

August 2024 HBR Update



Save the Date! 2025 Open Enrollment Sept. 30 to Oct. 25, 2024

Open Enrollment trainings for HBRs was held in July. If you missed it, the information shared can be located on the Plan's [website](#), where you can access the presentation and listen to a recorded version of the webinar.

The Plan's [website](#) has been updated with 2025 Open Enrollment information. More resources will be added in the coming weeks.



HBR Open Enrollment Resources

Check out the following resources available to you now to start communicating with your employees about Open Enrollment and the outreach events available to them prior to and during Open Enrollment.

- [Open Enrollment Flyer](#)
- [Open Enrollment Upcoming Events](#)
- [Printable List of Aetna Bus Tour, Webinars and Telephone Town Halls](#)

The State Health Plan, along with Aetna have carefully organized the bus/van tour based on membership data and availability of space. To ensure all members have access to important information, the Plan is offering webinars and Telephone Town Halls during evening hours. Additionally, members will be receiving information in the mail regarding Open Enrollment and the Aetna transition.

Group Billing Schedules

Premium invoices for State Health Plan coverage are billed one month in advance. As you are aware, effective Sept. 1, 2024, Group Premium Billing will migrate to iTEDIUM.

Bill generation at iTEDIUM will occur on the same day of the month as your invoice is currently scheduled with Blue Cross NC.

If you are interested in changing your bill generation date on or after your October 2024 invoice (which will run in September 2024), you may begin submitting those requests now.

The process for changing your bill generation date is:

- Request must be sent to GroupBilling@itedium.com and will be received in iTEDIUM's ticket system (Zendesk)
- HBR will receive an automated email from iTEDIUM's ticket system acknowledging receipt of the request.
- Groups should indicate on the request if the invoice date change is:
 - a one-time occurrence
 - for a specified period of time
 - for all future billing
- Request should be received at least 5 business days prior to the current bill generation date.
- The account must be in good standing and paid current.

Within 24 business hours of receiving the request, iTEDIUM will respond with one of the following:

- Confirmation with approval and notification that the bill date has been updated.
- Denial with reason why:
 - Not received at least 5 business days prior to the current bill generation date.
 - Account not in good standing and paid current.

October 2024 Invoices

As a reminder, all premium payments are due by the first of the effective month. Employing units are required to pay as billed.

As of Sept. 2, 2024, payments will no longer be accepted in the eBilling portal and will only be accepted through the new Group Premium Billing platform.

HBRs will be responsible for managing dual billing systems. Please log into the new Group Premium Billing platform to access and pay your October 2024 premium invoice. HBRs will have view-only access to eBenefits for invoices prior to October 2024 starting Sept. 2, 2024.

Retroactive balances in the eBilling portal will be transferred to the new Group Premium Billing platform. Debit balances (retroactive balances) will appear on the “Fees and Other Services” tab of your current invoice with the description “eBilling Adjustment.” Credits will be shown as an “Adjustment” in the “Payment History” tab.

For any billing questions, please contact iTEDIUM at GroupBilling@itedium.com.

HBR Login Issues & Concerns Regarding Group Premium Billing

New logins for the Group Premium Billing platform will be provided in August 2024 to HBRs who have completed the iTEDIUM Group Premium Billing training. If you do not receive an email with your new login credentials and have completed a training session, please check your spam folder to ensure it hasn't been filtered there.

If you are still unable to locate the email, please contact iTEDIUM at GroupBilling@itedium.com.

For assistance with reactivating disabled accounts or gaining access to either eBilling or the Group Premium Billing platform, please complete an [access request form](#).

Reminder! Tobacco Users Can Get a Head Start on Open Enrollment!

Employees who are tobacco users and want to earn their monthly premium credit for 2025 don't have to wait until Open Enrollment this fall. They can take action now to save money throughout 2025!

Tobacco users can attend a tobacco cessation counseling session at their Primary Care Provider's (PCP) office for FREE to earn a lower premium for 2025. They have until Nov. 30, 2024, to take action. *(Note: If employees combine their tobacco cessation visit with another service, there may be a copay.)*

This convenient employee option means there's no need to wait for Open Enrollment in October to secure their monthly premium credit for 2025.

How it works:

- After employees visit a PCP for their tobacco cessation session, the provider will submit a claim on their behalf. To ensure they receive credit for their visit, employees should upload their office visit summary to the “Document Center” located in [eBenefits](#), the State Health Plan's enrollment system. They should make sure to request a copy of their summary during their visit.
- This option is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2025.
- **If employees are NOT tobacco users, they will simply attest to that online during Open Enrollment, Sept. 30 to Oct. 25, 2024.**

- During Open Enrollment, they will need to attest during the online enrollment process. This step is critical to ensure employees receive the lower premium for 2025.

Eat Smart, Move More, Weigh Less

(Active Members)

[Eat Smart, Move More, Weigh Less](#) is a 15-week weight management program delivered online in real time by a live Registered Dietitian (RDN) instructor. Lunchtime and evening **classes are available beginning the week of Sep. 1.**

Active State Health Plan members who live in North Carolina are eligible to **participate at no cost** with the code **GNC2024**. Click [HERE](#) to register and to see available class times.



**Active State Health Plan employees can register at no cost. Retirees covered by Humana are not eligible for the discount. Employees will be asked to enter their State Health Plan subscriber ID number and a claim will be filed for their participation in the program.*

Eat Smart, Move More, Prevent Diabetes

[Eat Smart, Move More, Prevent Diabetes](#) is a 12-month, CDC-recognized Diabetes Prevention Program delivered online in real-time by a trained lifestyle coach. Lunchtime and evening **classes are available beginning the week of Sep. 8.**

State Health Plan members who live in North Carolina are eligible to **participate for only \$30**, with a **full refund** for completing the program and tracking requirements. **No coupon/voucher code is needed.** Click [HERE](#) to register and to see available class times.

In addition, you can visit the State Health Plan [website](#) for more [health and wellness resources](#).



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This Month's
Healthy
Recipe



This Month's
Wellness
Tip



**Crustless Spinach &
Goat Cheese Quiche**

[Get the Recipe! >](#)

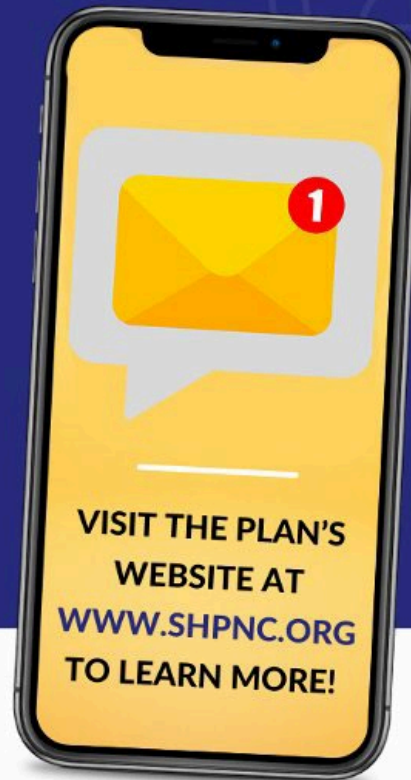


**National Immunization
Awareness Month**

[Learn More! >](#)

TEXT "JOIN" TO 76971

- Sign up to receive State Health Plan updates by text! Just text "Join" to 76971.
- Text messages will be general information regarding your State Health Plan benefits.



SIGN UP TODAY

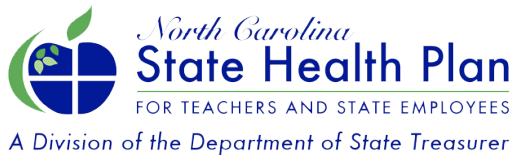


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

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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