost \$110 per month over current rates!*

*These cost reductions will help protect the State Health Plan's fiscal sustainability and provide significant savings back to you while still providing great benefits including no deductible, prescription drug coverage and no referral to see a specialist! I'm thrilled that we're able to provide this coverage to those who have dedicated their careers to serving North Carolina. Thank you for your service."*

Dale R. Folwell, CPA • State Treasurer





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## Diabetes Pilot Program Results

*State Health Plan*

Sept. 22, 2020

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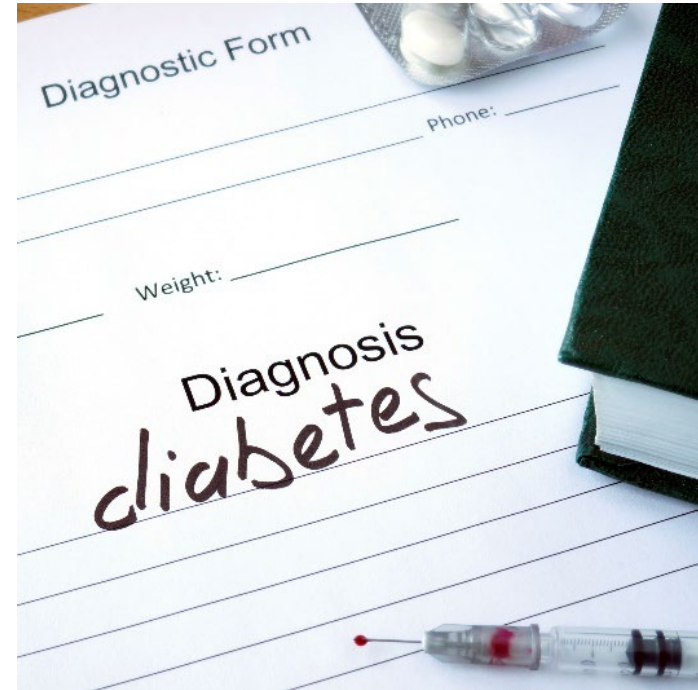
# Diabetes Pilot Program Overview

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- Treatment of diabetes has been identified as a high cost driver for the State Health Plan and its members.
- The Plan, in conjunction with Blue Cross NC, launched a Diabetes Pilot Program in summer 2020.
- The purpose of the pilot was to:
  - Target members with Type 2 diabetes who did not meet the criteria for nursing support through the Health Care Support program.
  - Use an online app-based program to engage with these members.
  - To determine if offering medications at no cost to members can serve as an effective incentive to get members to engage in their health.
- Program goals were to:
  - Enroll at least 50 members in the program
  - Have at least 50% of enrolled members complete the entire 45-day program

# Pilot Target Population and Timeline

- Pilot population included members with Type 2 Diabetes in Cabarrus, Craven, Hyde and Washington counties.
- Final eligible pilot population was 806 members.
- Pilot launched June 1, 2020.
- Members had until July 1, 2020, to enroll in the program, and until August 31, 2020, to complete the 45-day program.
- Pilot members received up to 3 emails promoting the program, with instructions on how to download the app and enroll in the program.



# Pilot Program Completion Results

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- 36 of the 51 members who enrolled in the program completed the program (all 45 days), for a completion rate of 70.5%, exceeding the goal of 50%.
- 2 members completed more than 14 days of the program.
- 7 members completed between 1 and 7 days of the program.
- 6 members did not complete any days of the program after enrolling.
- Throughout the program, participants received messaging through the app or via email to encourage them to continue with the program (if they fell behind) or congratulate them on their progress.

# Pilot Program Member Satisfaction

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- After the completion of the program, a satisfaction survey was issued and we received the following feedback:
  - Ease of use for online app? (1= very hard, 10= very easy) **94% gave a score of 8 or above**
  - Personal success in using information relayed through app? (1 = not at all, 10 = very much) **86% gave a score of 8 or above**
  - Recommend a friend to use this app? (1 = not at all, 10 = very much) **92% gave a score of 8 or above**
  - Made me feel more in control of health? **97% agreed**
  - Made progress in achieving goal you set for yourself in first week of this program? **97% said yes**
  - How much did incentive (copay waiver on certain medications) influence your decision to participate? (1 = not at all, 10 = very much) **79% gave a score of 8 or above**
  - How would you rate this program overall? (1 = not at all, 10 = very much) **96% gave a score of 8 or above**