

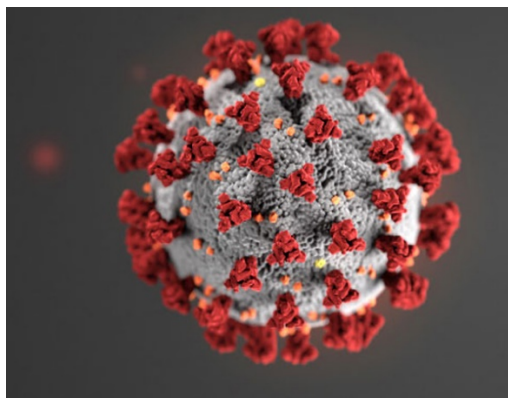
## March 2021 HBR Update



### COVID-19 Update for Employees

The State Health Plan is currently waiving the cost of treatment (medical treatment only) for employees diagnosed with COVID-19, including associated deductibles, copayments and coinsurance. **This waiver ends March 31, 2021.**

Coverage for COVID testing and screening remains unchanged and includes:



- The Plan is waiving the cost associated with the testing of COVID-19 regardless of site of service (where you receive the test) to ensure there are no cost barriers to testing. The waiver includes associated deductibles, copayments and coinsurance. Testing and treatment at an out-of-network provider may incur non-reimbursable charges.
- This waiver is in effect until the federal [CARES Act](#) requirement expires.
- The Plan is waiving the copay for in-person and virtual Primary Care Provider (PCP) visits to screen for COVID-19. Screening visits will not be subject to your deductible or coinsurance, even if your deductible has not been met. This waiver is in effect until the federal [CARES Act](#) requirement expires.

As a reminder, the COVID-19 vaccine is currently being administered to certain populations. Please encourage employees to visit the [North Carolina Department](#)

[of Health and Human Services](#) to learn more about the vaccination rollout to determine if they are eligible.

When employees are eligible to receive the vaccine there will be no cost. It will be covered 100% by the State Health Plan. While there is no employee cost, the State Health Plan is paying for the administration of the vaccine, which is why it's important for employees to bring their ID card. The vaccine itself is currently being paid for by the federal government.

For more information regarding COVID-19 coverage please, [click here](#).

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## HBR Scorecards Return in April

The State Health Plan is happy to announce that HBR Scorecards will be returning in April. You should see no difference in scorecards. They will still contain stats on Qualifying Life Events and Dependent Eligibility Verification Audits, exception stats and engagement. For more information, please see the [Scorecard job aid](#).

You'll have to sign in to [HBR University](#), the Plan's online learning tool, for HBRs to access the job aid.

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## New Core Operation System at Blue Cross NC

Over the last several years, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has been transitioning customers to their new core operating system. The State Health Plan is scheduled to migrate on January 1, 2022. While this new system touches all aspects of their business – including claims, customer service and billing – employees may not notice any changes as the impacts are primarily internal to Blue Cross NC. There are a couple of things, however, that will impact employing units.

Each employing unit will receive a new group number. There will also be changes on the monthly premium invoices. Benefit packages will be replaced with new values. And finally, there will be a period of time during the cutover, when employing units will have to manage two invoices: one for the new system and one for the old.

There will be an impact on member ID cards as well. New ID numbers and group numbers will be issued, so **ALL** employees will receive a new ID card in December 2021. Because of this change, employees will NOT be able to use their 2021 ID cards effective January 1, 2022. ID cards will not work at the pharmacy or

a provider's office. The Plan will be communicating that change during Open Enrollment.

There will be a lot more information about these changes coming later this year. For now, the Plan just wanted to make you aware of the upcoming changes. Be sure to read HBR Update each month for new information and training opportunities.

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## Encourage Your Employees to Keep Their Contact Information Current!

The State Health Plan will be launching a campaign to encourage State Health Plan members to update their contact information with the Plan.

It is important that the Plan has updated contact information so we can communicate with employees on a regular basis about their health plan benefits. It is critical that they have a valid address, phone number and email address in the Plan's enrollment system, [eBenefits](#), to ensure they are receiving important health plan information in order for them to maximize their benefits all year long.

Please encourage your employees to take time to make sure their address is updated, particularly if they have recently moved. They can easily access eBenefits from the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org) and click eBenefits at the top of the page.

### Here is how to remind your employees to update their information!

Employees of state agencies need to log into BEACON to update their address **AND** log into [eBenefits](#) to update their email and phone number. It is necessary to update this information in **BOTH** places.

Employees of groups with payroll interfaces with [eBenefits](#) need to keep their demographic information updated with their employer so it sends to eBenefits on a timely basis. This means your employees can not update their information in eBenefits, employing units will have to update it.

Employees of groups who enter their data manually need to update their demographic information directly into [eBenefits](#).

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## Join Us for a Wellness Champions Webinar!

The Wellness Champions Worksite Wellness Program is currently under construction. The re-launch of the Wellness Champions program will provide resources, engagement and idea-sharing opportunities for employing units.

The Plan has created a new [webpage](#) to house a variety of activity ideas to use remotely or in the office setting. If you have employees who are interested in becoming Wellness Champions, we need their help and participation!

Please encourage them to join us for a short webinar on March 25 from 10 to 10:20 a.m. for a brief overview. Click [here](#) to register.

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## HBR Monthly Webinars Scheduled Through End of Year

To help you best serve your employees, the State Health Plan continues to offer monthly HBR webinars as monthly training opportunities. The monthly webinars, scheduled through December, serve as the main source of updates and guided training. Remember, HBR attendance at each monthly webinar is required.

The next HBR monthly webinar is set for 10 a.m. March 17, 2021. To register for this and other monthly webinars, visit the Plan's HBR [Training and Development](#) page.

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## Did You Know...

### National Nutrition Month & Blue365 Discounts

March is National Nutrition Month. Developing healthy eating patterns can help your employees lower their risk for serious health problems such as heart disease, type 2 diabetes, and obesity. For people with chronic diseases, healthy eating can help manage these conditions and prevent complications.



According to the [Dietary Guidelines for Americans](#), a healthy eating plan:

- Emphasizes fruits, vegetables, whole grains, and fat-free or low-fat milk and milk products
- Includes lean meats, poultry, fish, beans, eggs, and nuts

- Is low in saturated fats, *trans* fats, cholesterol, salt (sodium), and added sugars
- Stays within your daily calorie needs

USDA's [My Plate](#) can help your employees identify what and how much to eat from the different food groups while staying within recommended calorie allowance.

Do your employees need some help making a change in their diet? Nutrition counseling is covered in network as part of their preventive health benefits. Your employees can see their 2021 benefits booklet for the [70/30 Plan](#) or [80/20 Plan](#) for more information.

Do your employees know about Blue365? Blue365 offers premier health and wellness discounts and is free to join for State Health Plan members.

Encourage your employees to go to [eBenefits](#) to see all of the offers and details. Blue365 is available via Blue Connect, which is accessed through [eBenefits](#), the one-stop shop for all member benefit information. Employees can follow these steps to get started:

- Go the State Health Plan website at [www.shpnc.org](http://www.shpnc.org).
  - Click on [eBenefits](#) at the top of the page.
  - Once logged into [eBenefits](#), look for a link to Blue Connect in the left-hand menu.
  - Once in Blue Connect, click *Wellness* at the top of the page.
  - Scroll down to Member Discounts Blue365 Program to click and save!
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**This Month's  
Healthy  
Recipe**



**This Month's  
Wellness  
Tip**



**Mediterranean  
Breakfast Sandwiches**

**Get the Recipe! >**



**Improving Your  
Eating Habits**

**Learn More! >**

**Connect with us on facebook**

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*



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STATE TREASURER OF NORTH CAROLINA  
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