

March 2022 HBR Update



State Health Plan Website HBR Resources

Have a question regarding the State Health Plan? It's tempting to fire off an email or just pick up the phone. However, the Plan's website has a dedicated section just for YOU and you may be able to find what you need at your fingertips!

The Plan dedicates a lot of resources to creating a comprehensive online resource just for HBRs. The [HBR section](#) of the Plan's website includes information on enrollment, exceptions, payroll and billing, employees on disability, RIFs and more.

In addition, [HBR University](#), your online learning resource center, is dedicated entirely to your needs and is your one stop shop on what you need to assist with your State Health Plan duties.

HBRs who need to access information should utilize the following steps:

- Check the [website](#) and HBR University first!
- If you need more help, call the HBR support line at 800-422-5249.
- If you need additional help, email hbrinquiries@nctreasurer.com for assistance.

Thank you for your cooperation!

Reminder: HBR Responsibilities for Initial Enrollments and Qualifying Life Events

The State Health Plan would again like to remind HBRs about their statutory responsibilities related to approving new hire and qualifying life event (QLE) enrollments. These transactions should not be approved without proper dependent verification and/or QLE documentation.

Please remember that, while the Plan audits a large percentage of these actions on a monthly basis, HBRs cannot rely on the Plan's audits to find transactions without the proper documentation.

The Plan will not approve an enrollment exception just because an Employing Unit has not collected proper documentation. Instead, it may be necessary for HBRs to complete additional training if the enrollment process is not managed properly.

Training regarding QLEs and how to manage them is located in HBR University.

For Employees Planning Retirement: 'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinars!

HBRs are encouraged to share the following information with their employees thinking of retirement: The State Health Plan is again offering online webinars with important information on "Understanding Your Medical Plan Options When You Become Medicare-Eligible."

These popular, free webinars are designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each webinar lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions. These webinars are also a great resource for HBRs, so feel free to attend one as well so you can assist employees as needed.

Webinars are scheduled through July. Interested employees and HBRs are encouraged to register soon, as these webinars are expected to fill quickly!

- [April 5, 2022 – 2 to 4 p.m.](#)
- [April 28, 2022 – 10 a.m. to noon](#)
- [May 11, 2022 – 7 to 9 p.m.](#)
- [May 24, 2022 – 2 to 4 p.m.](#)
- [June 9, 2022 – 10 a.m. to noon](#)

- [June 21, 2022 – 2 to 4 p.m.](#)
 - [July 12, 2022 – 10 a.m. to noon](#)
 - [July 21, 2022 – 2 to 4 p.m.](#)
-

HBR Monthly Webinars Scheduled through December: Have You Registered?

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 begin at 10 a.m. To register for the monthly webinars, see below or visit the Plan's [website](#).

- [April 20, 2022, 10-11 a.m.](#)
 - [May 18, 2022, 10-11 a.m.](#)
 - [June 15, 2022, 10-11 a.m.](#)
 - [July 20, 2022, 10-11 a.m.](#)
 - [August 17, 2022, 10-11 a.m.](#)
 - [September 21, 2022, 10-11 a.m.](#)
 - [October 19, 2022, 10-11 a.m.](#)
 - [November 16, 2022, 10-11 a.m.](#)
 - [December 14, 2022, 10-11 a.m.](#)
-

Reminder: Tele-Health Visits Remain Covered

As a reminder, many providers offer tele-health or virtual visits. These types of visits are covered under your State Health Plan [benefits](#).

The applicable copay for an office visit will apply.



Next HBR Monthly Webinar
April 20, 2022 - 10am

[Click to Register! >](#)



**This Month's
Healthy
Recipe**



**This Month's
Wellness
Tip**



**Chicken & Mushroom
Shepherd's Pie**

[Get the Recipe! >](#)



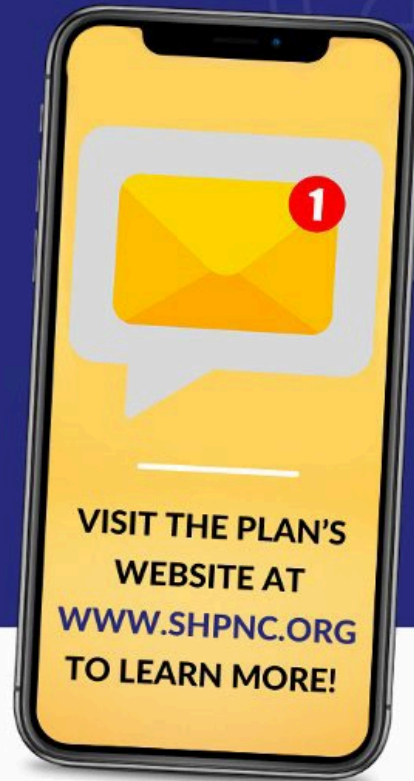
**Colorectal Cancer
Awareness Month**

[Learn More! >](#)

Connect with us on [facebook](#)

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

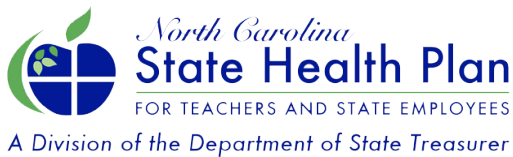


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

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