

December 2024 HBR Update



New Aetna ID Cards for 2025

All employees will be receiving a new ID card from Aetna. The cards that were sent in November included an error. **All cards have been re-issued**, and some employees have already started receiving them.

Please encourage your employees to register for Aetna's member portal and download the Aetna app!

<p>North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer</p>		<p>Provider Type Non Selected PCP* CCP* CPP \$ 0 \$30</p>																
<p>MICHELLE Q SAMPLE-TESTCARD ID: N123H456P789</p>		<p>Phy/Occ/Spch Thpy/Chiro \$36 \$72 Specialist \$47 \$94 Behavioral Health \$ 0 \$45 Urgent Care \$100 Hosp/ER \$337 + Ded & 30% *If PCP not selected, in-network copay \$45 *CCP: Clear Pricing Project</p>																
<p>SAMPLE GROUP NAME Group No: Eff Date: 0192681 01/01/2025</p>		<table border="1"> <thead> <tr> <th>Other Info</th> <th>INN</th> <th>OON</th> </tr> </thead> <tbody> <tr> <td>Ind Deductible</td> <td>\$ 1,500</td> <td>\$ 3,000</td> </tr> <tr> <td>Ind OOP Max</td> <td>\$ 5,900</td> <td>\$11,800</td> </tr> <tr> <td>Family Deductible</td> <td>\$ 4,500</td> <td>\$ 9,000</td> </tr> <tr> <td>Family OOP Max</td> <td>\$16,300</td> <td>\$32,600</td> </tr> </tbody> </table>		Other Info	INN	OON	Ind Deductible	\$ 1,500	\$ 3,000	Ind OOP Max	\$ 5,900	\$11,800	Family Deductible	\$ 4,500	\$ 9,000	Family OOP Max	\$16,300	\$32,600
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<p>Base PPO Plan (70/30) NC SHP Network Choice POS II</p>		<p>Primary Care Provider (PCP) PCP Name Prints Here North Carolina NAP Preferred +</p>																
<p>RXBIN: RXPCN: RXGRP: 004336 ADV RX0274</p>																		
<p>SELF INSURED Paid for by YOU ad other NC Taxpayers</p>																		

<p>Third Party Administrator: </p>	<p>Pharmacy Benefits Administrator: </p>
<p>Benefits & Claims Number 1-833-690-1037 Eligibility & Enrollment 1-855-859-0966 Behavioral Health 1-800-424-4047 Provider Relations/Precert 1-888-632-3862 Pharmacy Help Desk 1-800-364-6331 CVS Caremark 1-888-321-3124</p>	
<p>Aetna Life Insurance Company Submit Claims To: PO Box 14079 Lexington, KY 40512-4079</p>	<p>PAYER NUMBER 60054 0155 Talk to a doctor 24/7: 1-855-TELADOC or Teladoc.com www.SHPNC.org</p>
<p><small>Aetna provides administrative services only for the self funded plan, and assumes no financial risk for claims. Claims may be subject to review. Members are responsible for obtaining the prior review/cert for professional and/or outpatient services for non-participating providers.</small></p>	

Important Update: New Customer Service Number & Access Information

Starting January 1, 2025, please note the new **Aetna Health Concierge** (Customer Service) number is **833-690-1037**, available Monday through Friday, 8 a.m. – 5 p.m. All questions regarding benefits or provider inquiries for the 2025 benefit year should be directed to Aetna.

For any 2024 claims, Blue Cross NC information will still be available on the Plan's website, and the Blue Connect Single Sign On (SSO) will remain accessible through eBenefits until March 31, 2025.

The TPA Transition website has been updated with some helpful FAQs regarding the transition. [Click here to view.](#)

Tobacco Cessation and Credit Removals Reminder

Employees who selected that they were tobacco users during Open Enrollment and agreed to visit a Primary Care Provider (PCP) for tobacco cessation counseling had until November 30, 2024, to complete the counseling and upload the office visit summary into eBenefits. Failure to have met this deadline will result in the removal of the tobacco cessation credit.

The Plan emailed a list of impacted subscribers to registered HBRs during the week of **December 8, 2024**. At this time, it is too late to upload documents. If an HBR believes there's been a mistake for the employee, they may submit an Exception Request.

Note: New members enrolling for coverage starting January 1, 2025, will not be able to complete their tobacco cessation visit until January 1, 2025.

New Employee Materials Updated for 2025

To better serve you and your new employees, the State Health Plan has updated the [New Employee Resources Page](#) on the Plan's website for 2025.

This page helps HBRs provide new employees with the information they need to make the best health benefit choices for themselves and their families.

The New Employee Resources include:

- New Employee Guide (printable)
- Step-by-step enrollment instructions

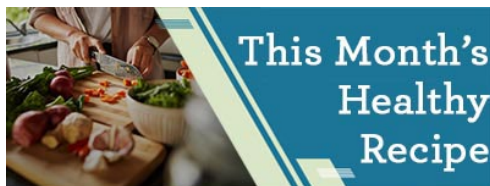
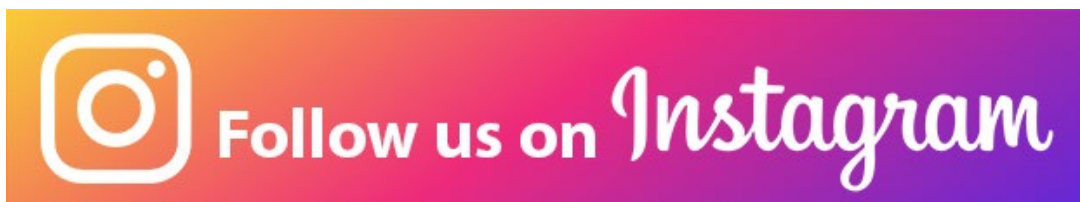
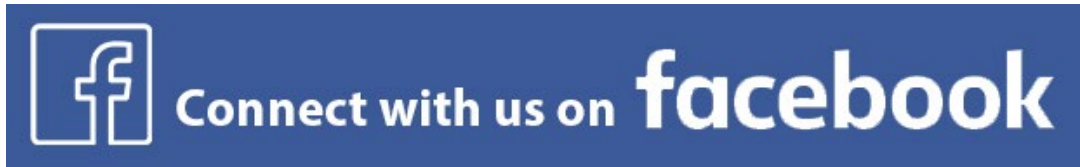
HBRs are encouraged to use these materials to assist the Plan in providing consistency in onboarding materials for new employees.

January Premiums Coming Out of December Paychecks

Just a reminder that premiums for January will be deducted from December paychecks. Employees should review their pay statements to ensure the correct deductions are reflected.

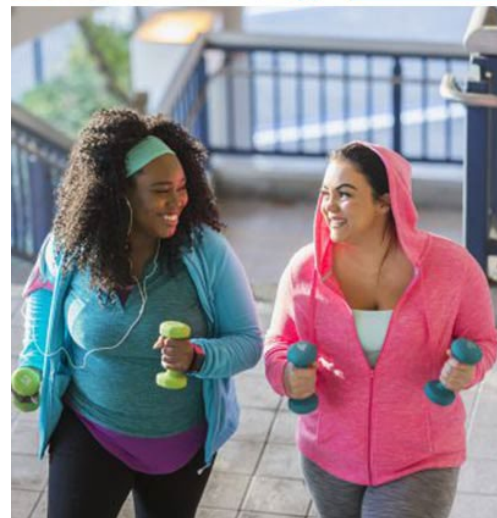
Rule on Employing Unit Payroll Integrations

The State Health Plan has implemented a new rule on [Employing Unit Payroll Integrations](#). This rule applies to existing groups with payroll integration and any new groups that want to implement payroll integration.



**Cranberry-Balsamic
Chicken Thighs**

[Get the Recipe! >](#)

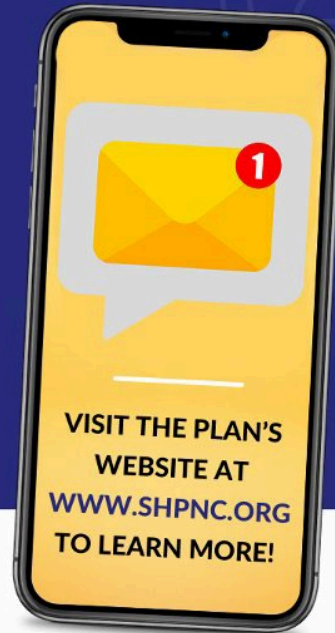


**Maintain, Don't Gain
This Holiday Season**

[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: shpmemberinquiries@nctreasurer.com



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