

August 2022 Member Focus



Reminder about Dependent Eligibility Documentation

(All Members)

The State Health Plan would like to remind all subscribers that dependent verification documentation is required when adding a dependent to your coverage.

When an active employee adds a dependent during an initial enrollment or via a qualifying life event (QLE), the Health Benefit Representative (HBR) will not approve the dependent's enrollment unless the proper documentation has been uploaded. When a dependent is added during Open Enrollment, the dependent may be approved without documentation, but the documentation is still required. You will have a couple of weeks to provide the appropriate documentation.

What Happens If You Don't Upload Dependent Verification Documentation During Open Enrollment?

Post Open Enrollment, the Plan will review all dependent records to confirm that the appropriate documentation has been uploaded and verified. If there are no verified documents, the Plan will terminate the dependents' coverage. An enrollment exception will be required to evaluate whether the dependent can be reinstated upon receipt of the appropriate dependent verification documentation.

All reinstatement and exception rules continue to apply:

- [Rule on Enrollment Exceptions and Appeals](#)
- [Rule on Member Termination and Reinstatements](#)

State Health Plan Members: Keep Your Contact Information Current!

(All Members)

It's important that the State Health Plan has your updated contact information so we can communicate with you on a regular basis about your health plan benefits. That's especially vital as the Plan prepares to send information to members regarding Open Enrollment, which will be held October 10-28, 2022.



For that reason, it's **critical** that you have a valid address, phone number and email address in the Plan's enrollment system, [eBenefits](#), to ensure you are receiving important health plan information.

You can easily access [eBenefits](#) from the State Health Plan's website at www.shpnc.org and click [eBenefits](#) at the top of the website.

A couple of important things to keep in mind:

- In [eBenefits](#), if the fields to update your contact information are grayed out, you will need to contact your employing unit to update your information. If you are employed by a state agency, you will need to log in to BEACON to update your address **AND** log into [eBenefits](#) to update your email address and phone number. It's necessary to update in **BOTH** places.
- If you are a retired member, you will need to make sure your information is updated within [eBenefits](#) **AND** ORBIT. The two systems do NOT coordinate, so you will need to ensure that your contact information is updated in **BOTH** places.

For assistance, please call the Plan's Eligibility and Enrollment Support Center at 855-859-0966.

4 Tips to Save on Your Medication

(Humana Medicare Advantage Plan Members)

Looking to save money these days? Who isn't! Humana Medicare Advantage Plan members can save on their medications by trying these four tips:

- **Consider generics.** Talk to your doctor or pharmacist about switching to a generic version of a brand-name medication. Generics have the same active ingredients and typically cost less.
- **Consider formulary medications.** A formulary is a list of drugs that a plan covers. It's also known as a Drug List, Drug Guide, or Prescription Drug Guide (PDG). You can obtain a list of formulary medications by visiting the State Health Plan website at www.shpnc.org. Click on "Retiree Benefits" at the top of the page, then click to open your applicable Humana plan. The list of medications is under "Plan Resources" and entitled "2022 Prescription Drug Guide." This list will provide information about what medications are covered by your plan and tier status for your copay.
- **Consider CenterWell Pharmacy.** CenterWell Pharmacy provides delivery of your medications by mail and may provide plenty of benefits, such as timeliness, 90-day supplies, convenience and less trips to the local pharmacy. CenterWell Pharmacy is No. 1 in customer satisfaction for the last four years in a row among mail-order pharmacies.
- **Consider OTC (over the counter) medications.** OTC drugs are nonprescription medications; in other words, you don't need a doctor's prescription to purchase them. The Food & Drug Administration (FDA) reports OTC medications are safe as long as they are taken as directed on the label or as directed by your doctor.



Tobacco Users Can Get a Head Start on Open Enrollment

(Active Members)

As a reminder, active members who are tobacco users and want to earn the monthly premium credit for 2023 don't have to wait until Open Enrollment this fall. You can take action now to save money throughout 2023!

Tobacco users can attend a tobacco cessation counseling session at any provider's office that offers the service for FREE to earn a lower premium for 2023. Members have until November 30, 2022, to take action. (Note: If members combine their tobacco cessation visit with another service, there may be a copay.)

This convenient option means there's no need to wait for Open Enrollment in October to secure the monthly premium credit for 2023.

How it works:

- After members visit a provider for their tobacco cessation session, the provider will submit a claim on their behalf. To ensure they receive credit for their visit, members can upload their office visit summary to the "Document Center" located in [eBenefits](#), the State Health Plan's enrollment system. Members should make sure to request a copy of their summary during their visit.
- This action is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2023.
- If members are **NOT** tobacco users, they will simply attest to that online during Open Enrollment, October 10-28, 2022.
- During Open Enrollment, members will need to attest during the online enrollment process. This step is critical to ensure members receive the lower premium for 2023.

Your Health Minute

Get Protected for National Immunization Awareness Month

August is National Immunization Awareness Month. This observance highlights the importance of vaccination not only for children, but for people of all ages. Immunizations are among the most effective ways to protect against serious diseases. Many vaccine-preventable diseases are no longer common thanks to vaccines!

We encourage you to talk to your health care provider to ensure you and your family are protected against serious diseases by getting caught up on routine vaccination. This can be especially important as the school year approaches.

Remember that preventive care services and medications – including immunizations – are covered at 100% for State Health Plan members on all three plans: the Base PPO Plan (70/30), the Enhanced PPO Plan (80/20), and the High Deductible Health Plan. For details, please go to the [Plan Overview page](#) and view your plan's Preventive Medical Services Summary or Preventive Medications List.

Save the Date!
2023 Open Enrollment
Oct. 10 - Oct. 28, 2022





This Month's
Healthy
Recipe



This Month's
Wellness
Tip



**BBQ Chicken Tacos
with Red Cabbage Slaw**

[Get the Recipe! >](#)



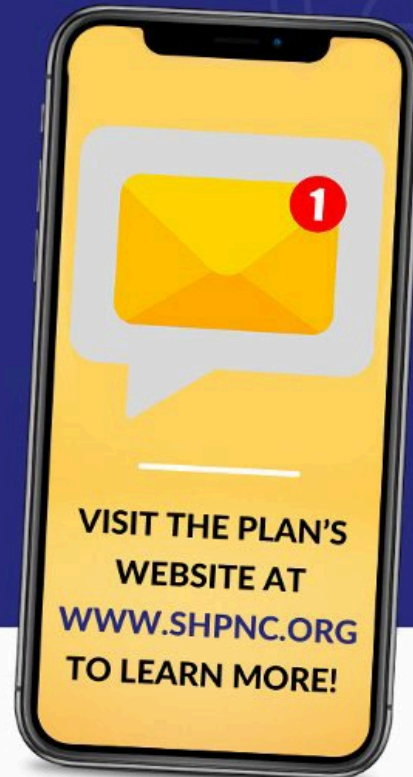
**National Immunization
Awareness Month**

[Learn More! >](#)

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- Sign up to receive State Health Plan updates by text! Just text "Join" to 76971.
- Text messages will be general information regarding your State Health Plan benefits.



SIGN UP TODAY

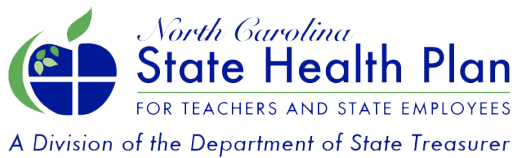


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: ppo.inquiries@nctreasurer.com



Dale R. Folwell, CPA
STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA