

June 2024 Member Focus



Keep Your Address Current!

As members know, the State Health Plan is transitioning from Blue Cross NC to Aetna beginning January 1, 2025. Aetna will process your medical claims, manage the health care provider network and deliver new member services as the State Health Plan's new third-party administrator (TPA).

To make this transition as seamless as possible, it's important for you to stay updated on Plan news and upcoming events, including 2025 Open Enrollment, set for Sept. 30-Oct. 25, 2024. It's easy to stay informed on the TPA transition and all Plan benefits news on the Plan's website, in the Plan's monthly e-newsletter and on social media. See the handy checklist below and please act by this summer!

To ensure you receive announcements and messages about this change and Open Enrollment, please:

- Make sure you have your correct mailing address, email address and phone number in eBenefits, the Plan's enrollment system. You can access eBenefits on the Plan's website at www.shpnc.org.
- Make sure your employer has the correct address, as well. If you're a retiree, your personal information needs to be current in ORBIT and eBenefits as the two systems do not coordinate.
- Sign up for the Plan's monthly e-newsletter, Member Focus, on the Plan's website at www.shpnc.org.
- Follow the State Health Plan on Facebook and Instagram! Visit [Facebook.com/SHPNC](https://www.facebook.com/SHPNC) and [nchealthplan](https://www.instagram.com/nchealthplan).

As a reminder, this impacts members enrolled in the Base PPO Plan (70/30), including Medicare retirees enrolled in that plan, and members

enrolled in the Enhanced PPO Plan (80/20). This does not impact members enrolled in our Group Medicare Advantage Plans.

Watch for Information on 2025 Open Enrollment

Questions on 2025 Open Enrollment and the transition to Aetna? We have you covered. We're ready to meet you wherever you are – in person, online or by phone! The State Health Plan and Aetna will be hosting an Aetna bus and van tour across the state, as well as numerous webinars and telephone town hall events.

Watch for information in your mailbox later this summer. As always, details will also be posted on the State Health Plan website at www.shpnc.org later this summer.

Last 'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinar Until this Fall

The last State Health Plan 2024 “Understanding Your Medical Plan Options When You Become Medicare-Eligible” webinar until this fall is scheduled for June 20.

These popular, free webinars are designed for employees 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. Members who wish to attend are encouraged to [register](#) soon, as these events fill quickly!



Webinars are also set for November and December.

[Register for State Health Plan Webinars →](#)

Your Health at Your Fingertips with MyHumana

(Humana Plan Members)

Get your personalized health information on MyHumana! A valuable part of your Humana plan is a secure online account called MyHumana, where you can keep track of your claims and benefits, find providers, view important plan documents and more.

Get the most out of MyHumana by keeping your account profile up to date. Whether you prefer using

a desktop, laptop, or smartphone, you can access your account anytime.* Getting started is easy—just have your Humana member ID card ready and follow these three steps:

1. **Create your account.** Visit your.Humana.com/ncshp and click on the green box in the top right-hand corner to sign in to MyHumana.
2. **Choose your preferences.** The first time you sign into your MyHumana account, be sure to choose how you want to receive information from us – online or mailed to your home. You can update your communication preferences at any time.
3. **View your plan benefits.** After you set up your account, be sure to view your plan documents so you understand your benefits and costs. You can also update your member profile if your contact information has changed.

The MyHumana mobile app

If you have an iPhone or Android, download the MyHumana mobile app. You'll have your plan details with you at all times.*

With MyHumana and the MyHumana mobile app, you can:

- Review your plan benefits and claims
- Find pharmacies in your network
- Find providers in your network
- Look up and compare drug prices
- View or update your medication list
- View or print your Humana member ID card

Have questions?

If you need help using MyHumana, try our Chat feature or call Customer Care at the number listed on the back of your Humana member ID card.

* *Standard data rates may apply.*

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 ("the 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](#)."

Your Health Minute

Men's Health

June 2024 is National Men's Health Month. This national observance raises awareness of preventable health problems and encourages early detection and treatment of disease.

Men, protect your health by doing the following:

- Make prevention a priority
- Eat heart healthy
- Be physically active
- Control your weight

- Quit smoking

Just take it one step at a time. And for anyone with a man in their life, you can play an important part with healthy encouragement. The State Health Plan can help!



Make prevention a priority. Many health conditions can be prevented or detected early with regular checkups. Regular screenings may include blood pressure, cholesterol, glucose, prostate health and more. For those on the Base PPO Plan (70/30) and Enhanced PPO Plan (80/20), benefits include a routine physical once a year, in network, covered at 100% if filed as a [preventive service](#).

Be aware that heart disease is a leading cause of death in men. Know the major signs and symptoms of a heart attack. *If you are having any of these symptoms seek medical attention and don't delay being evaluated by a medical provider. Always call 911 immediately if you think you or someone you know is having a heart attack.* Symptoms include:

- Pain or discomfort in the jaw, neck, or back
- Feeling weak, light-headed, or faint
- Chest pain or discomfort
- Pain or discomfort in arms or shoulder
- Shortness of breath

Eat healthy and include a variety [of fruits and vegetables](#) in your diet each day. Fruits and vegetables contain vitamins and minerals that may help

protect you from chronic diseases. Limit or avoid foods that are high in calories, sugar, salt and fat.

Get moving! [Physical activity](#) can help control your weight, reduce your risk of heart disease and some cancers, and improve your [mental health](#). You can also check out the Plan's [Behavioral Health Resource Center](#).

Quit smoking. Smoking has been linked to cancer, heart disease, stroke and increases the risk of sexual dysfunction. For those on the 70/30 and 80/20 PPO Plans, [tobacco cessation support](#) is covered as part of your preventive benefits. Tobacco cessation counseling is available at a CVS MinuteClinic and certain Primary Care Provider offices.


In addition, you can visit the State Health Plan [website](#) for more [health and wellness resources](#).



**2025 Transition to
Aetna as TPA**

[Learn More >](#)

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**This Month's
Healthy
Recipe**



**This Month's
Wellness
Tip**



**Tomato, Mozzarella & Arugula
Sandwich**

Get the Recipe! >

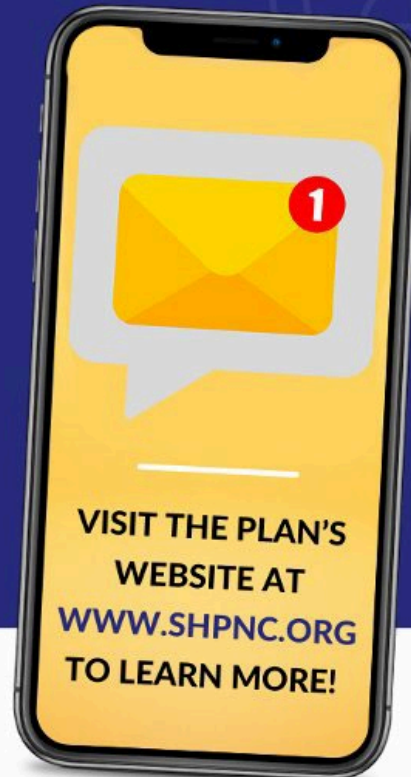


**National Men's
Health Month**

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

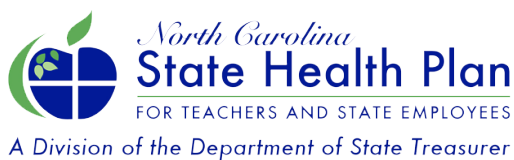


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

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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