

October 17, 2024, Member Alert



Reminder: Open Enrollment Ends October 25!

Only 47 percent of active employees have completed Open Enrollment. If you have already taken action regarding your 2025 benefits, you may disregard this email.

All active and Non-Medicare members will be automatically enrolled in the Base PPO Plan (70/30). Members who wish to enroll in the Enhanced PPO Plan (80/20) or who wish to reduce their monthly premium in either the Enhanced PPO Plan (80/20) or the Base PPO Plan (70/30) by completing the tobacco attestation **MUST TAKE ACTION during Open Enrollment, which ends FRIDAY Oct. 25, 2024.**

The Base PPO Plan (70/30) remains premium free for eligible retirees. Retirees who wish to enroll in the Enhanced PPO Plan (80/20) and who wish to reduce their monthly premium by completing the tobacco attestation will need to **TAKE ACTION during Open Enrollment, which ends THIS FRIDAY Oct. 25, 2024.**

During Open Enrollment, all members will need to **RE-SELECT a Primary Care Provider** to continue enjoying lower copays when visiting that provider in 2025. Members will do this during the online process in eBenefits, the Plan's enrollment system.

Starting Jan. 1, 2025, the State Health Plan is transitioning Third-Party Administrator (TPA) services from Blue Cross NC to Aetna. We look forward to enhanced benefits that Aetna will offer our members. Aetna stands ready to serve our members and is working hard to make the transition as seamless as possible.

Aetna Health Concierge (Customer Service) is now open at 833-690-1037! Representatives can assist members with finding a provider or benefit-related questions. Please note that representatives are not able to look up your current claims.

Click below to view your Open Enrollment Decision Guide:

[2025 Active Member Decision Guide →](#)

[2025 Active Member Decision Guide \(Spanish\) →](#)

[2025 Non-Medicare Member Open Enrollment Decision Guide →](#)

Need Help Enrolling Online?

[Active Member Enrollment Instructions →](#)

[Non-Medicare Member Enrollment Instructions →](#)

Navigate Through eBenefits



[CLICK HERE TO TAKE ACTION AND COMPLETE YOUR ENROLLMENT →](#)

The Eligibility and Enrollment Support Center at 855-859-0966 offers extended hours during Open Enrollment if you need assistance.

Monday-Friday 8 a.m.-10 p.m.; Saturdays 8 a.m.-5 p.m.

Aetna Health Concierge (Customer Service) at 833-690-1037 offers extended hours during Open Enrollment if you need assistance.

Monday-Friday: 8 a.m.-8 p.m.; Saturdays: 8 a.m.-2 p.m.

Members impacted by Hurricane Helene, please click below for resources.

[Hurricane Helene Resources →](#)



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