

August 2023 Member Focus



SAVE THE DATE: 2024 Open Enrollment Oct. 9-27, 2023

(All Members)

Keep Your Contact Information Current!

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.



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 FIORI (formerly 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.

Reminder! Tobacco Users Can Get a Head Start on Open Enrollment!

(Active & Non-Medicare Members Enrolled in the Base and Enhanced PPO 70/30 & 80/20 Plans)

As a reminder, active members who are tobacco users and want to earn their monthly premium credit for 2024 don't have to wait until Open Enrollment this fall. You can take action now to save money throughout 2024!

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 2024. You have until November 30, 2023, 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 their monthly premium credit for 2024!

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. They 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 2024.
- **If members are NOT tobacco users, they will simply attest to that online during Open Enrollment, October 9-27, 2023.**
- *During Open Enrollment, they will need to attest during the online enrollment process. This step is critical to ensure members receive the lower premium for 2024.*

*The Base PPO Plan (70/30) remains premium free for retirees. The tobacco attestation for retirees only applies to those that wish to enroll in the Enhanced PPO Plan (80/20) and receive a reduced premium.

Open Enrollment Webinars and Events

Active Member and Non-Medicare Retiree Webinars

Active member and non-Medicare retiree webinars are scheduled from Sept. 26 through Oct. 25. These brief webinars are designed to ensure you understand your health plan options for 2024. Visit www.shpnc.org to register for a date and time that is convenient to you!



[Click here to register for webinars →](#)

Medicare Member Webinars, In-Person Events and Telephone Town Hall

For Medicare-eligible members, the State Health Plan will be offering a variety of outreach events with information about your 2024 benefits. These will include in-person events, webinars and a telephone town hall! For a complete list of in-person events, visit the Plan's website or see your Decision Guide. Webinars begin Sept. 27, with in-person events and telephone town hall scheduled closer to Open Enrollment.

To register for events, visit the Plan's website at www.shpnc.org.

If you need assistance with registering for an event, please call the RSVP Hotline at 866-720-0114, Monday - Friday, between 8 a.m. - 5 p.m. ET.

[Click here to register for outreach events →](#)

Medication Extended Day Supply Request

(Members Enrolled in the Base and Enhanced PPO 70/30 & 80/20 Plans)

The pharmacy benefit allows members to request a 90-day supply of most medications at your health care provider's discretion. This benefit can help cut down on trips to the pharmacy, especially for prescription medications that are taken on a regular basis. Keep in mind if you pick up for 90 days, three months' worth of copays will be due.

In addition, Plan members who will be traveling outside of the United States, 90 days or more, may request an extended day supply of medication to provide coverage during the time the member is away. If medication is needed in addition to the 90-day supply, members should request additional refills by completing the [Medication Extended Day Supply Request Form](#), and emailing it to SHPEDSR@nctreasurer.com 30 days prior to their scheduled departure date. Always notify your health care provider of your plans so an appropriate prescription will be in place when the pharmacy tries to fill your medication.

Please be aware that the Plan is unable to provide medication outside of the current enrollment year which always ends on December 31. Requests for a year's worth of medication or other large amounts can only be honored if: the member provides proof of being out of the country for the amount of time the medication is requested; falls within the limits of the prescription written by the provider and is within the enrollment period.

This means that a year's worth of medication is rarely approved because we cannot cross plan years. Large fills of medication should be avoided, if possible, due to the chance of medication and/or dosage changes.

'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinars for Prospective Retirees

Our 2023 "Understanding Your Medical Plan Options When You Become Medicare-Eligible" series of [convenient webinars](#) continues through the summer.

These popular, free webinars are designed for active members who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each event lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions. If you haven't already, [register](#) soon, as these events fill quickly!

[Click here to register for webinars →](#)



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.

You're encouraged 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.

Humana members can find immunization information on the [Humana website](#).



2025 Transition to Aetna as TPA

[Learn More >](#)



This Month's Healthy Recipe



Creamy Lemon & Dill Skillet Chicken

[Get the Recipe! >](#)



This Month's Wellness Tip



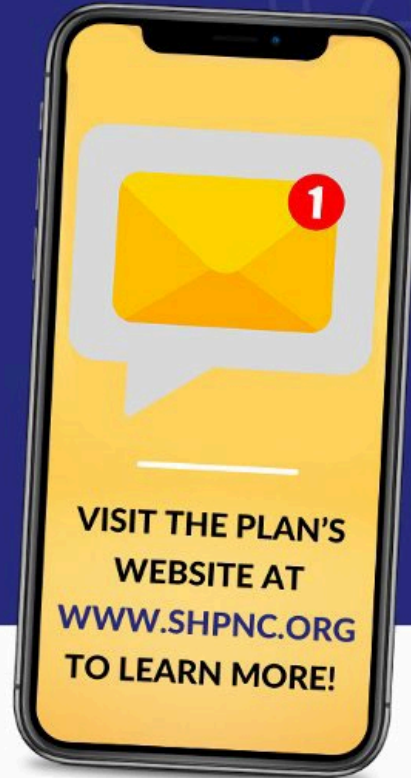
National Immunization Awareness Month

[Learn More! >](#)

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TEXT "JOIN" TO 76971

- 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

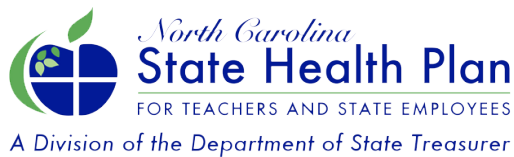


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

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



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