

# January 2023 HBR Update



## **Treasurer Folwell Announces Contract Award to a New Third-Party Administrator for the State Health Plan Effective Two Years from Now in 2025**

State Treasurer Dale R. Folwell, CPA, and the State Health Plan recently announced the award of the Third-Party Administrative (TPA) Services Contract to Aetna. This service is currently being provided by Blue Cross NC. A TPA provides a comprehensive network of health care providers and processes claims for the Plan.

**Plan members will start receiving more information regarding the changes in 2024 prior to Open Enrollment for the 2025 benefit year.**

**We look forward to working with HBRs in 2024 to assist us as we transition TPA services to Aetna in 2025. Please remind employees that this change does not happen until 2025.** There will be various opportunities for training to equip you through this transition.

The award is the result of a Request for Proposals, a required, competitive bid process in which the Plan solicits industry-leading partners to provide exceptional customer service, technological resources and professional support.

Aetna will be working diligently, in close collaboration with Plan staff and multiple vendors, to develop comprehensive plans and processes, systems and platforms to ensure members will enjoy a seamless transition when its services roll out.

You can read the [full announcement here](#).

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## HBRs Responsible for Setting Up New Employees in eBenefits

HBRs are responsible for entering new employees and terming existing employees timely into eBenefits, whether you manually key in the information on the portal or you send it over via a payroll file.

HBRs are also responsible for maintaining employees' "shells" or profiles in eBenefits. It is important for all HBRs to review their group's Employment Status Category. The Employment Status Category dictates what plans and rates are offered to the employee, so it is imperative that these are set up correctly. Any other category, such as FTE or classification or employee type, etc., does not affect what the employee is offered.



You can run the employee census report (Data & Reporting, Census Tab, Employee Census Report) by the Employment Status Category to verify that your employees are set up correctly. Any employee in the Not Eligible status will not be able to elect medical benefits.

Please see [Training for New HBRs](#) and [TPA Implementation](#) for further details.

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## 2023 HBR Annual Certification Under Way

The State Health Plan is conducting its HBR Annual Certification, which includes a brief online training that is required of all HBRs. This training can be accessed via [HBR University](#) and must be completed by February 10, 2023.

This certification is designed to be simple and straightforward. Just log into [HBR University](#) and take the brief online training. 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. Your cooperation in the training and providing your contact information will help us maintain and improve the support and communications we provide. Thank you in advance!

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## **New Employee Kit Updated for 2023!**

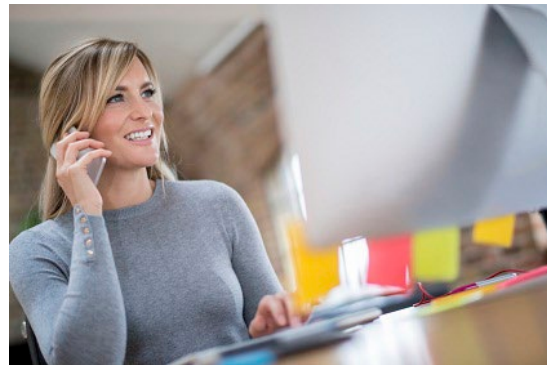
To better serve you and your new employees, the State Health Plan has updated the [New Employee Resources Page](#) on the Plan website. This page helps HBRs provide new hires with the information they need to make the best health benefit choices for themselves and their families.

The New Employee Resources include:

- Self-paced narrated PowerPoint presentation
  - Enrollment kit brochure (printable)
  - Step-by-step enrollment instructions
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## **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.](#)
- [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.](#)



**Next HBR Monthly Webinar**  
January 25, 2023 - 10am

[Click to Register! >](#)



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Recipe**



**This Month's  
Wellness  
Tip**



**Green Chile  
Chicken Pozole**

[Get the Recipe! >](#)



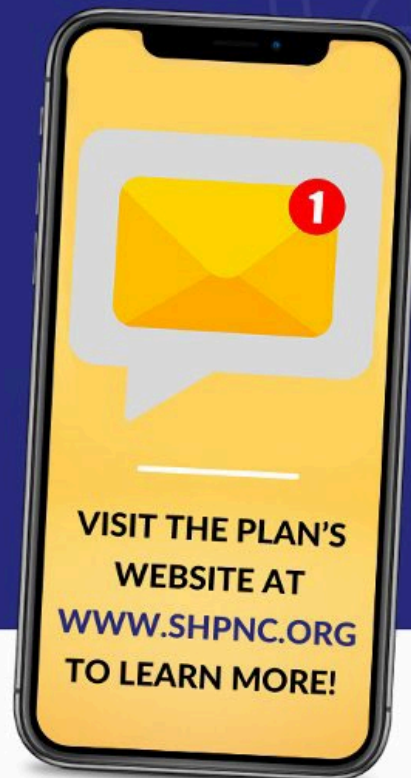
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- Sign up to receive State Health Plan updates by text! Just text "Join" to 76971.
- Text messages will be general information regarding your State Health Plan benefits.



**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](mailto:ppo.inquiries@nctreasurer.com)



*North Carolina*  
**State Health Plan**

FOR TEACHERS AND STATE EMPLOYEES

*A Division of the Department of State Treasurer*



*Dale R. Folwell, CPA*

STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA