



*North Carolina*  
**State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES



## Other Member Outreach Initiatives

*Board of Trustees Meeting*

August 1, 2014

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*A Division of the Department of State Treasurer*

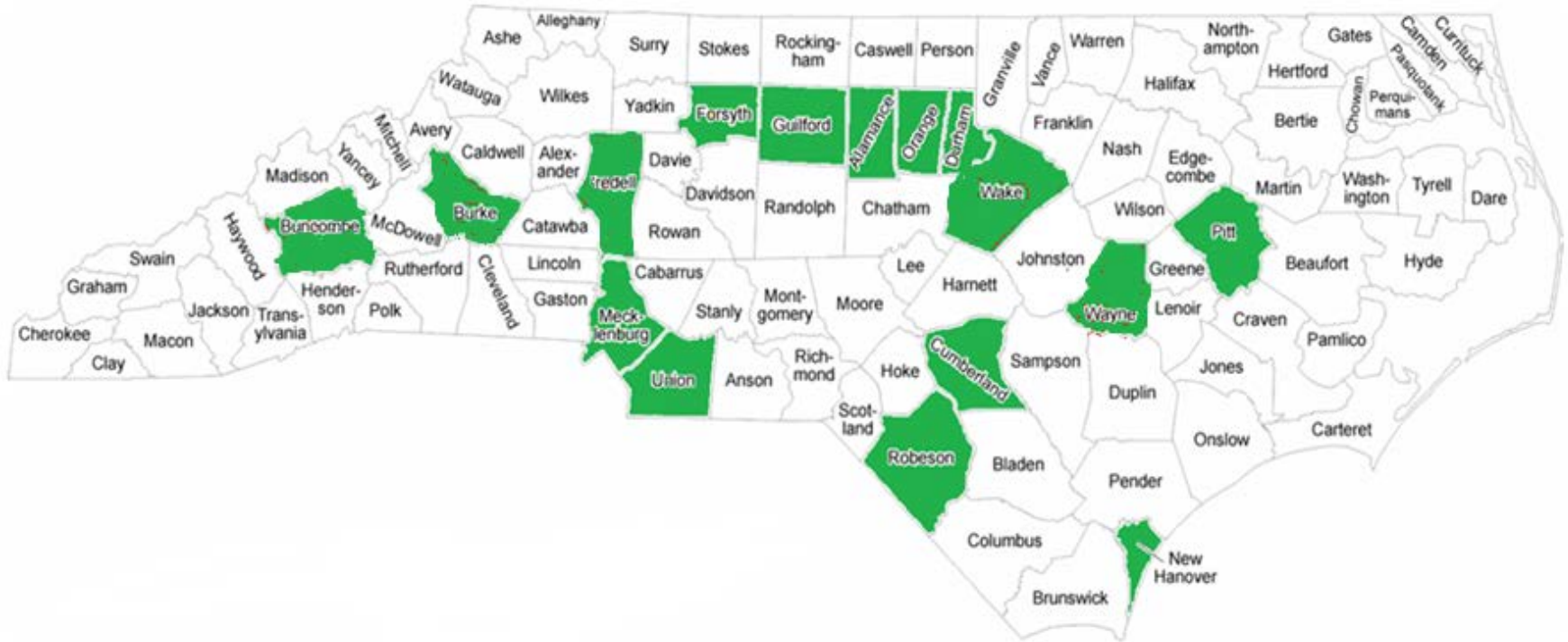
# Pre-65 Campaign Update

# Pre-65 Outreach Campaign Update

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- Beginning in May, the Plan launched a campaign targeted at members turning 65 in the upcoming year to educate them on their health plan options.
- Educational materials were created to complement the meetings and assist members in understanding their options as they relate to health plan coverage and their retirement date.
- Overall these meetings were very well received by members.
- Health Benefit Representatives were also invited to attend and appreciated the information, which will assist them with their retiring employees.

# Pre-65 Outreach Session Results



## Results

- 41 Meetings were held in 16 counties across the state
- 1,065 Members attended

# Membership Satisfaction Survey

# Membership Satisfaction Survey Underway

- Survey will remain open from July 14 to August 29, 2014
- Postcards were sent to members inviting them to participate

## Let us know how we're doing

Your opinion matters – and so does your satisfaction with the North Carolina State Health Plan. That's why we're asking you to let us know about your experience with the Plan. As an active or retired member, both you and your covered spouse (if applicable) are welcome to participate in our quick, online survey.



### Taking the survey is fast and easy:

- ✔ Go to [www.shpnc.org](http://www.shpnc.org) by August 29, 2014
- ✔ Click on the survey link
- ✔ Take the survey

Thank you in advance for your valuable feedback. It helps us learn what's working well and what needs improvement to ensure an excellent member experience for you and your family.

North Carolina State Health Plan  
100 Benefitfocus Way  
Charleston, SC 29492

### Share your experience with us

Take a quick survey of the State Health Plan, and help us ensure the best member experience for you and your family.

**Be sure to take the survey by August 29, 2014**

Go to [www.shpnc.org](http://www.shpnc.org) now

**Membership Satisfaction Survey**  
CLICK HERE to begin.