



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



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## HBR Monthly Webinar

November 15, 2017

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*A Division of the Department of State Treasurer*

# Agenda

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- Open Enrollment Update
- Open Enrollment Exceptions
- Dependent Eligibility Verification Audit
- Ongoing Verification Process



# Open Enrollment Update

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- Open Enrollment ended October 31, 2017.
- The State Health Plan thanks you all for your efforts during Open Enrollment. We know it's a busy time for you and your staff. We appreciate the support you provided to your employees – and we know they do, too!
- These numbers do not include dependents:

	Last Year	This Year
<b>Subscribers Took Action</b>	318,936	414,604
	<b>70/30</b>	<b>80/20</b>
<b>Plan Choice</b>	152,498	214,818

# Open Enrollment Exceptions

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- As communicated in the [November 2 HBR Alert](#), active employees that call the Plan's Eligibility and Enrollment Support Center with an issue regarding their enrollment will be directed back to the HBR under certain circumstances only. If this occurs, it will be up to the HBR to determine if the member had a special circumstance that would deem an exception necessary.
- As a reminder, the exceptions process allows HBRs to submit requests to make changes that are outside of the State Health Plan's rules and regulations, such as the member missing OE due to being out of the country the entire OE period. It is not intended for arbitrary requests.
- Benefit exception requests must be submitted to the Plan within the following timeframes: 60 days of enrollment, termination or change in benefit election or within 30 days of paycheck deduction reflecting enrollment, termination, or change in benefit election, whichever is later. For complete details, view the [Exception Policy](#).
- Please note: Exceptions outside of the above timeframes will not be accepted.

# Open Enrollment Exceptions, con't.

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- The Plan is not approving exceptions for members who:
  - waited until the last minute and were locked out of eEnroll,
  - didn't know they needed to take action,
  - OR thought they had completed the enrollment, but do not have a copy of a screen confirming their enrollment was completed.

# Dependent Eligibility Audit Update

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- As a reminder, the Dependent Eligibility Verification Audit (DEVA) included dependents enrolled in health coverage as of April 19, 2017.
- The Plan has a DEVA team that is handling the verification of dependents included in the audit.
- The Plan continues to identify HBRs who are marking these dependents as verified. Please do not click "verify" for these dependents.
- Keep encouraging your employees to utilize the Document Center to upload the required documents. If they are not able to upload, they may send to:
  - Fax: 919-855-5819
  - Email Address: [SHPAudit@nctreasurer.com](mailto:SHPAudit@nctreasurer.com)
  - Mail: State Health Plan  
Attention: Dependent Audit  
3200 Atlantic Ave.  
Raleigh, NC 27604
- The DEVA team may be reached at 866-416-4476.

# Dependent Eligibility Verification Ongoing Process

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- HBRs are responsible for verifying the eligibility for dependents added to the Plan after April 19, 2017. If you are a BEACON HBR, please reach out to BEST Shared Services with questions on the process.
- Employees should utilize the Document Center to upload their required documents.
- The State Health Plan, along with Benefitfocus, will provide training via webinar on the Document Center December 1, 2017, from 2-3 p.m. Registration is open now on the Plan's website, HBR Training & Development, [Webinars and Online Training](#).
- HBRs with questions on how to use the Document Center may reach out to HBR Support at Benefitfocus, 800-422-5249, or contact your Account Manager.





**Thank you for your continued support!**

**Questions?**



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