

October 2, 2024, Member Alert



Attention State Health Plan Members: Open Enrollment is Underway!

This message is for members enrolled in the High Deductible Health Plan.

If you do not wish to make any changes to your High Deductible Health Plan (HDHP) coverage, **you do not need to take any action during Open Enrollment.** You will automatically be re-enrolled in the HDHP at your current coverage level (for example, employee only or employee + spouse) for the 2025 benefit year.

Review the Decision Guide you received in the mail to learn more about the HDHP. If you want to change your dependent coverage or disenroll, **you must TAKE ACTION during Open Enrollment, which ends Oct. 25, 2024.**

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.

Members are invited to attend an upcoming Aetna Bus/Van stop to learn more about Aetna and Open Enrollment. Visit the Plan's [website](#) for a complete list of upcoming events.

Important Highlights about Your 2025 Benefits:

- No premium increases for the 7th year in a row!
- Preferred and non-preferred insulin remains \$0 for a 30-day supply!
- Preventive Services remain covered at 100% – no deductible!
- Regardless of the action you take during Open Enrollment, **ALL** members will receive a new ID card and will need to begin using that card as of Jan. 1, 2025.

The choices you make during Open Enrollment are for benefits effective January 1, 2025, through December 31, 2025, as long as you remain eligible for this plan. Your coverage will stay in effect until the following benefit plan year, unless you experience a qualifying life event such as marriage, birth, death, or retirement. You have 30 days from the date of the qualifying event to change your coverage.

You can find a complete list of qualifying life events in your Benefits Booklet, available on the State Health Plan website at www.shpnc.org.

[2025 HDHP Decision Guide →](#)

[2025 HDHP Open Enrollment Information →](#)

[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.



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State Health Plan

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