

October 21, 2024, Member Alert



Member Alert

An important update for
State Health Plan members!

Reminder: Open Enrollment Ends October 25!

*If you have already taken action regarding your 2025 benefits,
you may disregard this email.*

For the 2025 benefit year, Medicare members enrolled in the Base PPO Plan (70/30), which is currently administered by Blue Cross NC will be moved to the Humana Medicare Advantage Base Plan unless you enroll in the Base PPO Plan (70/30) during Open Enrollment, which ends **THIS FRIDAY Oct. 25, 2024**. As a reminder, the Base PPO Plan (70/30) will be administered by Aetna as of January 1, 2025.

Members in the Humana Medicare Advantage Base and Enhanced plans will remain in their current plan unless members choose to enroll in a different plan during Open Enrollment, **which ends THIS FRIDAY Oct. 25, 2024**.

You will need to take action during Open Enrollment if you want to be enrolled in a different plan option or make any changes regarding your dependents.

If you have non-Medicare Primary dependents on your plan, they have different options: the Enhanced PPO Plan (80/20) and the Base PPO Plan (70/30). They will be moved to the Base PPO Plan (70/30) for the 2025 benefit year. **You will need to take action during Open Enrollment if your non-Medicare Primary dependents want to be enrolled in the Enhanced PPO Plan (80/20) for the 2025 benefit year.** More information regarding these plan options can be found at www.shpnc.org.

Medicare-eligible members will continue to have three plan options in 2025:

- The Humana® Group Medicare Advantage (PPO) Base Plan (90/10)*
- The Humana® Group Medicare Advantage (PPO) Enhanced Plan (90/10)*
- The Base PPO Plan (70/30), which will be administered by Aetna as of Jan. 1, 2025.

No matter what action members take during Open Enrollment, **ALL** members will receive a new State Health Plan ID card for 2025, from either Humana or Aetna, depending on the plan in which you enroll. Your current card will not work after Dec. 31, 2024.

**The Humana Group Medicare Advantage Plans have a benefit value equivalent to a 90/10 plan.*

[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.

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.

Humana at 888-700-2263

- Monday-Friday: 8 a.m.-9 p.m.

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

[Hurricane Helene Resources →](#)



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