

November 2024 Member Focus



New ID Cards for 2025

(All Plan Members)

All members will receive new ID cards for 2025 soon from either Aetna (Base PPO Plan 70/30 and Enhanced PPO Plan 80/20) or Humana (Medicare Advantage Plans), regardless of the action taken during Open Enrollment.

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.

When you receive your new ID card, please review the information included and create an account for online tools and resources to help you manage your benefits.

[Click here for more 2025 benefit information →](#)

Updating Your Primary Care Provider

(Base PPO Plan 70/30 and Enhanced PPO Plan 80/20 Members)

Members that did not select a Primary Care Provider (PCP) during Open Enrollment for 2025 using the Aetna Find a Provider tool are still able to complete this task and take advantage of the lower copays associated with your provider.

Members can update a PCP anytime throughout the year. To choose or change your PCP, visit [SHPNC.org](https://shpnc.org), log in to [eBenefits](#) and select **Update Your Primary Care Provider**.

If you change your PCP, you'll receive an updated ID card in about 7–10 business days that shows your choice. You will also be able to view a digital copy of your new ID card in the Aetna Health app once you have created an account.

Tobacco Cessation and Credit Removals

(Base PPO Plan 70/30 and Enhanced PPO Plan 80/20 Members)

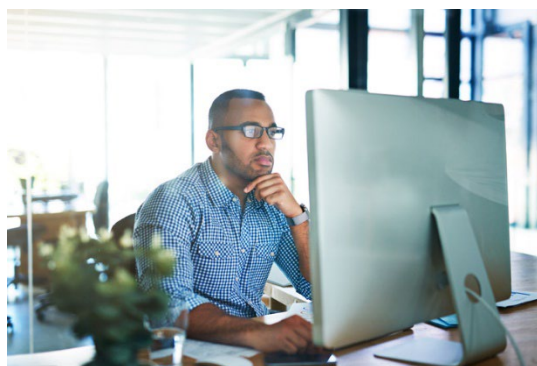
Reminder: If you indicated that you were a tobacco user during Open Enrollment and agreed to visit a Primary Care Provider for tobacco cessation counseling, please note that the deadline to complete your counseling session is **November 30, 2024**. If you do not complete your counseling session by this date, you risk losing the premium credit and your premium next year will be the increased amount.

To ensure the credit is applied, members are encouraged to upload their office visit summary into the Document Center in [eBenefits](#). The subscriber must present their State Health Plan ID card for the visit to be covered at 100 percent by the Plan. **If members combine their tobacco cessation visit with another service, there may be a copay.**

Upcoming Webinar

'Understanding Your Medical Plan Options When You Become Medicare-Eligible'

The last "Understanding Your Medical Plan Options When You Become Medicare-Eligible" [webinar](#) in 2024 is **December 10 at 2 p.m.**



This free webinar is designed for active members who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. The webinar will last approximately two hours and will explain important information regarding Medicare, retirement health benefit options and provide an opportunity to ask questions. If you haven't already, [register](#) soon as this event will fill quickly!

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

Hurricane Helene Resource Reminder

(All Plan Members)

The State Health Plan is here for our members impacted by Hurricane Helene. **A list of resources available to assist members in the impacted areas** is located on the Plan's [website](#).

Get Ready for the Great American Smokeout®

(All Plan Members)

Quitting smoking isn't easy — it takes time and a plan. You don't have to quit in one day; just focus on starting with day one. Let the Great American Smokeout on **November 21** be the day to begin your journey toward a smoke-free life.

Although cigarette smoking rates have declined over the years, it remains the most preventable cause of serious illness and death. It's never too late to quit using tobacco. No matter your age or how long you've been smoking, quitting can improve your health immediately and more over the long term.

Join thousands of people across the country in taking an important step toward a healthier life and reducing your cancer risk. The American Cancer Society offers resources and support to help you quit. Visit cancer.org/smokeout to learn more and to make a quit plan!

Additionally, active, and non-Medicare Plan members have access to various tobacco cessation resources.



Your Health Minute: November is National Diabetes Month

(All Plan Members)

National Diabetes Month in November is the perfect time to learn more about diabetes and how to prevent it. About 38 million people have diabetes. That's about 1 in every 10 people. 1 in 5 people don't know they have it, according to the [Center for Disease Control \(CDC\)](#).



98 million American adults—**more than 1 in 3**—have prediabetes



More than 8 in 10 adults with prediabetes don't know they have it

[Prediabetes](#) is a serious health condition where blood sugar levels are higher than normal, but not high enough yet to be diagnosed as type 2 diabetes. Prediabetes increases the risk of developing [type 2 diabetes](#) which can lead to [heart disease](#) and stroke. If you have prediabetes, you can make lifestyle changes to prevent or delay this disease and other serious health problems.

Take the [prediabetes risk test](#) to find out if you are at risk of having prediabetes. If your score is high, talk with your health care provider and commit to making changes that lower your risk.

As a reminder, in 2025, the Plan will again offer members enrolled in the Base and Enhanced PPO (70/30, 80/20) plans who take insulin a \$0 cost for preferred or non-preferred prescription insulin.

You can also learn more by visiting the Plan's [Diabetes Resource Center](#).



Connect with us on **facebook**

Follow us on *Instagram*



This Month's
Healthy
Recipe



**Cream of Turkey
and Wild Rice Soup**

[Get the Recipe! >](#)



This Month's
Wellness
Tip



**National
Diabetes 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



**VISIT THE PLAN'S
WEBSITE AT
WWW.SHPNC.ORG
TO LEARN MORE!**

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: shpmemberinquiries@nctreasurer.com

