

## November 1, 2021, HBR Alert



### 2022 Open Enrollment is in the Books!

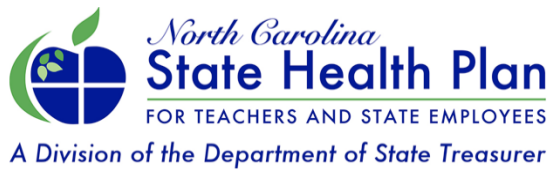
The State Health Plan would like to thank YOU for all your efforts prior to and during Open Enrollment. We know it's a busy time for you and your staff. We appreciate the support you provided to your employees – and we know they do too!

Here are a few reminders:

- Open Enrollment task approvals need to be completed **today**. Any tasks not approved today will automatically be approved tomorrow, November 2.
- If active employees call the Plan's Eligibility and Enrollment Support Center with an issue regarding their enrollment, they will be directed back to the HBR under certain circumstances only. If this occurs, it will be up to you as the HBR to determine if the member had a **special circumstance** that would deem an exception necessary.
- As a reminder, there is an exceptions policy to help members through the process of filing exceptions and appeals related to enrollment, changes in benefit elections, and terminations.
- Open Enrollment exception requests must be submitted to the Plan by January 31, 2022. For your guidance on the exceptions process, please visit the [Plan's website](#).
- **Please do not submit an exception for an invalid reason – it will be denied.** All members received a Decision Guide in the

mail, you communicated the OE dates, and the Eligibility and Enrollment Support Center offered extended hours for the entire OE period for anyone that needed help.

- For members who need to complete their tobacco attestation counseling session, they have until November 30, 2021, to visit their Primary Care Provider or a CVS MinuteClinic to receive their premium credit for 2022.



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