

January 2021 Member Focus

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e-Newsletter for the North Carolina State Health Plan

COVID Vaccine Update for Plan Members

The COVID-19 vaccine is currently being administered to certain populations. Please visit the [North Carolina Department of Health and Human Services](#) to learn more about the vaccination rollout to determine if you are eligible. Once eligible, members will need to contact their local health department for assistance. To find your local health department, visit [North Carolina Department of Health and Human Services](#).



When you are eligible to receive the vaccine there will be no cost for members, it will be covered 100% by the State Health Plan. While there is no member cost, the State Health Plan is paying for the administration of the vaccine, which is why it's important to present your ID card. The vaccine is currently being paid for by the federal government.

For more information and for information for our Humana Medicare Advantage members, [click here](#).

Find a Clear Pricing Project Provider and Save Money!

(Active and Non-Medicare Members on the 80/20 & 70/30 Plans)

Do you know how to find a [Clear Pricing Project](#) provider? The Clear Pricing Project, or CPP, offers you the opportunity to save money when you visit a CPP provider or specialist.

Under the CPP, if you visit the selected CPP Primary Care Provider (PCP) on your State Health Plan ID card, the office visit will be **FREE**. Remember, the CPP PCP has to be listed on your ID card to receive the free visit.

In addition, if you visit a CPP specialist, the office visit will be just \$47 on the 70/30 Plan, compared with a non-CPP specialist visit for \$94, or \$40 on the 80/20 Plan, compared with a non-CPP specialist visit for \$80. And there are savings available for visiting other providers as well, such as speech therapists, chiropractors and physical therapists.

There are now more than 27,000 CPP providers. And finding one is easy! You can find a CPP provider by following these steps:

- Visit the [State Health Plan website](#) and click [Find a Doctor](#) at the top of the page.
- Select the appropriate plan – 80/20 or 70/30 – and then select North Carolina State Health Plan.
- CPP providers will have “Clear Pricing Project Provider” next to their name within the Provider Highlights.

You can also search for a CPP provider using the Plan's online [CPP map](#).

You can change your selected PCP at any time by logging into eBenefits, the Plan's enrollment system. You can visit www.shpnc.org and click eBenefits to get started. When you change your selected PCP, you will receive a new ID card within 5-7 business days. For instructions on how to update your PCP, [click here](#).

The next State Health Plan 101 webinar will focus on the Clear Pricing Project, including how the CPP works, who it affects and how members can save money in the 2021 benefit year by finding and using CPP providers.

The webinar, set for January 27, 2021, at [12:30 p.m.](#) and again at [4 p.m.](#), is designed for members on the 80/20 and 70/30 plans. Space is limited, so register today! Click on the time above to register!

Subrogation, Third-Party Recovery and You

(Active and Non-Medicare Members)

Have you recently been involved in a car accident, medical malpractice incident, product defect incident or some other event which resulted in an injury?

The State Health Plan has the right to recover medical and pharmacy expenditures where a third party is liable for an injury incident, such as medical malpractice,

worker's compensation, class action suits, product liability cases or auto accidents. The Plan protects member funds by paying only those claims for which it is responsible.

If the Plan pays claims that are the responsibility of a third party, then, by law, the Plan has a right to recover those payments. The Plan's lien will not exceed 50 percent of the total damages recovered by the Plan member, exclusive of the member's reasonable cost of collection. That cost is determined by the Plan.

Please note: If a liable third party pays YOU damages and the Plan is not informed, then YOU may be responsible for reimbursing the Plan. You can avoid this situation by calling The Rawlings Company, LLC (Rawlings), the Plan's contractor to pursue third-party subrogation recoveries.

Contact Rawlings with any questions at 877-229-0872. You or your duly authorized representative can also send an email to NCStatemanualreferrals@rawlingscompany.com for a subrogation request. For details, visit the State Health Plan [website](#). Click on "Employee Benefits" and scroll down to find "[Subrogation and Recovery](#)."

'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinars Begin This Month!

Beginning January 26, 2021, the State Health Plan will offer online webinars with important information on "Understanding Your Medical Plan Options When You Become Medicare-Eligible."

These popular, free webinars are **designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65.**

Webinars are scheduled through August 2021. Each webinar lasts approximately 2 hours and will explain important information regarding Medicare, your retirement health benefit options and offer the opportunity to ask questions.

Visit the Plan's [website](#) to register for one of the online events.

Attention Humana Medicare Advantage Plan Members! Humana New Member Orientation Online Events

State Health Plan Humana Medicare Advantage Plan members are invited to join Humana for a **New Member Orientation** webinar! These online meetings will be held in February and March and will help you learn more about your Humana Medicare Advantage PPO plan.

Humana representatives will share information about your Humana Medicare Advantage PPO plan benefits as well as extra programs and services such as SilverSneakers, Go365, the In-Home Wellness Assessment (IHWA) program, Humana Well Dine®, and more! You can also learn about various technology resources such as MyHumana online account setup, the custom [Humana State Health Plan website](#), and online tools to help you find a doctor or pharmacy in your area as well as look up your medications

Be on the lookout for a postcard that will be mailed to your home with registration instructions. Information about these events is also available on the Humana State Health Plan website [here](#).

Click [here to register for a webinar](#).

After registering for a webinar, you will receive a registration confirmation email with instructions on how to log into the webinar on the day of the event.

Simple Strategies to Make Your New Year's Resolutions Stick

Health-related resolutions top many lists every year, but only a small percentage follow through. Simple strategies and a strong support network can help you stay motivated and committed to your fitness resolutions *all* year.



- **Set smart goals and create a roadmap** – Keep your goals simple, specific and measurable. “SMART” goals include an endpoint and a roadmap to help you get there. Get [more tips](#) on how to make your 2021 resolutions last all year.
- **Make it fun** – Find activities you enjoy and invite friends to join you, so exercise sounds like something you *want* to do, not something you *have* to do. Check these simple strategies to [stay motivated](#).
- **Find your place with SilverSneakers, online and in person** – SilverSneakers® is a welcoming community of like-minded people who help you stick to your resolutions. **Humana Medicare Advantage plan members** have access to SilverSneakers at no additional cost.
- Enjoy [SilverSneakers Live](#) full-length, virtual classes and workshops. Simply log on to join classes led by SilverSneakers instructors. [SilverSneakers On-Demand™](#) offers more than 200 online videos available 24/7. Find workouts for all levels, fall prevention classes, stress management workshops and more.

- Use equipment and take classes at any of the thousands of participating locations nationwide or join hiking and walking groups and unique classes at neighborhood locations.
- **Happy, healthy new year** – Our resolutions reflect what’s important to us. Focusing on our health, family, hobbies, finances, homes and personal goals gives us purpose and a path to a happier, healthier life. And those are resolutions worth keeping. Visit [SilverSneakers.com](https://www.silver Sneakers.com) or call **1-888-423-4632** (TTY: **711**), Monday – Friday, 8 a.m. to 8 p.m. ET

If you have questions about your Humana Medicare Advantage PPO Plan, please call the dedicated North Carolina State Health Plan Humana Group Medicare Customer Care team at **1-888-700-2263 (TTY: 711)**, Monday – Friday, 8 a.m. – 9 p.m., Eastern time.

Focus on Your Health in 2021!

(Active Members)

The Eat Smart, Move More, Weigh Less program includes 15 weekly online sessions delivered by a live Registered Dietitian Nutritionist. Each session will empower you to make healthy lifestyle changes to achieve and maintain a healthy weight. State Health Plan active members can participate at no cost. Please use this coupon/voucher code: **GNC2021**. Each weekly session is covered at 100% as a telehealth group nutritional counseling visit. The next series begins February 9.

This opportunity is only for active members. [Register here](#) and enter in the code above. Remember to register before February 5!

Did You Know...

Stay Vigilant to Protect Your Health — and Those Around You!

As the new year begins, it’s important to start thinking about ways to stay well during the winter months. We should all continue to practice the 3 W’s: wear a mask over your nose and mouth, wait 6 feet apart avoiding close contact, and wash your hands or use hand sanitizer. But there are additional ways to protect your health!



Whether you are working in the office with co-workers or working remotely, we all need to stay vigilant during this time. For example:

- Take care of medical conditions like asthma, diabetes, or heart disease. Attend regular appointments in person or virtually with your health care provider. More resources are available on the State Health Plan [Health and Wellness Resources page](#).
 - Make sure to take your medication as prescribed.
 - See your health care provider when you don't feel well. Don't ignore symptoms that you know or suspect aren't normal.
 - Attend [preventive care appointments](#) to help detect issues early when problems are often easier to treat.
 - Get a flu shot. The Centers for Disease Control and Prevention recommends those 6 months of age and older get a seasonal flu vaccine each year.
 - If you are 65 or older, stay up to date on your pneumonia vaccine each year.
 - Avoid the shingles. Healthy adults 50 years and older should talk to their doctor about getting the shingles vaccine.
 - [Regularly exercise and eat well](#). Keep your body healthy and strong.
 - Get enough sleep. It's important to see your health care provider if you are experiencing insomnia or having trouble staying asleep. [Do you know how much sleep is recommended for your age?](#)
 - Take care of your emotional health. [Learn more about coping](#) during COVID-19 and the holidays. Seek medical care if you are struggling.
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**Slow-Cooker Lentil
Carrot & Potato Soup**

**Tips for Long-term
Exercise Success**

[Get the Recipe](#)

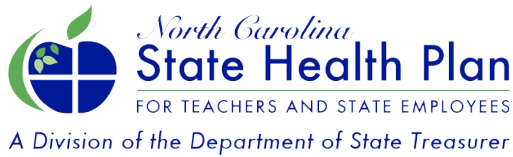
[Click for the Tips](#)

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Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: ppo.inquiries@nctreasurer.com



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA