October 15 2020 Member Alert – Actives

Stay up-to-date on the latest plan changes, options and information.

Member Alert

e-Newsletter for the North Carolina State Health Plan

State Health Plan 2021 Open Enrollment Starts Today!

2021 Open Enrollment for the State Health Plan starts today and lasts through October 31, 2020. Make sure to review the Decision Guide you received in the mail to make the best benefit choices for you and your family.

The Eligibility and Enrollment Support Center (855-859-0966) is open **TODAY until 10 p.m.** and is offering extended hours during Open Enrollment (all times ET):

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

Call volume is expected to be high today so your call hold time may be longer.

All active and non-Medicare members will be moved to the 70/30 Plan for the 2021 benefit year. Members will need to take action during Open Enrollment if they want to enroll in the 80/20 Plan or reduce their monthly premium. Please note that the 70/30 Plan remains premium-free for eligible non-Medicare retirees.

Important Highlights for 2021:

- No premium increases for the 3rd year in a row!
- Members who select a Clear Pricing Project provider as their Primary Care Provider will enjoy a $0 copay!

- Reduced copays for members who visit a Clear Pricing Project specialist!
- Preferred and non-preferred insulin will have a $0 copay for a 30-day supply!
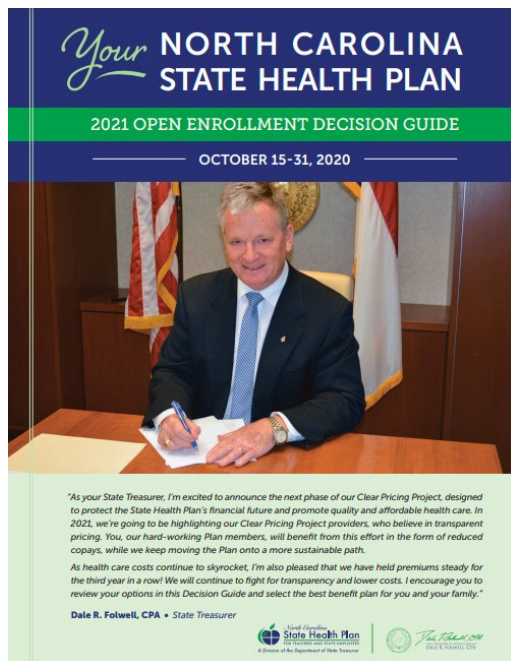- Preventive Services remain free – no copay or deductible – on the 80/20 and 70/30 plans!

Tobacco users who want to reduce their subscriber-only premium by $60 will need to visit a CVS MinuteClinic or a Primary Care Provider who offers the service for at least one face-to-face tobacco cessation counseling session by November 30, 2020.

Click below to view a video that walks you step-by-step through the online enrollment process.

Click the appropriate Decision Guide below for more information regarding benefit changes and premium rates.

Decision Guides

Active Member Decision Guide

Non-Medicare Decision Guide

Videos

Open Enrollment Summary Video for Active Members

Open Enrollment Summary Video for Non-Medicare Members

Step-by-Step Enrollment Video

Click here to complete your Open Enrollment →