

October 21, 2020 Member Alert – Retirees

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Member Alert

e-Newsletter for the North Carolina State Health Plan

Important Open Enrollment Message for Retired 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. Retirees will need to log in via ORBIT. If you don't remember your password, you are able to reset it yourself using the Forgot Password feature.

Please note that if the question displayed appears correct, but you don't remember your answer OR your answer is not being accepted, or you are having username issues, a completed and notarized affidavit of identity is required. The completed form should be emailed

to the State Retirement Systems at nc.retirement@nctreasurer.com with AOI in the subject line and this will be processed within three days of receipt.

If you are currently on the Medicare Advantage Base Plan or the 70/30 Plan, you will **REMAIN** on that plan and do not need to take action during Open Enrollment, unless you wish to change your plan election or add a dependent. If you are currently on the Medicare Advantage Enhanced Plan, you will be moved to the Medicare Advantage Base Plan for the 2021 benefit year. **Action will be required** to select the Medicare Advantage Enhanced Plan!

Open Enrollment ends October 31, 2020!

Need help enrolling online? Click below to view step-by-step instructions.

[Printable Open Enrollment Instructions \(Medicare Retirees\) →](#)

[Printable Open Enrollment Instructions \(Non-Medicare Retirees\) →](#)



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