



May 2020 Member Focus

A Message from the Treasurer

I wanted to speak with you, as fellow State Health Plan members, about the Plan, its benefits and how we can all work together to protect ourselves and our loved ones from the unprecedented challenge posed by the COVID-19 virus.

As many of you know, I have personal experience with this virus including a five-day hospitalization having recovered with the support of my family, faith and medical team. I continue to be impressed by the commitment to public service you have all shown in this crisis by keeping essential services in place and continuing to meet the needs of our fellow state residents, all while caring for your own families, friends and communities.

We've created a special Coronavirus Updates page on the State Health Plan website at www.shpnc.org. Please familiarize yourself with these benefits, which include free COVID-19 testing and treatment, coverage of tele-health provider visits where offered and other items.

As a reminder, the Plan is waiving:

- The costs for the COVID-19 test regardless of site of service (where you receive the test, in-person or virtual) to ensure there are no cost barriers to testing. Screening visits will not be subject to your deductible or coinsurance, even if your deductible has not been met.
- The cost of treatment for members diagnosed with COVID-19, including associated deductibles, copayments, and coinsurance.
- The early medication refill limits on 30-day prescription for maintenance medications only. Member cost-sharing will apply as normal.

Additionally, many providers are now offering tele-health or virtual visits. These types of visits are covered under your Plan benefits. The applicable copay for a Primary Care Provider (PCP) office visit will apply.

Those of you who teach, protect and otherwise serve, are answering the call of duty by recognizing the opportunities around us to combat COVID-19 and lay the groundwork for the recovery that is coming. May you and your loved ones stay safe and secure in these difficult times. Remember these challenges will not last forever. In the meantime, thank you for all you are doing!

*Dale R. Folwell, CPA
State Treasurer*

SAVE THE DATE:

2021 Open Enrollment October 15-31, 2020!

Medicare Advantage Plans Transition to Humana

(UnitedHealthcare Medicare Advantage Members)

Planning is under way for the State Health Plan's recently announced transition to Humana for the Medicare Advantage plans. **Please note: This is not effective until January 1, 2021. Medicare Advantage members will continue their current benefits with UnitedHealthcare for the remainder of this year.**

Members will receive more information on this transition prior to Open Enrollment. **Watch for more information in future Member Focus issues and in the mail!**

Reminder: 'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinars Offered Through July!



Due to the COVID-19 national emergency, the State Health Plan has made the decision to transition all "Understanding Your Medical Plan Options

When You Become Medicare-Eligible” sessions to online webinars. If you previously registered for an on-site training session, you will receive a cancellation notice and will need to re-register for the webinar.

In lieu of these onsite meetings, the Plan will be hosting additional webinars for your convenience, which will be posted to the Plan’s [website](#). Please take advantage of the webinars to learn more about your health plan options when you become Medicare-eligible.

The webinar schedule is also below. Please sign up for a time that is convenient for you. Space is limited, so register today!

Date	Time	Registration
5/19/2020	2pm-4pm	Register
5/27/2020	2pm-4pm	Register
6/10/2020	2pm-4pm	Register
6/15/2020	10am-12pm	Register
6/23/2020	10am-12pm	Register
6/30/2020	10am-12pm	Register
7/28/2020	10am-12pm	Register

Keep Moving – No Matter What Your Age!

(UnitedHealthcare Medicare Advantage Members)

The American Heart Association recommends 150 minutes a week of moderate exercise. That’s about 30 minutes, five days a week. Retired? We’ve got Medicare Advantage members covered! Get active with SilverSneakers®. It’s more than a fitness program – it’s a way of life.



SilverSneakers® – available to UnitedHealthcare Medicare Advantage members – gives retirees the opportunity to connect with their community, make friends, and stay active. In addition to membership to thousands of fitness locations and group exercise classes, SilverSneakers provides virtual activities as well:

- SilverSneakers On-Demand™ online workout videos that feature tips on fitness and nutrition
- SilverSneakers GO™ mobile app with workout programs, location finder and more

To learn more, members can visit www.silversneakers.com/StartHere or call SilverSneakers Customer Service toll-free at (888) 423-4632, TTY 711, Monday-Friday, 8 a.m.-8 p.m. ET.

Did You Know...

May is National Stroke Awareness Month

National Stroke Awareness Month raises awareness of the signs and symptoms of stroke and stresses the importance of quick action. According to the Centers for Disease Control and Prevention (CDC), [stroke](#) is the fifth-leading cause of death in the United States and is a major cause of serious disability.



A stroke is a medical emergency that occurs when blood supply to part of the brain becomes blocked or when a blood vessel in the brain bursts. In either case, parts of the brain can become damaged or die.

Know these signs of a stroke:

- Sudden **numbness** or weakness in the face, arm, or leg, especially on one side of the body
- Sudden **confusion**, trouble speaking, or difficulty understanding speech
- Sudden **trouble seeing** in one or both eyes
- Sudden **trouble walking**, dizziness, loss of balance, or lack of coordination
- Sudden **severe headache** with no known cause

If you think someone may be having a stroke, act F.A.S.T. and do the following simple test:

- **F—Face:** Ask the person to smile. Does one side of the face droop?
- **A—Arms:** Ask the person to raise both arms. Does one arm drift downward?
- **S—Speech:** Ask the person to repeat a simple phrase. Is the speech slurred or strange?
- **T—Time:** If you see any of these signs, call 9-1-1 right away. Note the time symptoms first appeared and notify health care providers when they arrive.

If you or someone else has any of these symptoms it is critical to call 9-1-1 immediately. Patients who arrive at the emergency room within 3 hours of their first symptoms often have less disability and can increase

their odds of survival compared to those who received delayed care. Learn more about [risk factors](#) that increase your chances of having a stroke and how to protect yourself and loved ones. By knowing the signs and symptoms of stroke, you can take quick action and perhaps save a life—maybe even your own.
