

October 21, 2020 Member Alert – Actives



Important Open Enrollment Message for Active Members!

The State Health Plan's Eligibility and Enrollment Support Center (855-859-0966) is experiencing high call volumes, which is resulting in longer hold times than the Plan would like. **We apologize for the inconvenience.**

As a reminder, we are offering extended hours **each weekday** from 8 a.m. until 10 p.m. and Saturdays from 8 a.m. to 5 p.m. Typically, hold times are shorter on Saturdays.

Please note: The wait time that callers hear when calling is the **overall** wait time. So, if you hear that the wait time is 30 minutes, then 40, it is because that is the wait time for the most recent person to call in, **but you are not losing your place in line**, nor are you necessarily going to be waiting that long for your call to be answered.

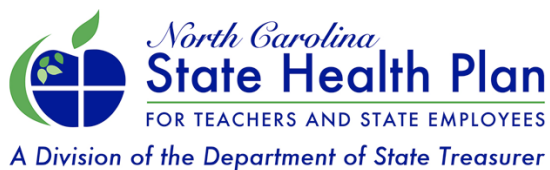
As a reminder, members are able to complete their Open Enrollment online via eBenefits. [Click here](#) to access eBenefits. If you don't remember your password, you are able to reset your password yourself using the Forgot Password feature.

You will need to take action by October 31, 2020, if you want to enroll in the 80/20 Plan or reduce your monthly premium in either the 70/30 Plan or the 80/20 Plan.

Need help enrolling online? Click below to view a brief video that walks you through the online experience or view step-by-step instructions.



[Printable Open Enrollment Instructions →](#)



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