

## May 2019 HBR Update

### HBR Rock Star Groups Unveiled!

The numbers are in and, drumroll please, 82 groups achieved perfect scores on their HBR Scorecards for the entire first quarter!

Please join the Plan in recognizing these rock star groups and their HBRs for achieving a perfect 10.

[1st Quarter Rock Star Groups >](#)

As we continue to audit and deliver the scorecards on a monthly basis, we encourage you to strive for these top scores by making sure all documentation is uploaded and reviewed before all task and dependent approvals.

For more information on this initiative, please visit the [HBR Scorecard page!](#)

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### Clear Pricing Project: Frequently Asked Questions

The State Health Plan is changing how it pays providers like doctors and hospitals for the medical services your employees receive as Plan members. These changes will take place beginning January 1, 2020, and will only affect members on the 80/20 Plan, the 70/30 Plan and the High Deductible Health Plan.

We are making these changes to reduce the cost of health care and to increase transparency in the cost of medical services. Plan members can find more details, including frequently asked questions, on the Plan website's [Clear Pricing Project page](#). More information will be available closer to Open Enrollment, which will be held October 1-31, 2019.

Below are a few commonly asked questions the Plan has received regarding the Clear Pricing Project.

#### **What is the status of any legislation affecting the Clear Pricing Project?**

House Bill 184, which would affect the Clear Pricing Project, is under consideration in the N.C. General Assembly. However, legislation has not been passed to delay the implementation of the Clear Pricing Project. Until any legislation to the contrary is actually passed by the General Assembly and signed by the Governor, the State Health Plan is moving forward with the Clear Pricing Project as announced. If anything changes based on any legislation, the Plan will update members as necessary.

## **Does the Clear Pricing Project change my benefits?**

This does not impact benefits for our active or retired members. This effort is focused on changing how the Plan pays providers for medical services. The Plan's goal is to increase transparency and drive down the cost of health care for our members. Members will be learning more over the next few months about our efforts. Please note this not a change in benefits. Rather, it is a change in the way providers are paid.

## **How will this affect the Plan's network of providers?**

The Plan is creating its own network, the North Carolina State Health Plan Network. The Plan is currently reaching out to medical providers statewide to ask them to partner with the Plan by signing a contract with the new network. Ask your provider if they are planning to join this initiative to increase transparency and lower costs. Providers have until July 1, 2019, to sign a contract in order to be considered in-network as of January 1, 2020.

## **How can I find out if my provider is in this new network?**

Members should feel free to ask their providers if they plan to join the Plan's new network. The "Find a Doctor" tool that currently resides on the State Health Plan's website will be updated the first day of Open Enrollment for members to determine if their providers are in or out-of-network for 2020.

## **What if my provider goes out-of-network?**

If a provider or hospital chooses not to participate in the network, they will be considered out-of-network after January 1, 2020. You may still visit that provider or hospital but you will pay more and be subject to being balanced billed, which means the provider can charge you the difference between what the State Health Plan pays and the amount you owe.

## **What if there is not an in-network provider, hospital or specialist close by that I can see? What if I must visit an out-of-network hospital for an emergency?**

The Plan will continue to adhere to access-to-care standards, which means that in certain scenarios where an in-network provider is not available, the Plan will pay the provider at an in-network rate and the member will be held responsible for the in-network out-of-pocket expenses.

By law, emergency rooms are required to treat patients regardless of coverage. If it is a true emergency, then the State Health Plan will pay at the in-network rate.

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## Health Care Support Program Open to Eligible Plan Members

In January 2019, eligible State Health Plan members received access to the Plan's Health Care Support Program. This is a disease and case management program available for identified members with conditions such as: chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, diabetes, asthma, cerebrovascular disease and peripheral artery disease.

Blue Cross NC is in the process of notifying eligible members through phone calls that they qualify for this program. If a member cannot be reached by phone, a letter will be sent to the member. In case you receive questions from employees, we wanted to share a sample of the [letter](#) that they will receive. Please encourage eligible employees to take advantage of this free benefit!

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## Attention Watauga & Caldwell County HBRs: One Specialized Training Event Left!

As a reminder, these trainings focus specifically on the following topics: Documentation Requirements, Qualifying Life Events, Policies, Procedures and Processes, and Non-Actives (Leave of Absence, Reduction in Force, Disability and Medicare). Click below to register.

June 25, Caldwell/Watauga, Caldwell CC, J.E. Broyhill Civic Center, 10 a.m.-4 p.m.

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## HBR Open Enrollment Training Set for July and August!

The State Health Plan is conducting HBR Open Enrollment training sessions for the upcoming 2020 Open Enrollment period, which will take place Oct. 1-31, 2019. The Plan will be offering on-site trainings and webinars. These sessions will review plan options and changes to assist HBRs in educating employees through the Open Enrollment process.

Sessions will be held in the following counties: Buncombe, Caldwell, Pitt, Wake and New Hanover. Register soon if you want to attend, as space is limited! Open Enrollment posters will be distributed at these sessions.

Webinars will include the same material as the on-site sessions. To register for on-site events and webinars, please see the charts below.

## On-Site Sessions

Click on the event below to register.

Date	County	Click Below to Register	Time
July 29	New Hanover County	Cape Fear Community College	10am-12pm
July 31	Wake County	Department of Transportation Auditorium	2pm-4pm
August 5	Buncombe County	Western Carolina University at Biltmore Park	10am-12pm
August 6	Caldwell County	Caldwell Community College, J.E. Broyhill Civic Center	2pm-4pm
August 9	Pitt County	Pitt Community College	10am-12pm

## Webinars

Click on the event below to register.

Date	Location	Click Below to Register	Time
August 1	Online	Register	2pm-4pm
August 2	Online	Register	10am-12pm
August 2	Online	Register	2pm-4pm
August 7	Online	Register	2pm-4pm
August 8	Online	Register	10am-12pm

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## Work Toward a 'Diabetes Free NC'

Are your employees concerned about diabetes and how to prevent it? There's a resource just for them – and you! Encourage your employees to visit [diabetesfreenc.com](http://diabetesfreenc.com) to learn about prediabetes, determine their risk, and find diabetes prevention programs (DPPs) in their county or area.

The website offers a directory of all the Centers for Disease Control and Prevention-recognized DPPs offered online and onsite in North Carolina. There are free and low-cost options available in North Carolina. Look for the “\*Free/Low-Cost Class” designation in your county under the [Find a Program](#) section.

In addition, State Health Plan members can find more information and health tips on the [Diabetes Resource Center](#) on the Plan's [website](#). Get started today on staying diabetes free!

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## Battling the Opioid Crisis – Together

Opioid-related overdose deaths in North Carolina have doubled in the past 10 years, and the problem only continues to grow and devastate lives. The North Carolina Department of Justice and the Department of Health and Human Services have created the "[More Powerful](#)" campaign to raise awareness of the scope and danger of the opioid crisis, and as a call for action that North Carolinians can rally behind.

HBRs are encouraged to share this information with their employees. In addition, State Health Plan members can visit the Plan's [Opioid Resource Center](#).

Help your employees get the facts. Together we are more powerful than opioids, and we can all help play a part in ending the epidemic.

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## Did You Know:

- May is Skin Cancer Awareness Month. Each year, millions of people develop [skin cancer](#), the most common of all cancers.
- Exposure to [ultraviolet \(UV\) radiation](#) from the sun is a major cause of skin cancer, and the negative effects of UV radiation build up over one's lifetime. In fact, you can be exposed to UV radiation while driving in your car or sitting by a window in your office. UV radiation is also present on cloudy days, even when you don't see the sun.
- Many skin cancers could be prevented by protecting your skin from the sun's rays and by avoiding indoor tanning beds and lamps.
- Are you sun-safe every day? [Take the American Cancer Society's quiz](#) and find out!

While you can't avoid the sun completely, you can know the risks and protect yourself when you spend time outside. Follow these tips:

- Seek shade. Try to avoid direct exposure to the sun between 10 a.m. and 4 p.m. That's when UV rays are the most intense.
- Wear clothes to cover exposed skin as much as possible.
- Wear wide-brimmed hats and sunglasses to block UV rays.

- Use a broad-spectrum sunscreen (protects against UVA and UVB radiation) that has a sun protection factor (SPF) of at least 30 to protect exposed skin.

To learn more, visit the American Cancer Society's "[Be Safe in the Sun](#)" website.