

December 2024 Member Focus



New ID Cards for 2025

(All Plan Members)

All members should have received either a new Humana or Aetna ID card at this point. Members will need to begin using this card Jan. 1, 2025, for all medical and pharmacy services. Your current 2024 ID card will no longer work after Jan. 1, 2025.

For members enrolled in the 70/30 and 80/20 Plans administered by Aetna: The cards you received in November included an error, so you will be receiving another ID card from Aetna prior to Jan. 1, 2025. Please use this new card and discard the ID cards you received in November.

Important Update: New Customer Service Number & Access Information

(Members Enrolled in the 70/30 and 80/20 Plans)

Starting January 1, 2025, please note the new Aetna Health Concierge (Customer Service) number is [833-690-1037](tel:833-690-1037), available Monday through Friday, 8 a.m. – 5 p.m. All questions regarding benefits or provider inquiries for the 2025 benefit year should be directed to Aetna.

For any 2024 claims, Blue Cross NC information will still be available on the State Health Plan's website, and accessible via eBenefits until March 31, 2025.

There is also additional information available on the State Health Plan website regarding the transition.

[Click here for more information →](#)

[Click here for more transition FAQs →](#)

Start the New Year Right!

(Members Enrolled in the 70/30 and 80/20 Plans)

Join us for a Virtual Lunch & Learn

– Aetna 101 – happening each day

January 21-24 at Noon!



Kick off 2025 by learning how to make the most of your health benefits with tips and information from the State Health Plan staff and Aetna representatives. In this session, we'll cover:

- Aetna programs available to all members
- A step-by-step guide through the Member Portal
- Tips for using the Aetna App to manage your health benefits

These free sessions are the **same each day** – just pick the one that fits your schedule!

[RSVP today](#) and be ready to kick off the year with all the tools you need to stay healthy!

[Click here to register for a webinar →](#)

January Premiums Coming Out of December Paychecks and Pensions

(All Members)

Just a reminder that premiums for January will be deducted from December paychecks or pensions. Members should review their statements to ensure the correct deductions are reflected.

A Gift to Yourself: Refilling and Taking Medications on Time

(Humana Medicare Advantage Members)

Taking your medication every day and refilling it before you run out is important for several reasons. When medications are taken exactly as prescribed, they are more likely to work effectively which makes it easier to manage your health and recover from illnesses.

Sticking to the prescribed medication dose and routine helps prevent health conditions from worsening or leading to complications. It reduces the risk of hospitalizations and other more intensive medical treatment, which can be costly and disruptive.

Taking medication consistently contributes to better health and better quality of life. It allows you to maintain stability in your health conditions, and potentially reduce the impact of chronic diseases.

By following medication schedules, patients can avoid more expensive treatments that might be necessary if the condition becomes worse due to missing doses or forgetting

to order refills. By taking and refilling your prescription medications on schedule, it is like giving yourself these gifts:

- Effective Treatment
- Shorter Recovery Time
- Fewer Complications
- Lower Risk of Hospitalization
- Improved Health
- Better Quality of Life
- Cost Effective Management of Chronic Diseases (high blood pressure, high cholesterol, diabetes)

If you need help with remembering to take or refill your medication, please call the number on the back of your Humana ID card for personalized assistance or talk with your pharmacist about a personalized plan.

Subrogation: Third-Party Liability and You

(Active and Non-Medicare Members)

Have you recently been involved in a car accident, medical malpractice case, product defect incident, or some other event that resulted in an injury? In certain circumstances, this may lead to subrogation by the State Health Plan (Plan).

When you receive medical treatment because of an injury or illness, the Plan pays the insurance claims for that care. If the need for treatment was caused by someone else's action or negligence, this is known as third-party liability. So that funds are reserved for our members' medical claims, the Plan protects its funds by the process of subrogation to recover treatment costs that should have been paid by another party.

The Plan will seek reimbursement for medical and pharmacy expenditures if another party is liable for an injury incident, such as medical malpractice, workers' compensation, slip and falls, product liability cases, or motor vehicle accidents.

The Plan has a legal right to recover paid claims that are the responsibility of a third party. You or your attorney should *immediately* notify the Plan if another party is involved in your accident or caused your injury or illness.

Please note: If a liable third party pays YOU directly for damages and the Plan is not informed, then YOU may be responsible for reimbursing the Plan. You can prevent this situation by contacting the Plan's subrogation contractor, The Rawlings Company, LLC ("Rawlings"). Call Rawlings with any questions toll free at 1-877-229-0872.

You or your duly authorized representative can also send an email to NCStatemanualreferrals@rawlingscompany.com for a subrogation request. For details, visit the State Health Plan [website](#). Click on "Employee Benefits" and scroll down to find "[Subrogation and Recovery](#)."

Maintain, Don't Gain for the Holidays

(All Members)

'Tis the season for family, festivity, and food—lots of food. Now is a good time to start planning how to maintain your weight and avoid gaining during the holiday season. Switch your focus from weight loss to weight maintenance during the holidays. Follow these healthy eating tips from the Centers for Disease Control and Prevention (CDC) to help you stay on track.

- **Holiday-Proof Your Plan** – You can't control what foods you will be served at a holiday gathering (unless you're doing the serving!), so plan for challenges. If you will be eating at a different time than usual, have a snack to keep your blood sugar steady. Avoid skipping meals to save up for a feast because you will likely overeat later. If you can, bring a healthy dish to the festivities. If you slip up, get back on track with your next meal.
- **Outsmart the Buffet** – When you face a spread of delicious holiday food, make healthy choices easier. Fill at least half your plate with vegetables, leaving less room for unhealthy food. Eat slowly, it takes at least 20 minutes for your brain to realize you're full. Don't forget to drink plenty of water.
- **No Food is on the Naughty List** – Choose the dishes you really love and can't get any other time of year. Slow down and savor a small serving, and make sure to count it in your meal plan.
- **Keep Moving** – Being active is your secret holiday weapon. It can help make up for eating more than usual and can help reduce holiday stress. Spread activities out throughout the day and get moving with friends and family.
- **Get Your Z's** – When you're sleep deprived, you'll tend to eat more and prefer high-fat, high-sugar food. Aim for 7 to 8 hours per night to guard against mindless eating.

Most of all, remember that the season is about celebrating and connecting safely with the people you care about. When you focus more on fun, it's easier to focus less on food. For more tips, visit the [CDC website](#).



**2025 Transition to
Aetna as TPA**

[Learn More >](#)

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Cranberry-Balsamic Chicken Thighs

Get the Recipe! >



Maintain, Don't Gain This Holiday Season

Learn More! >

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.

North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer

DALE R. FOLWELL, CPA STATE TREASURER OF NORTH CAROLINA

Eligibility and Enrollment Questions: 855-859-0966
Prescription Questions: 888-321-3124
For questions on this newsletter, e-mail: shpmemberinquiries@nctreasurer.com