

# Make way for the new TPA!

Aetna will become the State Health Plan's new Third-Party Administrator (TPA) on Jan. 1, 2025. Blue Cross NC is the Plan's current TPA.

The State Health Plan's goal is to make the Aetna transition as seamless as possible. A few things to keep in mind regarding your 2025 State Health Plan benefits:

- ✓ Same plan options [Base PPO Plan (70/30) and Enhanced PPO Plan (80/20)]
- ✓ No benefit changes
- ✓ No premium increases
- ✓ New TPA
- ✓ New ID Card
- ✓ Expanded disease and case management programs
- ✓ New 24/7 Nurse Line
- ✓ New virtual care services through Teladoc

## Aetna's Broad National Network

State Health Plan members will be able to enjoy Aetna's broad national network which includes 99.5% of North Carolina providers including all major hospitals in North Carolina. To locate your provider, visit the State Health Plan's website, click "Find a Doctor" and select Aetna's Find a Provider Tool.



North Carolina State Health Plan  
3200 Atlantic Avenue  
Raleigh, NC 27604


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Aetna Health Concierge (Customer Service) is  
**NOW OPEN: 833-690-1037**  
Monday-Friday: 8 a.m. - 5 p.m.

SHP101

2025 State Health Plan Open Enrollment  
**September 30 – October 25, 2024**  
SAVE the DATE



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

 **aetna**



# SAVE THE DATE

## 2025 State Health Plan Open Enrollment September 30 – October 25, 2024

### Open Enrollment Member Outreach

We know you have questions, and we have answers! We're here to meet you where you are, in person, online and by phone. You should plan to attend one of the numerous opportunities we're offering to learn more about the transition to Aetna as the Plan's new TPA.

### In-Person Events

The Aetna bus and van will be visiting more than 20 locations across the state as they prepare to bring more heart to your benefits beginning Jan. 1, 2025. Each stop will offer:

- ✓ The opportunity to ask Aetna representatives questions about the transition, including the ability to look up your providers.
- ✓ Flu shots while supplies last.
- ✓ Certain stops will offer the opportunity to learn more about the Eat Smart Move More Weigh Less Program from representatives.

No registration required, just stop by during the times below!

Date	Time	Location	Aetna Vehicle Location
8/29/2024	11 a.m. – 3 p.m.	Asheville-Buncombe Technical Community College, 340 Victoria Road, Asheville, NC 28801	Conference Center parking lot A13 at 16 Fernhurst Drive
9/5/2024	11 a.m. – 3 p.m.	Wilkes Community College, 1328 South Collegiate Drive, Wilkesboro, NC 28697	Pond Parking Lot, Main Campus (first parking lot on the left as you enter the lower campus)
9/10/2024	11 a.m. – 3 p.m.	Johnston Community College, 245 College Road, Smithfield, NC 27577	Wilson Building Parking Lot
9/11/2024	11 a.m. – 3 p.m.	Pitt Community College, 1986 Pitt Tech Road, Winterville, NC 28590	Parking Lot next to Leslie Building and Goess Student Center
9/12/2024	11 a.m. – 3 p.m.	Beaufort County Community College, 5337 Highway 264 East, Washington, NC 27889	East Parking Lot of Building 1
9/18/2024	11 a.m. – 3 p.m.	NC School for the Deaf, 517 W. Fleming Drive, Morganton, NC 28655	Alumni Field Parking Lot (Football Field)
9/19/2024	11 a.m. – 3 p.m.	Rowan-Cabarrus Community College, 1333 Jake Alexander Blvd. South, Salisbury, NC 28146	Parking Lot in front of Building N101, North Campus
9/24/2024	11 a.m. – 3 p.m.	Central Piedmont Community College, 1201 Elizabeth Ave., Charlotte, NC 28235	The Quad, Central Campus
9/25/2024	11 a.m. – 3 p.m.	UNC-Charlotte, 9201 University City Blvd., Charlotte, NC 28223	Between the College of Education and Health & Human Services buildings, the Plaza

Date	Time	Location	Aetna Vehicle Location
9/26/2024	11 a.m. – 3 p.m.	South Piedmont Community College, 4209 Old Charlotte Highway, Monroe, NC 28110	Braswell Building
10/1/2024	11 a.m. – 3 p.m.	Catawba Valley Community College, 2550 Highway 70 SE, Hickory, NC 28602	Tarlton Complex/Multipurpose Center
10/2/2024	11 a.m. – 3 p.m.	Mitchell Community College, 500 West Broad St., Statesville, NC 28677	Main Building. Public Parking on Mitchell Campus, street or in public lots.
10/3/2024	11 a.m. – 3 p.m.	Durham Technical Community College, 1637 East Lawson St., Durham, NC 27703	Building 2 Parking Lot, Collins
10/4/2024	11 a.m. – 3 p.m.	Randolph Community College, 629 Industrial Park Ave., Asheboro, NC 27205	Parking Lot A1
10/7/2024	11 a.m. – 3 p.m.	NC DHHS-Dorothea Dix Campus, 101 Blair Drive, Raleigh, NC 27603	Adams Building Parking Lot
10/8/2024	11 a.m. – 3 p.m.	Forsyth Technical Community College, 2100 Silas Creek Parkway, Winston-Salem, NC 27103	Lot CC2 Behind Strickland Building on Main Campus
10/9/2024	11 a.m. – 3 p.m.	Guilford Technical Community College, 601 East Main St., Jamestown, NC 27282	Bonner Drive Parking Lot "O" Across from Medlin Campus Center Building
10/10/2024	11 a.m. – 3 p.m.	Alamance Community College, 1247 Jimmie Kerr Road, Graham, NC 27253	Between the Student Services Building and the Main Building
10/14/2024	11 a.m. – 3 p.m.	Pender County EMS Services Complex, 805 Ridgewood Ave., Burgaw, NC 28425	Next to EOC Building
10/15/2024	11 a.m. – 3 p.m.	UNC-Wilmington, 601 South College Road, AA 1070, Wilmington, NC 28403-5627	The Fisher Lot
10/17/2024	11 a.m. – 3 p.m.	Wake Technical Community College, 9101 Fayetteville Road, Raleigh, NC 27603	Parking Lot J on the Southern Wake Campus

Date	Time	Location	Aetna Vehicle Location
10/21/2024	11 a.m. – 3 p.m.	Coastal Carolina Community College, 444 Western Blvd., Jacksonville, NC 28546	Parking Lot S-6 (off North Academic Drive)
10/22/2024	Morning event: 10 a.m. – Noon Afternoon event: 2 p.m. – 4 p.m.	Cape Fear Community College, 411 N Front St., Wilmington, NC 28401	Morning Event: 4500 Blue Clay Road, Castle Hayne, NC 28429 at NA-2 Parking Lot.  Afternoon Event: 411 N. Front St., Wilmington, NC 28401 between L and G Building, Tabitha's Courtyard.
10/23/2024	11 a.m. – 3 p.m.	Fayetteville Technical Community College, 2201 Hull Road, Fayetteville, NC 28303	Parking Lot of General Classroom Building off Fort Bragg Road.

### Webinars

Each webinar will include information regarding the transition to Aetna, with the opportunity for participants to ask questions. To register, visit the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org).

Date	Time
9/11/2024	Noon & 4 p.m.
9/12/2024	Noon & 4 p.m.
9/18/2024	Noon & 4 p.m.
9/19/2024	Noon & 4 p.m.
9/25/2024	Noon & 4 p.m.
9/26/2024	Noon & 4 p.m.
9/27/2024	Noon
10/2/2024	Noon & 4 p.m.
10/3/2024	Noon & 4 p.m.
10/8/2024	7 p.m.
10/10/2024	Noon & 4 p.m.
10/15/2024	10 a.m. & 4 p.m.
10/16/2024	10 a.m. & 4 p.m.
10/21/2024	Noon & 4 p.m.



### Telephone Town Halls

Telephone town halls are like listening to a radio show over the phone. You'll simply provide your phone number when you register and we'll call you to join at the start of the event. Members who have registered and members with a valid phone number in the State Health Plan's enrollment system eBenefits will receive a call prior to an event, which will prompt you to join. If the phone number we have on file is a mobile number, you must register and agree to be contacted for the meeting via your mobile number.

To register, visit the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org).

Date	Time
9/26/2024	7 p.m.
10/3/2024	7 p.m.

### Stay Engaged and Social with YOUR State Health Plan

It's important to stay engaged so you can be in the know on what you need to do prior to and during Open Enrollment! What's the best way to stay engaged?

- ✓ Sign-up for the Plan's monthly Member Focus e-newsletter for details regarding Aetna and Open Enrollment by visiting [www.shpnc.org](http://www.shpnc.org).
- ✓ Follow the State Health Plan on Facebook ([www.facebook.com/SHPNC](https://www.facebook.com/SHPNC)) and Instagram (@[nchealthplan](https://www.instagram.com/nchealthplan)).
- ✓ Look for your Open Enrollment Decision Guide, which will arrive in your mailbox in September. Make sure your address is correct in eBenefits, the Plan's enrollment system, and that your employer has your address. If you are retired, make sure ORBIT has your correct address!



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