

November 2024 HBR Update



New Aetna ID Cards for 2025

Reminder: All employees, regardless of action taken during Open Enrollment, will receive a new ID card, which will include a new identification number from Aetna prior to Jan. 1, 2025. Members will need to begin using this card Jan. 1, 2025, for all medical and pharmacy services. The 2024 ID card will no longer work after Jan. 1, 2025.

<p>State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer</p>		<p>Provider Type CPP/ CPP Selected PCP* \$ 0 \$10 Phy/Occ/Spch Thpy/Chiro \$26 \$52 Specialist \$40 \$80 Behavioral Health \$ 0 \$25 Urgent Care \$70 Hosp/ER \$300 + Ded & 20% *If PCP not selected, in-network copay \$25 **CCP: Clear Pricing Project</p>
<p>JOE SAMPLE ID: XXXXXXXXXXXXX SAMPLE GROUP NAME Group No: Eff Date: XXXXXX 01/01/2025 Enhanced PPO Plan (80/20) NC SHP Network Choice POS II</p>		<p>Other Info IN OON Ind Deductible \$ 1,250 \$ 2,500 Ind OOP Max \$ 4,890 \$ 9,780 Family Deductible \$ 3,750 \$ 7,500 Family OOP Max \$14,870 \$29,340</p>
<p>RXBIN: RXPCN: RXGRP: 0044336 ADV RX0274 SELF INSURED</p>		<p>Primary Care Provider (PCP) PCP Name Prints Here North Carolina Preferred + NAP</p>

Paid for by YOU and other NC Taxpayers

<p>Third Party Administrator: </p>	<p>Pharmacy Benefits Administrator: </p>
<p>Benefits & Claims Number Eligibility & Enrollment Behavioral Health Provider Relations/Precert Pharmacy Help Desk CVS Caremark</p>	<p>1-833-690-1037 1-855-859-0966 1-800-424-2047 1-888-632-3862 1-800-364-6331 1-888-321-3124</p>
<p>Aetna Life Insurance Company Submit Claims To: PO Box 14079 Lexington, KY 40512-4079</p>	
<p>Talk to a doctor 24/7: 1-855-TELADOC or Teladoc.com www.SHPNC.org</p>	

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 for professional and/or outpatient services for non-participating providers.

Tobacco Cessation and Credit Removals

Please don't forget to remind employees who, during Open Enrollment, selected that they were tobacco users but willing to visit a Primary Care Provider for tobacco cessation counseling that they have until **November 30, 2024**, to complete their tobacco cessation counseling, or risk losing their premium credit.

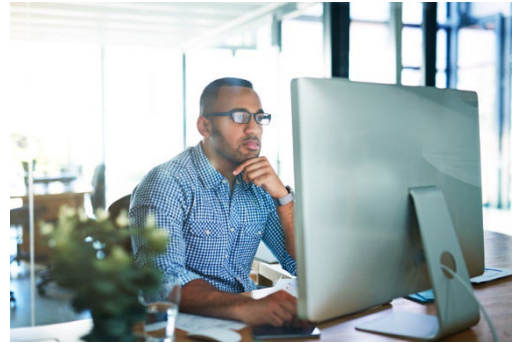
To ensure the credit is applied, members are encouraged to upload their office visit summary into the Document Center located in eBenefits. The subscriber must present their State Health Plan ID card for the visit to be covered at 100 percent by the Plan. **If members combine their tobacco cessation visit with another service, there may be a copay.**

New members enrolling in November or December for January 1, 2025, coverage will not be able to complete their tobacco cessation visit until January 1, 2025.

Reminder: Upcoming Webinar

'Understanding Your Medical Plan Options When You Become Medicare-Eligible'

Please remind your employees about the final webinar in our 2024 “Understanding Your Medical Plan Options When You Become Medicare-Eligible” series on **December 10 at 2 p.m.**



This free, two-hour webinar are designed for employees who are approaching 65, are already 65 or older, and retirees getting ready to turn 65. The webinar will explain important information regarding Medicare, retirement health benefit options and provide a Q&A opportunity.

Please encourage your employees to [register](#) soon, as this event will fill quickly!

[Click here to register for the webinar →](#)

Future Transactions Will No Longer Pend in eBenefits

In mid-November, the eBenefits platform is turning off their hold-future transactions and EDI lead time features. This means that when you process a transaction that is future dated it will process in eBenefits right away. It is important for groups to process transactions as soon as possible, particularly retirement terminations to ensure that members can enroll into the coverage they want.

Examples:

- Today you process a termination on a member effective dated 2/1/2025. You will no longer see this pend in future activities. Instead, it will process immediately. However, if you need to make a change to that termination date you will not be able to edit it. You will need to call Benefitfocus to process the update.
- Today you process a termination on a member effective dated 2/1/2025. Later you need to process a QLE effective 12/1/24 on that same member. You will need to call Benefitfocus to process the change.

Employment Eligibility Reminder!

The State Health Plan continues to encounter issues with employees' eligibility within eBenefits. It is incumbent on HBRs to follow all the eligibility rules established in statute. This starts by loading all employees into eBenefits with the appropriate employment status code and updating their statuses timely when a change occurs.

By maintaining the appropriate employment status codes, you not only ensure an enrollment window will open for the employee when appropriate, but that the data pulls correctly into your employing unit's annual 1095 reporting data.

Please see [HBR Update - April 2024](#) for more details.

Reminder - Hurricane Helene Impact

The State Health Plan staff hosted a webinar to review the resources and accommodations for those Plan members impacted by Helene. If you missed the webinar, a recording is available on the Plan's website.

[Hurricane Helene Resources and Open Enrollment Accommodations HBR Webinar](#)

Click here for the list of resources and additional information on the Plan's [website](#).



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This Month's
Healthy
Recipe



**Cream of Turkey
and Wild Rice Soup**

[Get the Recipe! >](#)



This Month's
Wellness
Tip

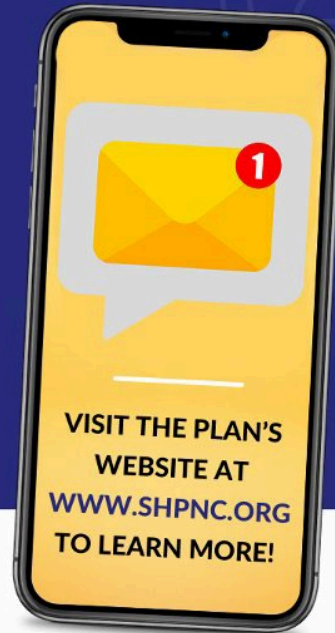


**National
Diabetes Month**

[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: shpmemberinquiries@nctreasurer.com



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