

December 2020 HBR Update



OE Exceptions Reminder

Don't forget! All Open Enrollment exceptions must be received by the State Health Plan by January 31, 2021. We appreciate your cooperation.

ID Card Reminder!

Employees will be receiving a new ID card in the mail regardless of the actions they took during Open Enrollment. As a reminder, January 2021 premiums will be deducted from December paychecks.

Employees Hired January 1, 2021, or After NOT Eligible for Retiree Medical Benefits

State law now dictates that employees hired on or after January 1, 2021, are not eligible for retiree medical benefits. [The change was included in the 2017 Appropriations Act.](#)

Specifically, the action amends Article 3B of Chapter 135 of the General Statutes to require that retirees must earn contributory retirement service in the Teachers' and State Employees' Retirement System (or in an allowed local system unit), the Consolidated Judicial Retirement System, and the Legislative Retirement System prior to January 1, 2021, and not withdraw that service, in order to be eligible for retiree medical benefits under the amended law.

New Employee Resources Page Updates!

To better serve you and your new employees, the State Health Plan has updated the [New Employee Resources Page](#) on the Plan website. This page helps HBRs

provide new hires with the information they need to make the best health benefit choices for themselves and their families.

The new employee resources include:

- Self-paced narrated PowerPoint presentation
- Enrollment kit brochure (printable)
- Step-by-step enrollment instructions

HBR Scorecard Update

The State Health Plan is taking a small break from the HBR Scorecards process to refine the procedure. We plan to reintroduce HBR Scorecards in 2021. In the meantime, thank you for your cooperation and efforts, which resulted in improved scores over the past year!

Your Employees Can Save by Visiting a Clear Pricing Project Provider!

Do your employees know about the [Clear Pricing Project](#), or CPP? The CPP offers them the opportunity to save money when they visit a CPP provider or specialist. As a reminder, CPP providers have agreed to get rid of secret contracts, making health care more affordable and transparent. These providers are in partnership with the Plan, so in an effort to support them, the Plan offers significant copay reductions for employees who visit them.

We've signed up hundreds more providers – including specialists – so employees who visit a CPP provider can reduce their health care costs while using State Health Plan benefits. There are now more than 27,000 CPP providers. Providers that recently joined as a CPP provider will be noted as such in the Find a Doctor tool beginning in January.

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

If employees 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.

Employees can change their selected PCP at any time by logging into eBenefits, the Plan's enrollment system. They can visit www.shpnc.org and click eBenefits to

get started. When an employee changes their selected PCP, they will receive a new ID card within 5-7 business days.

Employees can find a CPP provider by following these steps:

- Visit the [State Health Plan website](#) and click Find a Doctor.
- 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.

HBRs are encouraged to make sure their employees know about this opportunity to save on their health care costs!

2021 HBR Monthly Webinars

The State Health Plan continues to utilize monthly HBR webinars as monthly training opportunities. The monthly webinars serve as the main source of updates and guided training. Given this emphasis, HBR attendance at each monthly webinar is required.

To register for the monthly webinars, see below or visit the Plan’s [website](#).

Date	Time	Registration
01/20/2021	10:00am-11:00am	Register
02/17/2021	10:00am-11:00am	Register
03/17/2021	10:00am-11:00am	Register
04/21/2021	10:00am-11:00am	Register
05/19/2021	10:00am-11:00am	Register
06/16/2021	10:00am-11:00am	Register
07/21/2021	10:00am-11:00am	Register
08/18/2021	10:00am-11:00am	Register
09/15/2021	10:00am-11:00am	Register
10/20/2021	10:00am-11:00am	Register
11/17/2021	10:00am-11:00am	Register
12/15/2021	10:00am-11:00am	Coming Soon

Reminder: Take the HBR Survey!

Please take the time to complete a short survey, recently sent out in an [HBR Alert](#), and help us provide an even better experience for you regarding a variety of subjects, such as training, communications and Open Enrollment. Your input does

make a difference in reviewing our processes and procedures. Thank you in advance! Thank you to those that have already responded!

[Take The Survey →](#)

HBR Annual Certification: Coming Soon!

The State Health Plan will be launching the annual certification process in January which includes a brief online training that will be required of all HBRs. When it's ready, this training will be accessed via HBR University and must be completed by a date to be announced. If this training is not completed, access to eBenefits will be terminated. Please watch for more details coming soon.

Did You Know...

Maintain, Don't Gain for the Holidays!

The holidays are right around the corner.

Now is a good time for you and your employees to start planning how to maintain your weight and avoid gaining during the holiday season. Switch your focus from weight loss to weight maintenance during the holidays. You and your employees can follow these four healthy eating tips from the Centers for Disease Control and Prevention (CDC) to help stay on track.



- **Holiday-Proof Your Plan** – You can't control what foods you will be served at a holiday gathering, so plan for challenges. If you will be eating at a different time than usual, have a snack to keep your blood sugar steady. Avoid skipping meals to save up for a feast because you will likely overeat later. If you can, bring a healthy dish to the festivities. If you slip up, get back on track with your next meal.
- **Fit in Favorites** – Choose the dishes you really love and can't get any other time of year. Slow down and savor a small serving, and make sure to count it in your meal plan.
- **Keep Moving** – Being active is your secret holiday weapon. It can help make up for eating more than usual and can help reduce holiday stress. Spread activities out throughout the day and get moving with friends and family.
- **Get Your Z's** – When you're sleep deprived, you'll tend to eat more and prefer high-fat, high-sugar food. Aim for 7 to 8 hours per night to guard against mindless eating.

Most of all, remember that the season is about celebrating and connecting safely with the people you care about. When you focus more on fun, it's easier to focus less on food.

For more details on the tips above, visit the CDC [website](#). We wish you and your employees a happy and safe holiday season!



**Holiday Cranberry-O
Pistachio Bars**

**Winterize
Your Workout**

[Get the Recipe](#)

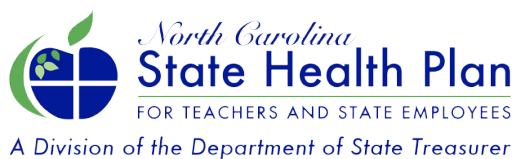
[Click for the Tip](#)

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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



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