

October 29, 2020 HBR Alert – OE Ends Saturday

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Open Enrollment Ends SATURDAY!

Open Enrollment ends Saturday! Below are a few important reminders:

The Eligibility and Enrollment Support Center is open until 10 p.m. tonight and Friday night, and Saturday from 8 a.m. to 5 p.m. Employees who call the support center should expect longer wait times. Please continue to encourage your members to complete their enrollment ONLINE. As a reminder, employees are able to reset their passwords on their own.

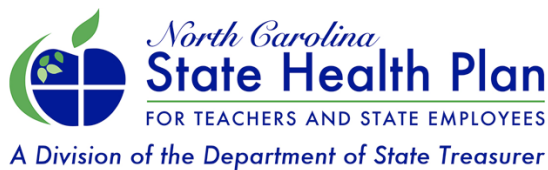
After Open Enrollment, if active employees call the Plan's Eligibility and Enrollment Support Center with an issue regarding their enrollment, they will be directed back to the HBR under certain circumstances only. If this occurs, it will be up to you as the HBR to determine if the member had a special 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, 2021. For your guidance on the exceptions process, please visit the [Plan's website](#).

For members who need to complete their tobacco attestation counseling session, they have until November 30, 2020, to visit their Primary Care Provider (PCP) or a CVS MinuteClinic in order to receive their premium credit for 2021. There will be no exceptions granted for being more than 25 miles away from a CVS MinuteClinic this year given that members can visit a PCP.

CVS MinuteClinic is now able to conduct the tobacco attestation counseling sessions virtually in North Carolina. Employees interested in this option should [click here](#) to request a virtual session.

The State Health Plan thanks you for all of your efforts during the 2021 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!



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