

August 2019 Member Focus

Clear Pricing Project Update

(Members enrolled in the 70/30, 80/20 and HDHP Plans)

The State Health Plan's Clear Pricing Project recently concluded its provider sign-up period, with thousands of new providers partnering with the Plan for transparent and affordable health care.

However, the State Health Plan realizes you need more hospitals and providers to meet member needs in accessing statewide quality health care. Therefore, the decision was made to continue offering members the **same network you use today**, which is the Blue Options network, which will also include providers that signed on to the Clear Pricing Project.

Here is what you need to know:

- For 2020, you will have access to the **SAME** broad, statewide network that you do today, which is the Blue Options network administered by Blue Cross NC! This includes **all** North Carolina hospitals.
- Because of the success of the Clear Pricing Project, this network will now include even more providers that are supportive of transparent and lower pricing.
- **As a reminder, this does not affect members on the UnitedHealthcare Medicare Advantage plans.**

Open Enrollment Dates Announced

Open Enrollment for your State Health Plan benefits for the 2020 benefit year will be held November 2-19, 2019.

2020 State Health Plan Open Enrollment Medicare Outreach Events Start in September!

(Medicare Members)

State Health Plan Open Enrollment Medicare Outreach events allow you to learn more about your 2020 health plan options and review any changes to help you make the best choice for 2020. Each meeting will have representatives from the State Health Plan, UnitedHealthcare and Blue Cross and Blue Shield of North Carolina.

Open Enrollment Medicare Outreach events begin September 17, 2019. Find a location near you and register soon!

If you are unable to register online, please call 866-720-0114.

What's True About the Flu Program

(All Members)

Getting a flu shot is easy for State Health Plan members through the "What's True About the Flu" program.

The flu vaccine is available at no charge to all Plan members when you receive a shot at a worksite clinic, any in-network doctor's office, in-network health department, participating Convenient Care Clinics, or through a participating North Carolina immunizing pharmacist. **The worksite flu shot clinics will run from September 16 through December 31, 2019.** For a list of current flu shot worksite clinics, [click here](#).

You can learn more at the State Health Plan website.

Members on the UnitedHealthcare (UHC) Medicare Advantage plans should contact UHC directly for flu shot information at 866-747-1014.

Did You Know:

QuitlineNC provides free cessation services to any North Carolina resident who needs help quitting tobacco products, including [vaping](#). Quit Coaching is available by phone or online and services can be used separately or together. Would you like to learn more?

Call QuitlineNC

- Telephone service is available 24/7 at 1-800-QUIT-NOW (1-800-784-8669).
- Receive one-on-one support from a Quit Coach.
- Interpretation services are available for many languages. For Spanish dial 1-855-Dejelo-Ya (1-855-335-3569).
- Assistance is also available for the deaf, hard of hearing and speech impaired at TTY: 1-877-777-6543.

** As of January 1, 2019, this telephone service does NOT include a premium credit for State Health Plan members.*

WebCoach is available 24 hours a day. Get support by email, text and online to make quitting stick. You can choose to quit entirely online or pair the online service with telephone coaching.

NEW SERVICE! QuitlineNC is offering specialized tobacco treatment calls with Quit Coaches uniquely trained to work with those with behavioral health disorders. To access this service, callers should notify a Quit Coach that their behavioral health disorder will likely affect their ability to quit tobacco. Make sure to ask about receiving 12 weeks of combination nicotine replacement therapy. Also, anyone enrolled in a behavioral health protocol can have a letter sent to their health care provider notifying them that this person is working to become tobacco free.

For more information about this program and direction on how to register, please visit [QuitlineNC](#).
