

January 2023 Member Focus



Treasurer Folwell Announces Contract Award to a New Third-Party Administrator for the State Health Plan Effective Two Years from Now in 2025

State Treasurer Dale R. Folwell, CPA, and the State Health Plan recently announced the award of the Third-Party Administrative (TPA) Services Contract to Aetna. This service is currently being provided by Blue Cross NC. A TPA provides a comprehensive network of health care providers and processes claims for the Plan.

Plan members will start receiving more information regarding the changes in 2024 prior to Open Enrollment for the 2025 benefit year. As a reminder, this change does not happen until 2025.

THIS DOES NOT AFFECT MEMBERS ENROLLED IN THE HUMANA GROUP MEDICARE ADVANTAGE PLANS.

The award is the result of a Request for Proposals, a required, competitive bid process in which the Plan solicits industry-leading partners providing exceptional customer service, technological resources and professional support.

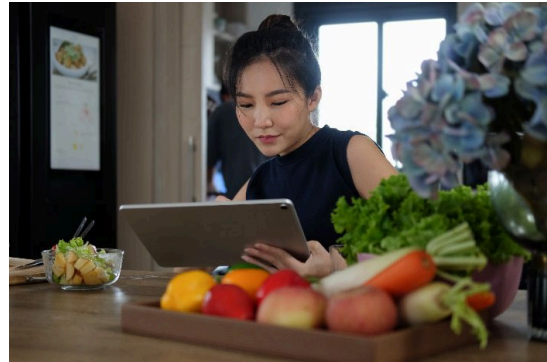
Aetna will be working diligently, in close collaboration with Plan staff and multiple vendors, to develop comprehensive plans and processes, systems and platforms to ensure members will enjoy a seamless transition when its services roll out.

You can read the [full announcement here](#)

SHP 101: Spotlight on Nutrition and Weight for 2023!

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

Brighten the New Year with a spotlight on your health. The next State Health Plan 101 webinar is January 25 and will focus on nutrition and weight management benefits available to members on the Base PPO Plan (70/30), Enhanced PPO Plan (80/20) and High Deductible Health Plan (HDHP).



[Click here to register →](#)

What is a 1095 Form and Do I need it for My Taxes?

A 1095 form is a tax document which provides you with proof of insurance required under the Affordable Care Act (ACA). It includes information needed to report on your tax return and is for your records only. This form is *not needed* to submit with your tax return. It is supporting documentation to keep with personal tax records.

As we head into tax season, you should expect to receive this form after the first of the year to save with your personal tax records. The IRS requires employers to mail the 1095 forms by March 2, 2023. If you haven't received your 1095 form by mid-March 2023, the following information directs how you may request your 1095 form:

- Active employees in 2022 should be speaking with their HBR regarding their 1095 for the months they were employed or on COBRA.
- COBRA members who worked for a non-state agency need to contact their employing unit since COBRA coverage was reported by the employing unit.
- COBRA members who worked for a state agency need to contact BEST Shared Services at BEST@osc.nc.gov or 919-707-0707 or 866-622-3784.

- Retirees and direct bill members on the Base PPO Plan (70/30) or Enhanced PPO Plan (80/20) calling about 1095 forms will need to call the State Health Plan office at 919-814-4400.
- Retirees on a Humana Medicare Advantage Plan need to contact Medicare at 1-800-MEDICARE (1-800-633-4227).
- Retirees and direct bill members on the Base PPO Plan (70/30) or Enhanced PPO Plan (80/20) who haven't received a form by mid-February 2023 should contact the State Health Plan.

If you have a question when you receive your 1095 form you should call the contact number listed on your 1095.

2023 Humana Member Engagement Activities

(Humana Members)

Make 2023 the best year yet! Join Humana online and in person for events that can help you make the most of your State Health Plan Humana Medicare Advantage Plan. You can learn more about various health and wellness topics, including New Member Orientation, Bringing Humana to You (BH2U), and Coffee and Conversation with a State Health Plan Humana representative. These events are offered through the Plan's Humana Group Medicare Advantage plan at no extra cost to you.

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. Topics will include an overview of the Humana Medicare Advantage plan, the SilverSneakers fitness program, and the Go365 rewards program as well as online resources and tools available through <https://our.humana.com/ncshp/>.

Bringing Humana to You (BH2U) Online and In-Person Sessions

The BH2U educational workshops will educate State Health Plan members about a wide variety of health and wellness topics. Humana representatives will be presenting.

Coffee and Conversation with a State Health Plan Humana Representative

Grab a cup of coffee and let's talk about what all your State Health Plan has to offer. This is a great opportunity to ask benefit questions.

You can register online for the New Member Orientation (NMO), Bringing Humana to You (BH2U), and Coffee and Conversation sessions at <https://our.humana.com/ncshp/additional-information>

Keep an eye on the custom website for upcoming events in 2023. The first activity starts in February!

If you have any questions or need help registering for these events, please email HumanaWebinar3@Humana.com.

Your Health Minute

Behavioral Health Resource Center Offers Support for Members, Families

You made it through the holidays! But stress or other behavioral health issues can arise any time of the year. The State Health Plan can help.

Behavioral or mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. Higher levels of well-being are associated with decreased risk of disease, illness, and injury; better immune functioning; speedier recovery; and increased longevity. Additionally, behavioral health plays a major role in people's ability to maintain good physical health.

The State Health Plan's website has a [Behavioral Health Resource Center](#) to help you find the help and resources you may need. The resource center also features [behavioral health resources for adolescents](#), including information on how to prevent self-harm.

Behavioral health issues can be caused by a variety of factors, including biological factors such as genetics or brain chemistry, life experiences such as trauma or abuse, family history, or lifestyle choices such as diet, physical activity, or alcohol and substance use. Often multiple factors contribute to the development of a behavioral health issue.

It's important to understand that behavioral health issues are not a choice. Rather, they include issues that cannot be overcome by willpower alone. Should you need more information, please visit the [Behavioral Health Resource Center](#) to learn more.



This Month's
Healthy
Recipe



This Month's
Wellness
Tip



**Green Chile
Chicken Pozole**

[Get the Recipe! >](#)



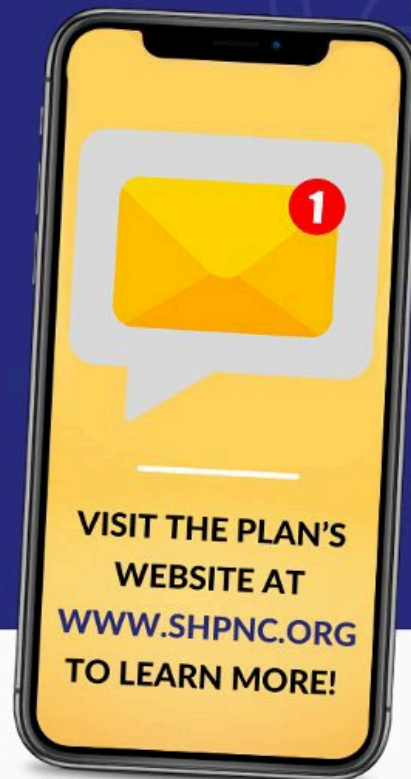
**Stay Active
This Winter**

[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



North Carolina
State Health Plan

FOR TEACHERS AND STATE EMPLOYEES

A Division of the Department of State Treasurer



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