



For Questions Regarding:	Vendor	Contact
General HBR Questions	State Health Plan	hbrinquiries@nctreasurer.com
<p data-bbox="28 234 583 336">Group Billing for the 80/20 and 70/30 Plans</p> <p data-bbox="28 431 583 829">(If you have questions on how to use eBilling, to change the date your invoice is sent, to verify if a payment has been received, or if you need help understanding your bill.)</p>	Blue Cross NC	<p data-bbox="1277 234 1851 336">800-245-7319 or stateppoinvoice@bcbsnc.com</p>
Benefit and Medical Claim Questions	Blue Cross NC	888-234-2416
<p data-bbox="28 1059 583 1098">Open Enrollment Questions</p> <p data-bbox="28 1193 583 1474">(If there is a discrepancy in your invoice and the enrollment is correct in eEnroll, but not correct on your invoice.)</p>	Benefitfocus	<p data-bbox="1277 1059 1851 1277">HBR Support: 800-422-5249, create a case via One Place 365  or contact your Account Manager</p>
Enrollment and Eligibility Questions	Benefitfocus	<p data-bbox="1277 1539 1851 1757">HBR Support: 800-422-5249, create a case via One Place 365  or contact your Account Manager</p>

Troubleshooting Enrollment System	Benefitfocus	HBR Support: 800-422-5249 , create a case via One Place 365 or contact your Account Manager
Retiree Enrollment Questions	Benefitfocus	HBR Support: 800-422-5249 , create a case via One Place 365 or contact your Account Manager
Reduction In Force (RIF) Enrollments (initial 12 months)	Benefitfocus	HBR Support: 800-422-5249 , create a case via One Place 365 or contact your Account Manager
Reduction In Force (RIF) Enrollments (post initial 12 months)	Benefitfocus	HBR Support: 800-422-5249 , create a case via One Place 365 or contact your Account Manager
Direct Bill Premium Questions	iTEDIUM	877-679-6272
COBRA Enrollment	iTEDIUM	877-679-6272
COBRA Notices	iTEDIUM	877-679-6272
COBRA Premium Billing Questions	iTEDIUM	877-679-6272

BEACON Questions	Best Shared Services	866-622-3784 (Statewide) 919-707-0707 (Raleigh area)
Questions regarding NOCC (Notice of Creditable Coverage) Letters	Benefitfocus	HBR Support: 800-422-5249 , create a case via One Place 365  or contact your Account Manager
Traditional Rx Benefit and Claims Questions	CVS Caremark	888-321-3124