

# February 2022 Member Focus



## Access Your ID Card on the Go!

*(Members Enrolled in the 70/30, 80/20 PPO Plans & HDHP)*

If you need to access your State Health Plan ID card, or have made changes to your State Health Plan and are you waiting for a new card to arrive in the mail, there's no need to wait! You can access your new ID card now and get a copy online through BlueConnect or the BlueConnect mobile app. Here's how!


To access and print a copy through the Plan's website, follow these steps:

1. Log into eBenefits, the Plan's enrollment system. eBenefits is available on top of the homepage – and every page! – of the Plan's website, [www.shpnc.org](http://www.shpnc.org).
2. Select the appropriate colored box to log in to eBenefits.
3. Once in eBenefits, select BlueConnect located on the left menu.
4. The BlueConnect page provides a quick reference of your deductible balance and access to your claims, among other features.
5. Select "Account/Profile." Once you access your account, you can order a new ID card, change your password, confirm your email and perform other tasks.

New ID cards are also available on the BlueConnect mobile app, offered through Blue Cross NC. To get the app and access your ID card, just follow these steps:

1. Go to the app store and search for and download "Blue Connect Mobile NC."
2. Create an account. If you already have an account, log in.
3. Once you've logged in, scroll to the bottom and tap the "ID Card" button.

- You will be automatically directed to a new screen with a digital image of your ID card.



**North Carolina State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
A Division of the Department of State Treasurer  
Treasurer Dale R. Folwell, CPA

Subscriber: **JOHN A SAMPLE** 01

Member: \_\_\_\_\_

Subscriber ID: **SMPL0001**

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Your Group: \_\_\_\_\_ Group No: **14170742**

Date Issued: **01/01/2022**

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RXBIN: **000000**    RXPCN: **000**    RXGRP: **000000**

Provider Type	CPP	Non CPP
Selected PCP*	<b>\$0</b>	<b>\$30</b>
Phy/Occu/Spch Therapy/Chiro	<b>\$36</b>	<b>\$72</b>
Specialist	<b>\$47</b>	<b>\$94</b>
Behavioral Health	<b>\$0</b>	<b>\$45</b>
Urgent Care	<b>\$100</b>	
ER	<b>\$337 + Ded &amp; 30%</b>	

Other Info	INN	OON
Ind Deductible	<b>\$1,500</b>	<b>\$3,000</b>
Ind OOP Max	<b>\$5,900</b>	<b>\$11,800</b>
Family Deductible	<b>\$4,500</b>	<b>\$9,000</b>
Family OOP Max	<b>\$16,300</b>	<b>\$32,600</b>

\* If PCP not selected, in-network copay \$45

CPP: Clear Pricing Project  
 INN: In-network/OON: Out-of-network  
 OOP: Out-of-pocket

**Primary Care Provider (PCP)**  
 Dr. PCP  
 123 Anywhere Street  
 123-456-7890

**NC SHP Network    80/20 Plan**

Paid for by **YOU** and other **NC Taxpayers**

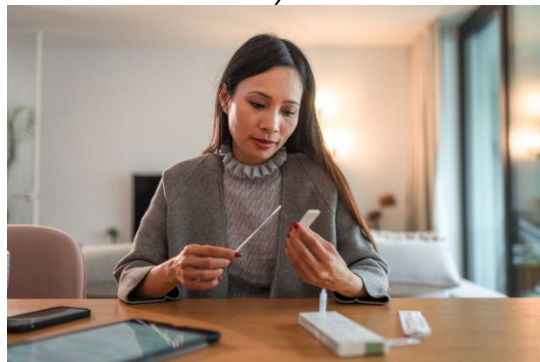
## Coverage for At-Home Rapid COVID-19 Tests Update

*(Members Enrolled in the 70/30, 80/20 PPO Plans & HDHP)*

### Federal and State Free Kit Programs

State Health Plan members are encouraged to utilize the free COVID-19 test kits available through federal and state programs.

Residential households in the U.S. can order one set of 4 free at-home tests from [USPS.com](https://www.usps.com).



There is a limit of one order per residential address. One order includes 4 individual rapid antigen COVID-19 tests.

NC DHHS and Labcorp are teaming up to make at-home kits for COVID-19 testing available to North Carolina residents. For more information and to place an order visit the [NCDHHS website](https://www.ncdhhs.gov).

### State Health Plan Program

At-Home Rapid COVID-19 tests continue to be covered at 100% for State Health Plan members enrolled in the 80/20 and 70/30 PPO Plans as well as the High Deductible Health Plan (HDHP) via the pharmacy benefit.

However, currently many pharmacies are experiencing a high volume at the pharmacy counter coupled with staffing issues, which has led them to restricting over-the-counter (OTC) product processing to only those with a prescription. Therefore, many pharmacies are not accepting insurance and are requiring customers to pay in full for each test.

Members are able to submit the receipt for reimbursement by using the [Prescription Reimbursement Claim form](#) located on the Plan's website. Members can also submit a reimbursement request [online via CVS Caremark](#).

Members should submit a receipt that clearly indicates the test purchased, along with the claims form. Expect the claims reimbursement process to take between 30 and 90 days.

As a reminder, there is a limit of 8 At-Home Rapid tests per 30 days.

Reimbursement does not apply to tests purchased prior to January 15, 2022.

Several retail pharmacy chains are now offering more convenient ways to order COVID-19 tests, including the ability to order them online. Check with your pharmacy for more information. Additional information is also available on the Plan's [COVID-19 webpage](#).

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## **2022 Humana Member Engagement Activities Reminder!**

**Join Humana online** for two series of events: New Member Orientation and Bringing Humana to You (BH2U) online classes.

### **New Member Orientation Online Sessions**

The New Member Orientation educational webinars are available for members who are new to the State Health Plan's Humana Medicare Advantage Plan or for current members who may want a refresher on everything your plan has to offer.

### **Bringing Humana to You (BH2U) Online Sessions**

The BH2U educational workshops will educate State Health Plan members about a wide variety of health and wellness

You can register for the online New Member Orientation (NMO) and Bringing Humana to You (BH2U) sessions [here](#).

If you have any questions or need help registering for these events, please email [HumanaWebinar3@Humana.com](mailto:HumanaWebinar3@Humana.com).

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## 'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinars Scheduled through July!

The State Health Plan is again offering online webinars with important information on “Understanding Your Medical Plan Options When You Become Medicare-Eligible.”

These popular, free webinars are designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each webinar lasts approximately 2 hours and will explain important information regarding Medicare, your retirement health benefit options and offer the opportunity to ask questions.

Webinars are scheduled through July. If you haven't already, register soon, as these webinars are expected to fill quickly!

- [February 23 – 2 to 4 p.m.](#)
- [March 10, 2022 – 7 to 9 p.m.](#)
- [March 22, 2022 – 10 a.m. to noon](#)
- [April 5, 2022 – 2 to 4 p.m.](#)
- [April 28, 2022 – 10 a.m. to noon](#)
- [May 11, 2022 – 7 to 9 p.m.](#)
- [May 24, 2022 – 2 to 4 p.m.](#)
- [June 9, 2022 – 10 a.m. to noon](#)
- [June 21, 2022 – 2 to 4 p.m.](#)
- [July 12, 2022 – 10 a.m. to noon](#)
- [July 21, 2022 – 2 to 4 p.m.](#)

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## Your Health Minute

### February 2022 is American Heart Month

Heart disease continues to be the leading cause of death for men and women in the United States. The good news is that it's often preventable! February is American Heart Month, the perfect time to focus on what you can do for your heart. After all, it works hard for you every minute of the day.

Neglecting to take care of your heart can open the way to disease. Heart disease refers to several types of heart conditions, including coronary artery disease and heart attack. The Centers for Disease Control and Prevention lists

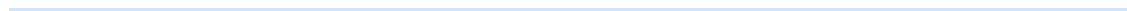
high [blood pressure](#), high blood [cholesterol](#), and [smoking](#) as key risk factors for heart disease. Approximately half of Americans have at least one of these three risk factors.

Several other medical conditions and lifestyle choices can also put people at a higher risk for heart disease, including:

- [diabetes](#)
- [being overweight or having obesity](#)
- [eating an unhealthy diet](#)
- [being physically inactive](#)
- [excessive alcohol use](#)

You can also learn about how [heart disease and mental health disorders are related](#).

Some risk factors for heart disease cannot be controlled, such as your age or family history. But you **can** take steps to lower your risk by changing the factors you **can** control. Staying at a healthy weight, regularly exercising and controlling alcohol use are all ways to positively impact your health. Make this the year that you commit to protecting your heart. After all, you only have one!





**This Month's  
Healthy  
Recipe**



**This Month's  
Wellness  
Tip**



**Loaded Sweet Potato  
Nacho Fries**

**Get the Recipe! >**



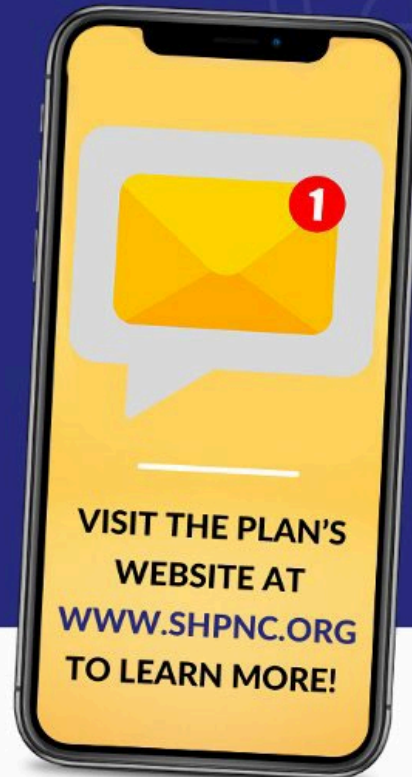
**Heart Disease  
Risk Factors**

**Learn More! >**

**Connect with us on facebook**

# 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**

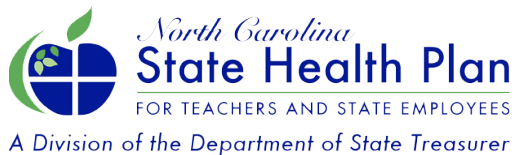


Message Frequency may vary. Message and Data rates may apply.  
Reply STOP to cancel.

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

For questions on this newsletter, e-mail: [ppo.inquiries@nctreasurer.com](mailto:ppo.inquiries@nctreasurer.com)



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