



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Member Experience Update

Board of Trustees Meeting

September 19, 2014

A Division of the Department of State Treasurer

Presentation Overview

- Pre-65 Survey Results
- Member Satisfaction Survey
- Annual Enrollment Communications
- Medicare Outreach Meetings

Pre-65 Outreach Survey Results

- As a reminder, the Plan launched a campaign targeted at members turning 65 in the next year to educate them on their health plan options.
- 41 meetings were held in 16 counties across the state with 1,065 members attending.
- A brief email survey was sent to everyone who registered, yielding 280 responses.

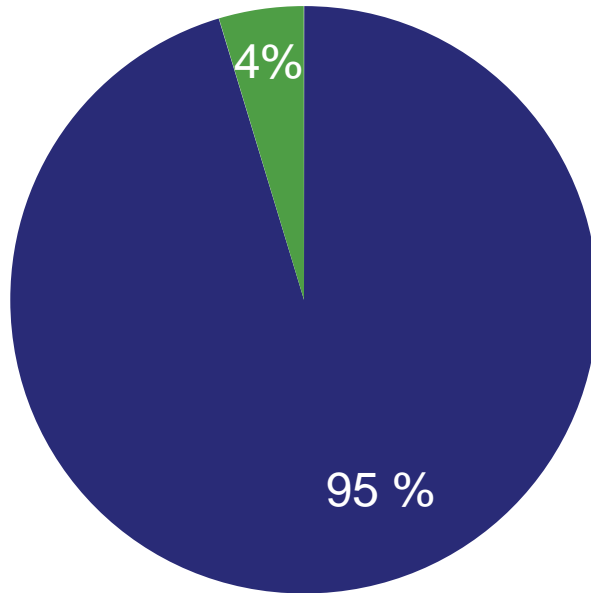
“The presenter was able to break down the information and explain it so clearly that I felt very comfortable listening. I help my father with his insurance and it was very helpful to me with understanding his insurance too. I would like to hear it all again because it is all so new to me but I am so grateful that the state provides insurance and someone to explain it to me.”

“The presenters were excellent and made what had seemed a very complicated process simple and very understandable.”

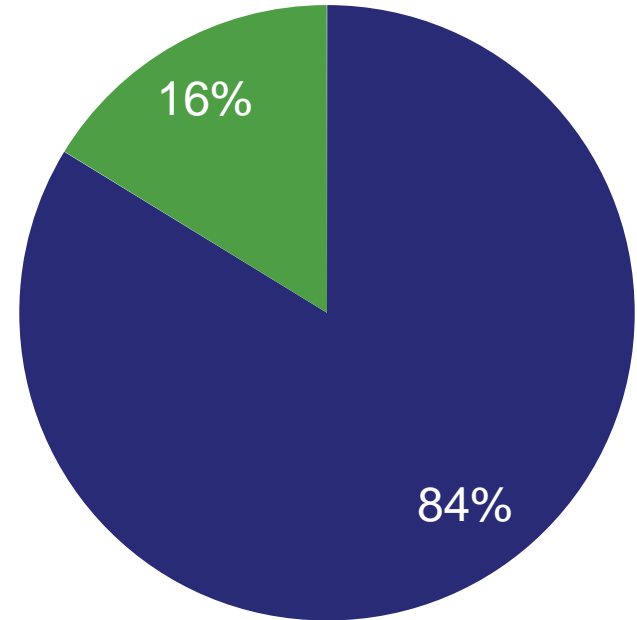
“One of the best instructors I've had recently. Also the training room was pleasant and comfortable. Thank you for a wealth of information!”

Survey Results

Was this meeting helpful to you regarding your options at retirement for health plan benefits?



Do you feel the information in the presentation was easy to understand?



- Yes
- No

Membership Satisfaction Survey

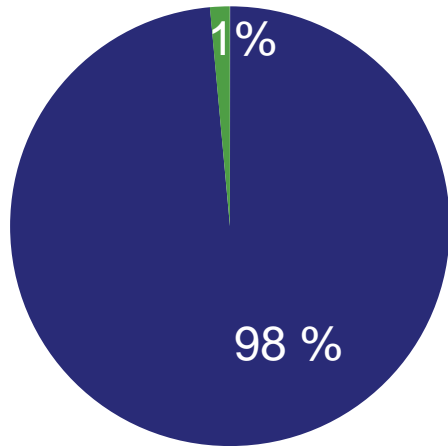
- Survey conducted July 14 to Aug. 29, 2014
- Postcards were sent to members inviting them to participate
- 7,725 members completed the survey
- Results will be available in November

The screenshot shows the homepage of the NC State Health Plan. At the top, there is a navigation bar with a Facebook icon and the text "find us on Facebook". To the right, there is a logo for "e-Updates from the State Health Plan". The main content area features a "Welcome to the NC State Health Plan" heading, followed by a sub-heading "Your resource for information on your state employee benefits". Below this is a photograph of four smiling people. The text describes the plan's coverage for over 679,000 members and lists various benefits. A "Quick links" sidebar on the right contains a list of links such as "2014 Rate Calculator", "Member Services", and "Newsroom". A "Newsroom" section at the bottom left shows recent articles. A large red arrow points from the "Quick links" sidebar to a box on the right that contains the text "Membership Satisfaction Survey" and "CLICK HERE to begin."

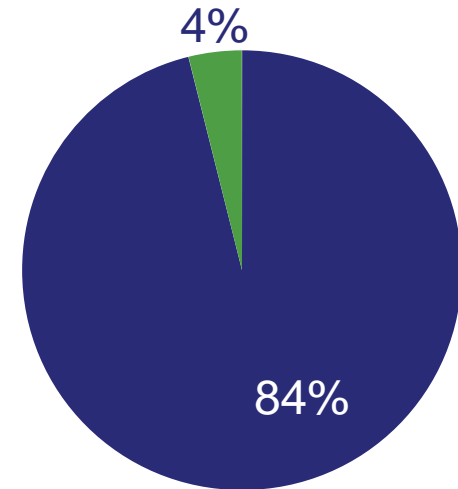
Annual Enrollment HBR Training

- Onsite and Webinar trainings were held in August for HBRs regarding Annual Enrollment.
- Approximately 500 HBRs attended
- A brief email survey was sent to everyone who registered, yielding 206 responses.

Was this meeting helpful to you regarding Annual Enrollment?



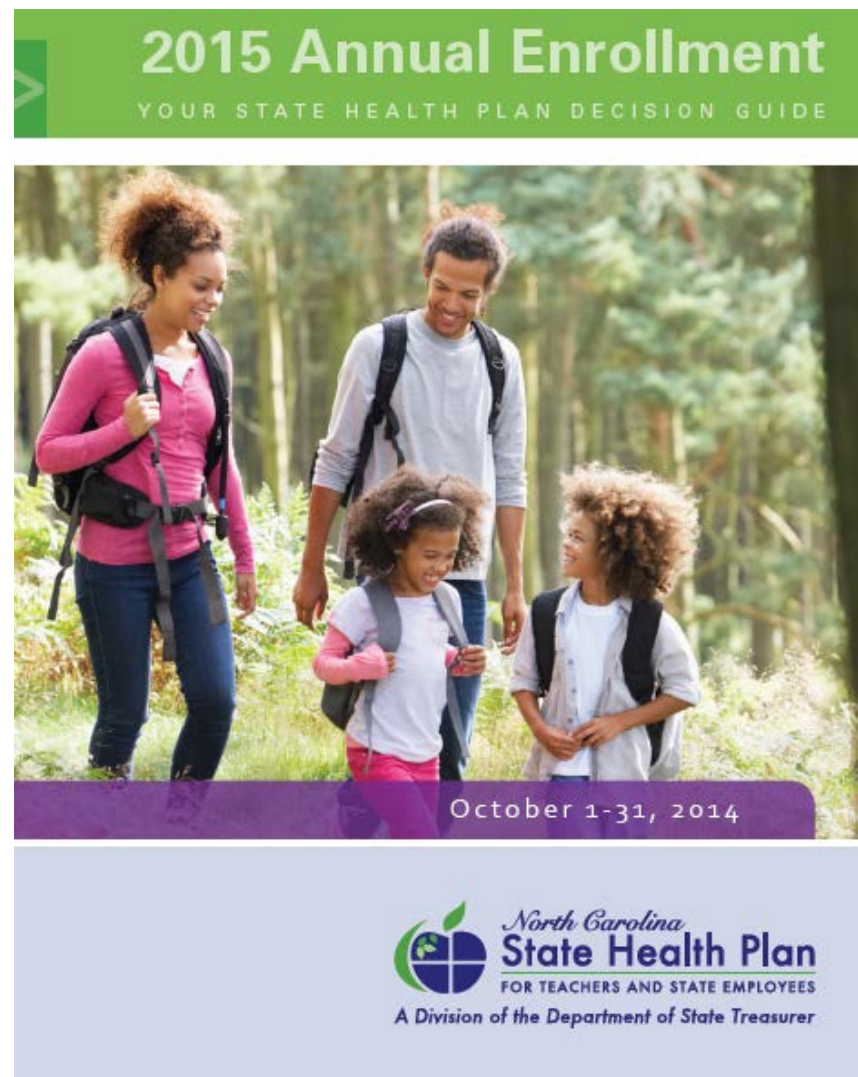
Do you feel the information was easy to understand?



- Yes
- No

Annual Enrollment Communications-Actives/Non-Medicare Retirees

- Decision Guides mailing out next week
- Reminder Postcard to be mailed in Oct.
- Member Webinars scheduled
- SHP Website
- Informational videos



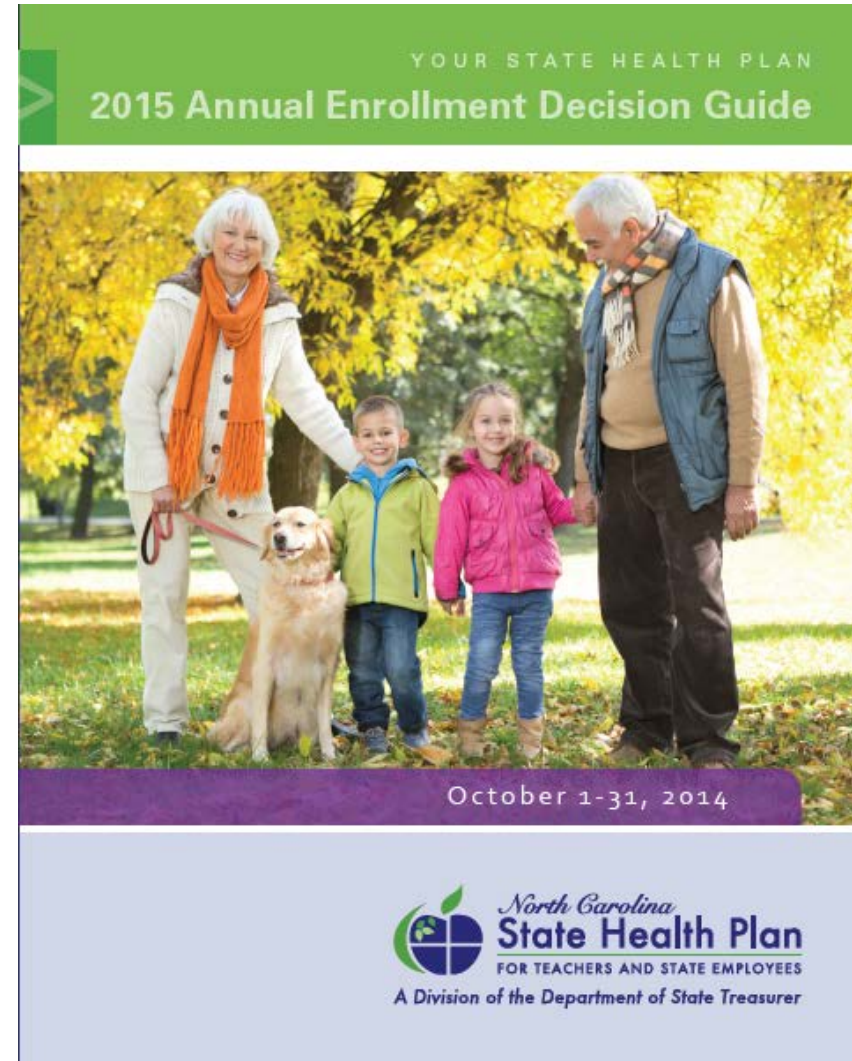
2015 Annual Enrollment
YOUR STATE HEALTH PLAN DECISION GUIDE

October 1-31, 2014

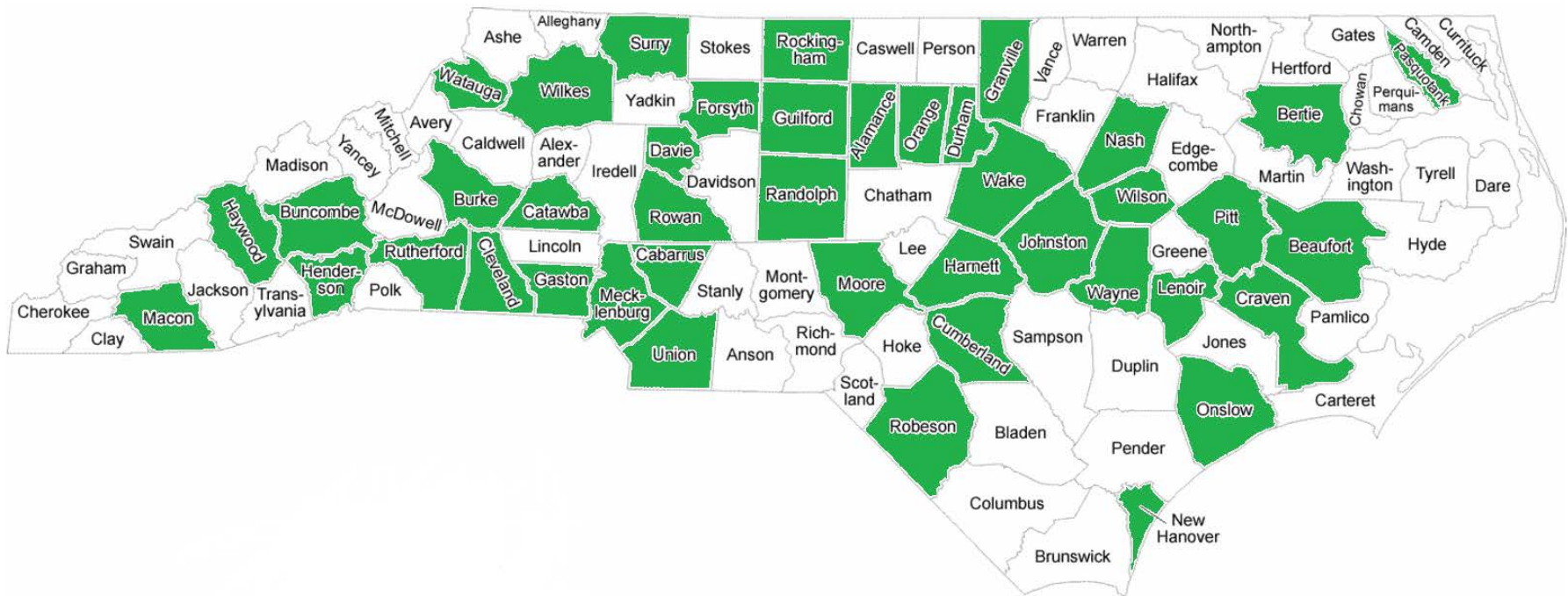
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Annual Enrollment Communications-*Medicare Retirees*

- Outreach Meeting Invite Mailer (Aug)
- Decision Guides mailing out next week
- Reminder Postcard to be mailed in Oct.
- SHP Website



Annual Enrollment – Medicare Outreach Meetings



- 72 meetings in 42 counties have been scheduled
- 1,941 RSVP have been received
- 10 meetings have been held with 445 attending (as of 9/16)