

December 2022 HBR Update



December Reminders!

OE Exceptions

Don't forget! All Open Enrollment exceptions must be received by the State Health Plan by January 31, 2023. We appreciate your cooperation.

New ID Cards

Employees will be receiving a new ID card in the mail regardless of the actions they took during Open Enrollment. As a reminder, January 2023 premiums will be deducted from December paychecks.

Tobacco Cessation and Credit Removals

The State Health Plan is taking several steps to ensure that the Tobacco Attestation verification has been completed for subscribers that attested to being a tobacco user but were willing to visit a Primary Care Provider for a tobacco cessation counseling visit. The Plan is getting a weekly claims report from Blue Cross NC, and is also verifying uploaded documents in eBenefits.



The verification piece will not be completed until the end of December, therefore additional email updates will not be sent. The final list of subscribers who will have their Tobacco Attestation Credit removed will be sent the last week of December. Credit removals are scheduled to be processed in eBenefits in time for the February billing cycle.

To ensure subscribers receive credit for their visits, subscribers are encouraged to upload their office visit summary to the “Document Center” located in [eBenefits](#) by December 16, 2022. If there’s a subscriber on the credit removal list sent in December who believes they have satisfied the Tobacco Cessation visit, the HBR can submit an exception.

New employees enrolling in November or December for January 1, 2023, coverage will not be able to complete their tobacco cessation visit until January 1, 2023.

New Employee Kit Updated for 2023!

To better serve you and your new employees, the State Health Plan has updated the [New Employee Resources Page](#) on the Plan website for 2023. 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
- New Enrollment Guide (printable)
- Step-by-step enrollment instructions

2023 HBR Annual Certification and Contact Information Survey Coming Soon!

The State Health Plan will be conducting its HBR Annual Certification in January, which will include a brief online training that will be required of **all HBRs**. This training will be accessed via [HBR University](#) and must be completed by February 10, 2023. In addition, the Plan is updating our HBR contact information so we can better assist you and your team.

If this training is not completed by February 10, 2023, access to eBenefits will be terminated. The Plan has the responsibility to ensure that HBRs are fully educated on all policies and practices applicable to the Plan. This

requirement has been implemented in the interests of the employees you serve.

More information will be coming soon!

2023 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.

All webinars are scheduled to take place from 10 a.m. to 11 a.m. To register for the monthly webinars, see below or visit the Plan's [website](#).

- [January 25, 2023, 10-11 a.m.](#) (The January webinar will include information helpful to HBRs for *employees who are turning 65 and planning to retire.*)
- [February 22, 2023, 10-11 a.m.](#)
- [March 22, 2023, 10-11 a.m.](#)
- [April 26, 2023, 10-11 a.m.](#)
- [May 24, 2023, 10-11 a.m.](#)
- [June 21, 2023, 10-11 a.m.](#)
- [July 26, 2023, 10-11 a.m.](#)
- [August 23, 2023, 10-11 a.m.](#)
- [September 20, 2023, 10-11 a.m.](#)
- [October 25, 2023, 10-11 a.m.](#)
- [November 15, 2023, 10-11 a.m.](#)
- December 20, 2023, 10-11 a.m. (*Registration coming soon.*)



Next HBR Monthly Webinar
December 14, 2022 - 10am

[Click to Register! >](#)



This Month's
Healthy
Recipe



**Peppermint
Chocolate Tart**

[Get the Recipe! >](#)



This Month's
Wellness
Tip



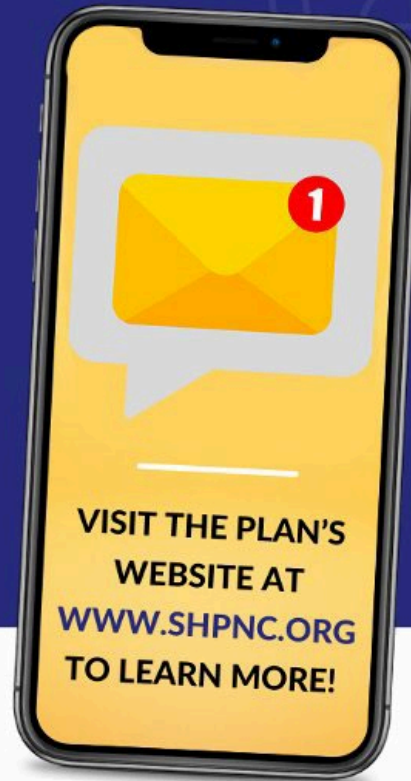
**Prevent
Seasonal Flu**

[Learn More! >](#)

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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

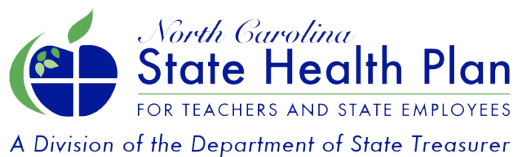


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: ppo.inquiries@nctreasurer.com



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA