

2025 State Health Plan Open Enrollment

Active and Non-Medicare Members

Open Enrollment
Sept. 30 – Oct. 25, 2024



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

Topics for Today

- Make Way for Aetna!
- Open Enrollment Reminders
- Benefit Highlights for 2025
- Plan Comparisons
- Premium Rates
- Online Enrollment Process & Reminders
- Aetna Find a Provider Online Process
- Important Phone Numbers

**OPEN
ENROLLMENT**



**A new TPA
is on the way.**

- Aetna will become the State Health Plan's new Third-Party Administrator (TPA) beginning 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 the 2025 State Health Plan benefits:
 - ✓ No benefit changes
 - ✓ No premium increases
 - ✓ New TPA
 - ✓ New 24/7 Nurse Line
 - ✓ New Teladoc services
 - ✓ Expanded disease and case-management program
 - ✓ New ID Card

Action Required!



- **ALL active and non-Medicare members, including dependents, will be moved to the Base PPO Plan (70/30) effective Jan. 1, 2025.**
 - You will see this change when you log in to eBenefits during Open Enrollment.
- **Subscribers MUST take action if you want to enroll in the Enhanced PPO Plan (80/20) and reduce your premium in either the Base PPO Plan (70/30) or Enhanced PPO Plan (80/20).**
- If you do not take action by Oct. 25, you will:
 - **Remain on the Base PPO Plan (70/30) for 2025.**
 - **Pay more for subscriber-only premium for failure to complete tobacco attestation for active members in the Base 70/30 and Enhanced 80/20 plans.**
- The Base PPO Plan (70/30) remains premium-free for non-Medicare subscribers in the Retirement Systems and does not require a tobacco attestation to reduce the premium.
- The tobacco attestation applies to non-Medicare subscribers in the Retirement Systems who want to enroll in the Enhanced PPO Plan (80/20) and reduce their monthly premium.

NOTE: Base PPO 70/30 Plan for retiree-only coverage remains premium free for those eligible.

Dependent Eligibility Reminder

- Open Enrollment is the time to add/drop dependents and/or change plans.
- Outside of OE, there must be a Qualifying Life Event (QLE) to add/drop dependents within 30 days of the event.
- Dependent verification documentation is required for all dependents.
 - During Open Enrollment, you have until Oct. 25 to provide the required documentation.
 - A full list of required documents can be found on the Plan's website at www.shpnc.org.
- Documents should be uploaded and stored in eBenefits. Need help? Contact your HBR or the Eligibility and Enrollment Support Center (855-859-0966).



Qualifying Life Events & Dependent Eligibility

Guidelines for a Qualifying Life Event (QLE) and dependent eligibility.

2025 Health Plan Options

- The State Health Plan will continue to offer two plan options for active and non-Medicare members in 2025:

Enhanced PPO Plan (80/20)

Members pay a 20% coinsurance for eligible in-network services. For some services (i.e., office visits, urgent care or emergency room visits), members pay a copay. Preventive Care Services performed by an in-network provider are covered at 100% by the Plan, at no cost to the member.

Base PPO Plan (70/30)

Members pay 30% coinsurance for eligible in-network expenses. Similar to the 80/20 plan, members pay a copay for some services (i.e., office visits, urgent care or emergency room visits). Preventive Care Services performed by an in-network provider are covered at 100% by the Plan, at no cost to the member.

Active members can reduce their employee premium by completing the tobacco attestation in both plans!

Benefit Highlights for 2025

Benefit Highlights for 2025!

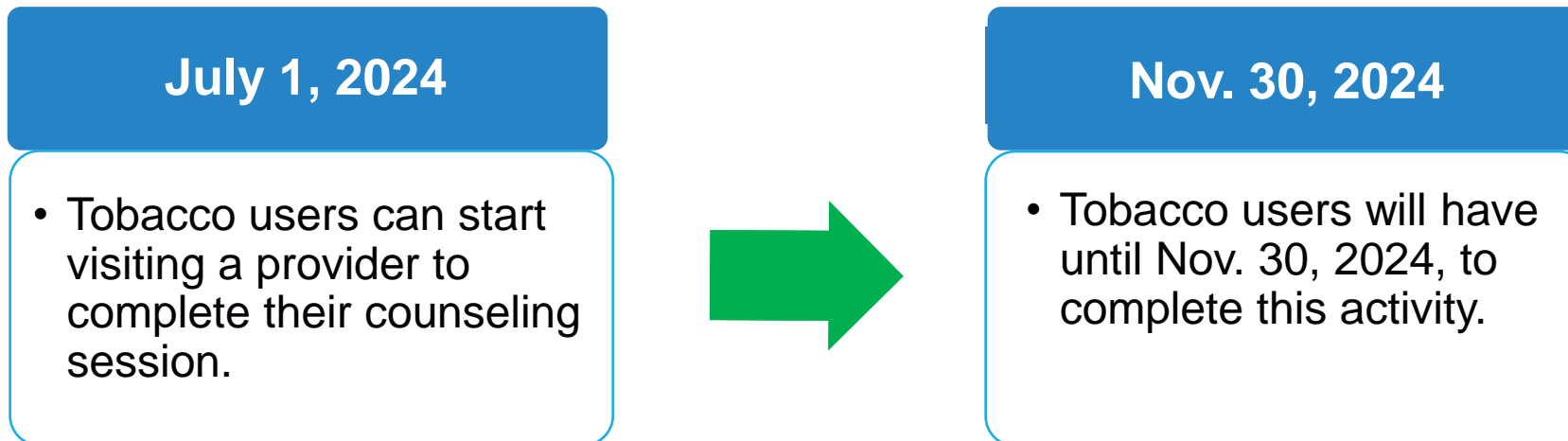
- There are no major benefit changes for 2025.
- No premium increases for the 7th year in a row!
- Members who select a Clear Pricing Project Provider as their Primary Care Provider will continue to enjoy a \$0 copay!
- Continued reduced copays for members who visit a Clear Pricing Project Specialist!
- Joint replacement bundle pricing for eligible members!
- Preferred and non-preferred insulin will continue to have a \$0 copay for a 30-day supply!
- Preventive Care Services & Medications will continue to have no copay or deductible on either plan!
- Plus these enhanced Aetna services:
 - ✓ New expanded disease and case management programs
 - ✓ New 24/7 Nurse Line
 - ✓ New virtual care services through Teladoc
 - ✓ New LifeMart discount program
- Please refer to the Benefits Booklets located on the Plan's website for full coverage details.



2025 Open Enrollment Tobacco Attestation Activity



- Subscribers that are tobacco users can attend a tobacco cessation counseling session at a provider's office that offers this service for **free** to lower their 2025 employee-only premium by \$60.
 - If you combine your tobacco cessation visit with another service, there may be a copay.
- To earn the \$60 premium credit, subscribers may complete the tobacco cessation counseling session starting **July 1, 2024**. You do not have to wait until Open Enrollment!
- **Please note** this action is **only** for tobacco users who want to reduce their 2025 premium. If the subscriber is a non-tobacco user, they will simply attest to that fact during Open Enrollment.
- To ensure you receive credit for your visit, you must upload the provider office visit summary to the "Document Center" located in eBenefits, the Plan's enrollment system.



Subscribers enrolled through the **Retirement Systems** that select the **Base PPO Plan (70/30)** do NOT need to complete the tobacco attestation.

Tobacco Attestation Savings



| | Enhanced PPO Plan (80/20) | Base PPO Plan 70/30 |
|--|---------------------------|---------------------|
| Subscriber-Only Monthly Premium | \$110 | \$85 |
| Attest to being a non-tobacco user or agree to and complete (by Nov. 30, 2024) at least one cessation counseling session to earn a monthly premium credit. | -\$60 | -\$60 |
| Total Monthly Subscriber-Only Premium (With Credit) | \$50 | \$25 |

- **Don't forget, tobacco cessation counseling is available throughout the year!**
- If you're interested in tobacco cessation counseling at any point in the year, you can just GO to a PCP's office.

*Subscribers enrolled through the **Retirement Systems** that select the **Base PPO Plan (70/30)** do NOT need to complete the tobacco attestation.*

Re-Selecting Your Primary Care Provider

- **During Open Enrollment, all members will need to RE-SELECT a Primary Care Provider (PCP) in order to continue to enjoy lower copays when visiting that provider in 2025.**
- Your 2024 selection will not carry over.
- Members will do this during the Open Enrollment online process in eBenefits, the Plan's enrollment system.
- 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 2025.



NC State Health Plan Network (Aetna 2025)

Enhanced PPO Plan (80/20)

Base PPO Plan (70/30)

High Deductible Health Plan (HDHP)

Clear Pricing Project

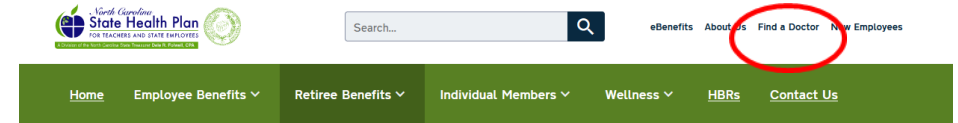
- In 2025, Plan members will utilize the NC State Health Plan network, which will encompass Clear Pricing Project (CPP) providers and providers in the Aetna network to ensure adequate access to health care.
- To locate a CPP provider, visit the Plan's website at www.shpnc.org, click "Find a Doctor" and select "Aetna 2025." Then look for "Clear Pricing Project Provider" next to a provider's name.
- In 2025, the Plan will continue to offer copay reductions for members who visit a CPP provider and if you select a CPP provider as your PCP and it appears on your ID card, any visit to that provider has a \$0 copay.
- **Please note:** CPP Providers did have to re-sign with Aetna, so there is a possibility CPP providers have changed.

Clear Pricing Project Provider Copay Reductions

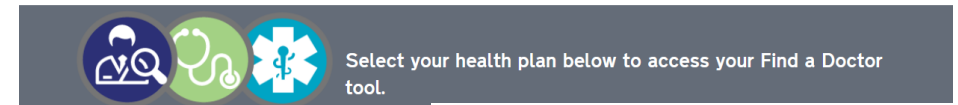
| CLEAR PRICING PROJECT PROVIDER COPAY COMPARISON CHART | | |
|---|--|--|
| Provider | Enhanced PPO Plan (80/20) | Base PPO Plan (70/30) |
| Primary Care Provider (PCP) | \$0 for Clear Pricing Project (CPP) PCP on ID card; \$10 for non-CPP PCP on ID card; \$25 for any other PCP | \$0 for Clear Pricing Project (CPP) PCP on ID card; \$30 for non-CPP PCP on ID card; \$45 for any other PCP |
| Specialist | \$40 for CPP Specialist; \$80 for other Specialists | \$47 for CPP Specialist; \$94 for other Specialists |
| Behavioral Health Provider | \$0 for CPP Provider \$25 for non-CPP Provider | \$0 for CPP Provider \$45 for non-CPP Provider |
| Speech, Occupational, Chiropractor and Physical Therapy | \$26 for CPP Providers; \$52 for other Providers | \$36 for CPP Providers; \$72 for other Providers |

Locating Clear Pricing Project Providers

- CPP providers can be located using the Find A Doctor search tool on the Plan's website.
- The Find A Doctor tool can be found on the top of every page.
- Select your plan and then North Carolina State Health Plan.
- Select Aetna 2025.
- This will allow you to search or browse for a provider in the Aetna network.
- CPP providers will have "Clear Pricing Project Provider" next to their name within the Provider Highlights.



Find a Doctor



NC State Health Plan Network (Aetna 2025)

Enhanced PPO Plan (80/20)

Base PPO Plan (70/30)

High Deductible Health Plan

Continue as a guest

Please enter your home location (zip, city, county or state) to access providers specific to your plan benefits.

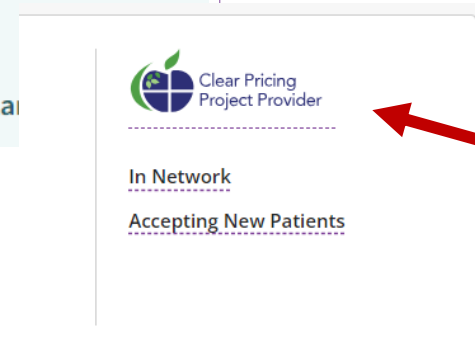
Traveling? You can change your location after you select your plan

Look within

25 Miles


0 Miles 100 Miles

Search



New 2025 ID Cards

- All members, regardless of action taken during Open Enrollment, will receive a new ID card, which will include a new identification number from Aetna prior to Jan. 1, 2025.
- You will need to begin using this card Jan. 1, 2025, for all medical and pharmacy services.
- After Jan. 1, your 2024 ID card will no longer work.
- Your ID Card mailing will also include information about Aetna’s Member Portal, App and other programs so you can register and check them out!



North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

JOE SAMPLE
ID: XXXXXXXXXXXXX

SAMPLE GROUP NAME

Group No: XXXXXXXX Eff Date: 01/01/2025

Enhanced PPO Plan (80/20)
NC SHP Network
Choice POS II

RXBIN: 0044336 RXPCN: ADV RXGRP: RX0274
SELF INSURED

Paid for by YOU and other NC Taxpayers

| | |
|--|----------------------|
| Provider Type | Non CPP* CPP |
| Selected PCP* | \$ 0 \$10 |
| Phy/Occ/Spch Thpy/Chiro | \$26 \$52 |
| Specialist | \$40 \$80 |
| Behavioral Health | \$ 0 \$25 |
| Urgent Care | \$70 |
| Hosp/ER | \$300 + Ded & 20% |
| <small>*If PCP not selected, in-network copay \$25</small> | |
| <small>*CPP: Clear Pricing Project</small> | |
| Other Info | INN OON |
| Ind Deductible | \$ 1,250 \$ 2,500 |
| Ind OOP Max | \$ 4,890 \$ 9,780 |
| Family Deductible | \$ 3,750 \$ 7,500 |
| Family OOP Max | \$14,670 \$29,340 |

Primary Care Provider (PCP)
PCP Name Prints Here

North Carolina Preferred + NAP

| | |
|---|---|
| Third Party Administrator: | Pharmacy Benefits Administrator: |
|  |  |

| | |
|----------------------------|----------------|
| Benefits & Claims Number | 1-833-690-1037 |
| Eligibility & Enrollment | 1-855-859-0966 |
| Behavioral Health | 1-800-424-4047 |
| Provider Relations/Precert | 1-888-632-3862 |
| Pharmacy Help Desk | 1-800-364-6331 |
| CVS Caremark | 1-888-321-3124 |

Aetna Life Insurance Company
Submit Claims To:
PO Box 14079
Lexington, KY 40512-4079

Talk to a doctor 24/7:
1-855-TELADOC or Teladoc.com
www.SHPNC.org

Aetna provides administrative services only for the self funded plan, and assumes no financial risk for claims. Claims may be subject to review. Members are responsible for obtaining the prior review/cert for professional and/or outpatient services for non-participating providers.

Enhanced PPO Plan (80/20) & Base PPO Plan (70/30) Benefits

2025 Benefits – Enhanced 80/20 Plan

No major benefit changes for 2025.

| Plan Design Features | Enhanced 80/20 Plan |
|--|---|
| Deductible | \$1,250 Individual \$3,750 Family (Combined Medical & Pharmacy) |
| Medical/Rx Out-of-Pocket* (OOP) | \$4,890 Individual \$14,670 Family (Combined Medical & Pharmacy) |
| Preventive | \$0 |
| PCP | \$0 for CPP PCP on ID Card \$10 for non-CPP PCP on ID card \$25 for any other PCP |
| Behavioral Health Provider | \$0 CPP Provider \$25 non-CPP Provider |
| Specialist Copay | \$40 for CPP Specialist \$80 for other Specialists |
| Speech, Occupational, Chiro and Physical Therapy Copay | \$26 for CPP Providers \$52 for other Providers |
| Urgent Care | \$70 |
| Hospital & ER Copays | \$300 + Ded/Coins. |
| Teladoc | \$25 |

2025 Benefits – Base 70/30 Plan

No major benefit changes for 2025.

| Plan Design Features | Base 70/30 Plan |
|--|---|
| Deductible | \$1,500 Individual \$4,500 Family (Combined Medical & Pharmacy) |
| Medical/Rx Out-of-Pocket* (OOP) | \$5,900 Individual \$16,300 Family (Combined Medical & Pharmacy) |
| Preventive | \$0 |
| PCP | \$0 for CPP PCP on ID Card \$30 for non-CPP PCP on ID card \$45 for any other PCP |
| Behavioral Health Provider | \$0 CPP Provider \$45 non-CPP Provider |
| Specialist Copay | \$47 for CPP Specialist \$94 for other Specialists |
| Speech, Occupational, Chiro and Physical Therapy Copay | \$36 for CPP Providers \$72 for other Providers |
| Urgent Care | \$100 |
| Hospital & ER Copays | \$337 + Ded/Coins. |
| Teladoc | \$45 |

International benefits include emergency or urgent care visits only.

2025 Pharmacy Benefits

No major benefit changes for 2025.

| Rx Tier | Enhanced 80/20 | Base 70/30 |
|--|----------------|------------|
| Tier 1 – Generics \leq \$150 | \$5 | \$16 |
| Tier 2 – Preferred Brands & High-Cost Generics | \$30 | \$47 |
| Tier 3 – Non-Preferred | Ded/Coins | Ded/Coins |
| Tier 4 – Low-Cost Generic Specialty | \$100 | \$200 |
| Tier 5 – Preferred Specialty | \$250 | \$350 |
| Tier 6 – Non-Preferred Specialty | Ded/Coins | Ded/Coins |
| Preventive Medications | \$0 | \$0 |
| Preferred Diabetic Supplies | \$5 | \$10 |
| Preferred and Non-Preferred Insulin | \$0 | \$0 |

Cost is for a 30-Day Supply

Pharmacy Benefit Reminders

- CVS Caremark is the Pharmacy Benefits Manager for the State Health Plan. Remember that the Plan continues to maintain a customized closed formulary, or drug list.

Closed Formulary – In a “closed” formulary, certain drugs are excluded.

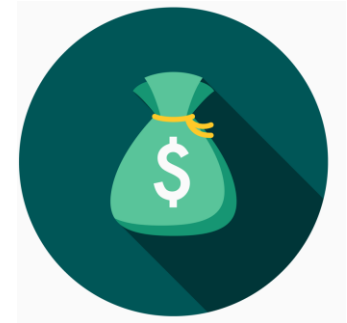
- The formulary is updated on a quarterly basis and members should always review it to see if there have been any coverage changes to their prescribed medications.
- An exception process is available to providers who believe that, based on medical necessity, it is in the members’ best interest to remain on the excluded drug(s).
- Exception requests for tier level changes are not permitted.

Excluded drugs approved for coverage through the exceptions process will be at the tier 3 or tier 6 member copay level.

Premium Rates



2025 Active Employee Premium Rates

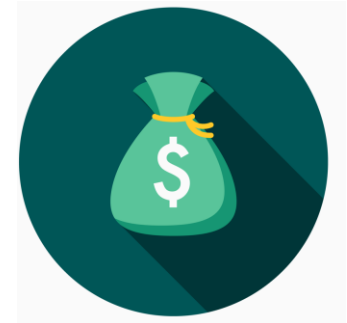


| Monthly Premium Rates | 2025 Rates * |
|----------------------------------|--------------|
| Enhanced PPO Plan (80/20) | |
| Subscriber Only | \$50.00 |
| Subscriber + Child(ren) | \$305.00 |
| Subscriber + Spouse | \$700.00 |
| Subscriber + Family | \$720.00 |
| Base PPO Plan (70/30) | |
| Subscriber Only | \$25.00 |
| Subscriber + Child(ren) | \$218.00 |
| Subscriber + Spouse | \$590.00 |
| Subscriber + Family | \$598.00 |

These rates apply to active members. All rates are posted on the Plan's website at shpnc.org.

*Assumes completion of tobacco attestation. The employee-only premium will be \$60 higher per month if the tobacco attestation is not completed. **NOTE: Base 70/30 Plan for retiree-only coverage remains premium free.**

2025 Non-Medicare Premium Rates



| Monthly Premium Rates | 2025 Rates * |
|----------------------------------|--------------|
| Enhanced PPO Plan (80/20) | |
| Subscriber Only | \$50.00 |
| Subscriber + Child(ren) | \$305.00 |
| Subscriber + Spouse | \$700.00 |
| Subscriber + Family | \$720.00 |
| Base PPO Plan (70/30) | |
| Subscriber Only | \$0 |
| Subscriber + Child(ren) | \$218.00 |
| Subscriber + Spouse | \$590.00 |
| Subscriber + Family | \$598.00 |

These rates apply to Non-Medicare retirees. All rates are posted on the Plan's website at shpnc.org.

*Assumes completion of tobacco attestation. The employee-only premium will be \$60 higher per month if the tobacco attestation is not completed. **NOTE: Base 70/30 Plan for retiree-only coverage remains premium free.**



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is on the way.

Transition Items

- As of Dec. 1, 2024, prior authorization requests for medical services occurring after Jan. 1, 2025, providers will need to send request to Aetna for prior to Aetna for processing, not Blue Cross NC.
- Any prior authorizations for medical services prior to that will transfer to Aetna. After 90 days a new authorization will be needed with Aetna.
- As a reminder prior authorizations for prescriptions still go through CVS Caremark, the Plan's PBM. Nothing has changed with this process.

Online Enrollment Process

Online Enrollment: Getting Started!

eBenefits is the Gateway to your Enrollment


To log into eBenefits, click the gold button for YOUR enrollment system. If your employer is not listed, select the gold "eBenefits" button or contact your HR representative for assistance.

Once you're logged into eBenefits, you can complete your OPEN ENROLLMENT, make changes and access your benefit information through Blue Connect, where you can find your EOBs and order new ID cards.


Important Note Regarding Passwords:


If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead you have the option to reset your password. Simply click "Reset your account" then "I can't remember my password." From there you will be prompted to a screen that will ask you to enter your username so a passcode can be sent to the email address you have in eBenefits.


- To get started, visit shpnc.org
- Click "eBenefits"
- Select the appropriate colored box to access eBenefits
- Once you are logged into eBenefits, click "Get Started"

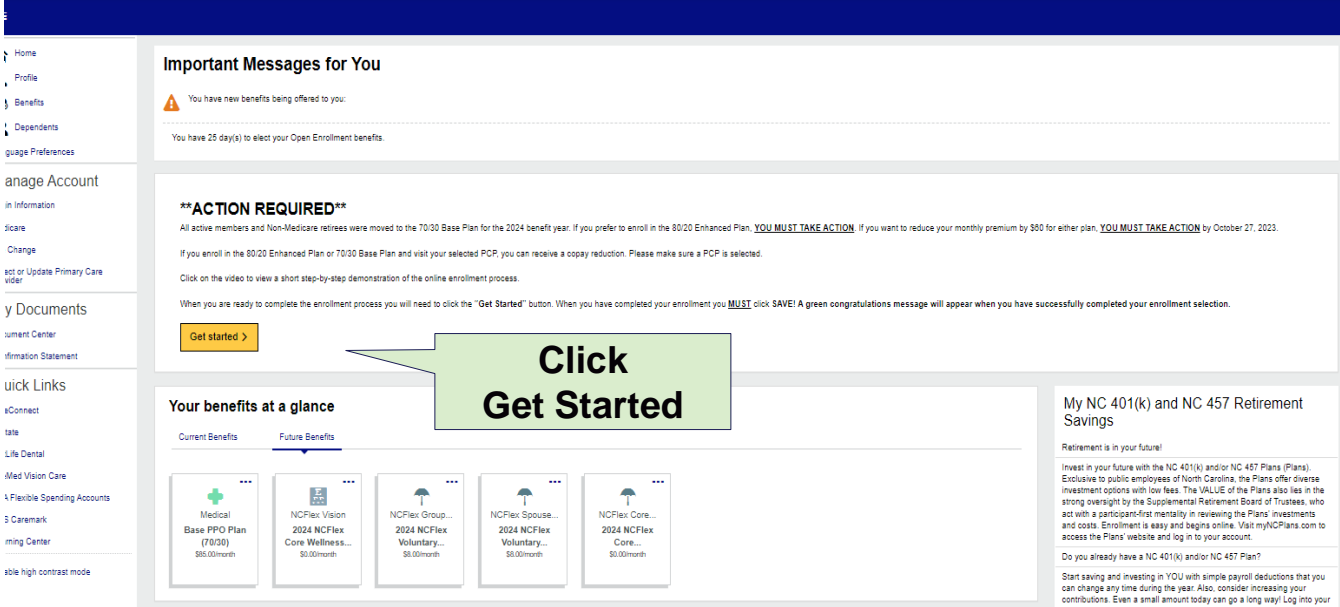

Access Your Benefits via eBenefits
 Login to eBenefits, the State Health Plan's Enrollment System


Retirees Using the ORBIT System
 Login to eBenefits through ORBIT


Employees Using the BEACON System
 Login to eBenefits through BEACON


Employees of the University of North Carolina and Constituent Institutions
 Click here to login to eBenefits through your institution


Employees of the NC General Assembly
 NC General Assembly employees login to eBenefits



The screenshot shows the eBenefits website interface. On the left is a navigation menu with options like Home, Profile, Benefits, Dependents, Manage Preferences, Manage Account, Information, My Documents, and Quick Links. The main content area features an "Important Messages for You" section with a warning icon and a message about new benefits. Below this is a "**ACTION REQUIRED**" section with a detailed message about the 2024 benefit year and a "Get started >" button. A green callout box with a white arrow points to this button, containing the text "Click Get Started". Below the action required section is a "Your benefits at a glance" section with a table of current and future benefits. On the right side of the main content area, there is a section for "My NC 401(k) and NC 457 Retirement Savings".

Member Home Page

SSO Link to Aetna will appear, it will link to general site at first. After ID cards are issued and a member registers, it will be a SSO just like Blue Connect.

The screenshot displays the member home page for the North Carolina State Health Plan. The left sidebar contains navigation links: Home, Profile, Benefits, Language Preferences, Manage Account (with sub-links for Login Information, Medicare, Life Change, and Primary Care Provider updates for 2024 and 2025), My Documents (Document Center, Confirmation Statement), Quick Links (Allstate, BlueConnect, CVS Caremark, EyeMed Vision Care, Learning Center, MetLife Dental, P&A Flexible Spending Accounts), and an option to enable high contrast mode. The main content area is titled 'Important Messages for You' and features a 'Missing PCP' alert. Below this is a section titled '**ACTION REQUIRED**' with detailed enrollment instructions for the 2025 benefit year, including a 'Get started >' button. The 'Your benefits at a glance' section shows a comparison of 'Current Benefits' and 'Future Benefits' for 2025, listing Medical (Base PPO Plan 70/30), NCFlex Accident, NCFlex Dental (2025 NCFlex High Option Dental), and NCFlex Vision (2025 NCFlex Core Wellness Exam) with their respective monthly costs. At the bottom, there is a section for 'My NC 401(k) and NC 457 Retirement Savings'.

Edit Medical Coverage

PROFILE — BENEFITS — CHECKOUT

Current Benefits Open Enrollment Benefits

Open Enrollment Benefits

All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2025 benefit year. If you want to enroll in the Enhanced PPO Plan (80/20), **YOU MUST TAKE ACTION**. If you want to reduce your monthly premium by \$60 for either plan, **YOU MUST TAKE ACTION** by October 25, 2024. **REMEMBER to CLICK SAVE!** After you see the green "Congratulations" message **PRINT** your Confirmation Statement.*This is **Not Applicable to HDHP Members***

Your benefits

- Select PCP (Primary Care Provider) for 2025.
- Wait! You have not completed your 2025 enrollment. To save \$60/month on your premium make sure to answer the Tobacco Attestations via the link to ensure you get the tobacco credit for 2025 [View Survey](#)

+ 1. Your Medical coverage

Base PPO Plan (70/30) **\$278.00**
per month

Offered By: Aetna
Effective Date: 01/01/2025
Persons Covered: Diana Marie Smith Hudson, Jack Oliver Hudson

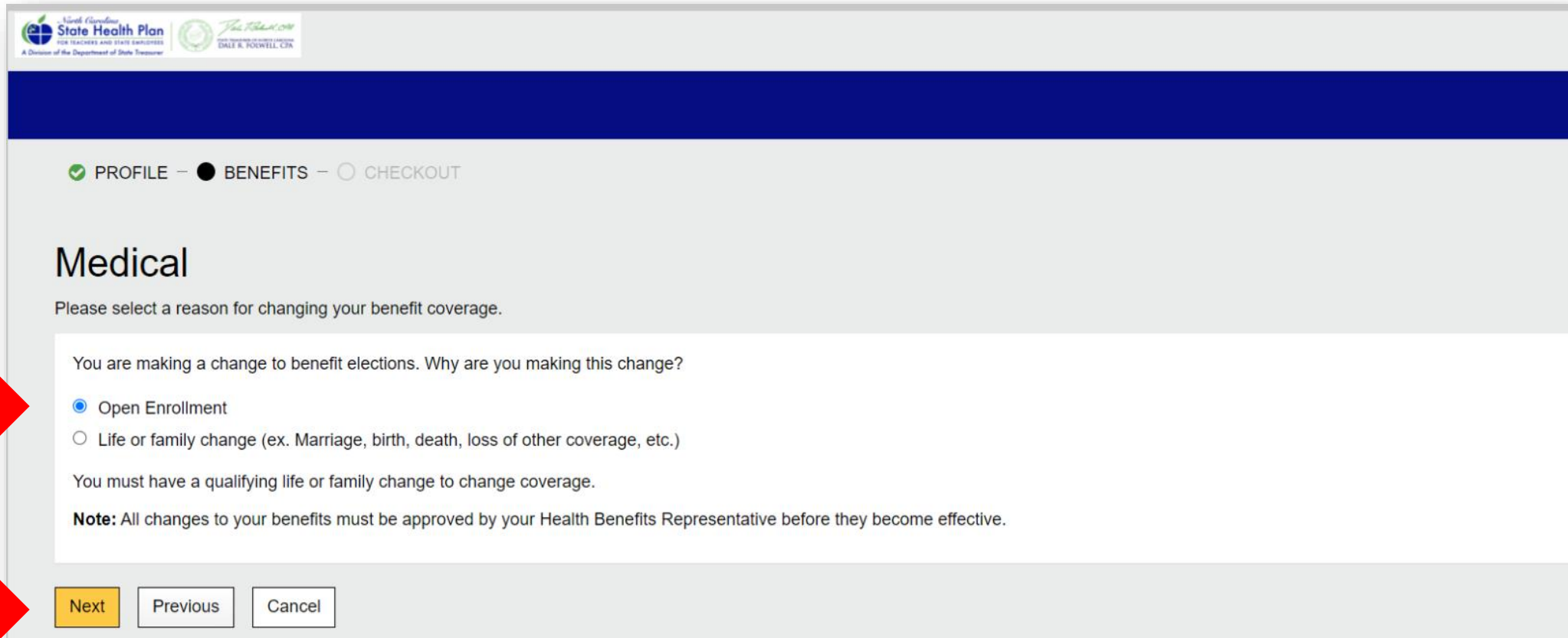
[Edit coverage](#) [Show Plan Details](#) [Decline](#)

2. Choose your NCFlex Health Care FSA coverage

[Begin enrollment](#) [Decline coverage](#)



Open Enrollment Selection



North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer

PROFILE — BENEFITS — CHECKOUT

Medical

Please select a reason for changing your benefit coverage.

You are making a change to benefit elections. Why are you making this change?

- Open Enrollment
- Life or family change (ex. Marriage, birth, death, loss of other coverage, etc.)

You must have a qualifying life or family change to change coverage.

Note: All changes to your benefits must be approved by your Health Benefits Representative before they become effective.

Next Previous Cancel

Plan Selection Page/Add Dependents(s)

PROFILE — BENEFITS — CHECKOUT

Choose your Medical plan.

Please review your options and choose the plan that best meets your needs.

Who do you want to cover on this plan? Add Dependent

ACTION REQUIRED: Open Enrollment
Sept 30-Oct 25, 2024

| PPO FSA | Base PPO Plan (70/30) | \$85.00 Monthly Cost |
|--|---|---|
| | Please click Select plan to enroll. | |
| | Benefit Year Deductible | \$1,500 Individual/\$4,500 Family |
| | Office Visit Copay | \$0 Copay for CPP Provider selected as PCP/\$30 Copay for Non CPP Provider/\$45 for any other PCP visit |
| | Preventive Services | \$0 Copay |
| | Specialist Visit Copay | \$47 Copay for CPP Specialist Provider/\$94 for any other Specialist visit |
| | Emergency Room Copay | \$337 Copay, then 30% after deductible |
| | Inpatient Hospital Copay | \$337 Copay, then 30% after deductible |
| <input checked="" type="checkbox"/> Currently Selected | <input type="button" value="Plan details"/> | |

| PPO FSA | Enhanced PPO Plan (80/20) | \$110.00 Monthly Cost |
|--|---|---|
| | Please click Select plan to enroll. | |
| | Benefit Year Deductible | \$1,250 Individual/\$3,750 Family |
| | Office Visit Copay | \$0 Copay for CPP Provider selected as PCP/\$10 Copay for Non CPP Provider/\$25 for any other PCP visit |
| | Preventive Services | \$0 Copay |
| | Specialist Visit Copay | \$40 Copay for CPP Specialist Provider/\$80 for any other Specialist visit |
| | Inpatient Hospital Copay | \$300 Copay, then 20% after deductible |
| <input type="button" value="Select plan"/> | <input type="button" value="Plan details"/> | |

I would like to decline Medical coverage.



2025 Tobacco Attestation

PROFILE - ● BENEFITS - ○ CHECKOUT

Premium credits

> **Tobacco Attestation (Premium Credit \$60)** \$60.00 per month

I attest that I am NOT a tobacco user (includes cigarettes, cigars, pipes, chewing tobacco, snuff, vaping or any product containing nicotine). Or if I am a tobacco user, I agree to complete at least one tobacco cessation counseling session within the first 90 days of my date of hire. (Please note: You may lose your \$60 monthly premium credit if you do not visit a Primary Care Provider for a tobacco cessation counseling session as agreed within the first 90 days of my date of hire.) As part of this attestation, I understand that making a false statement, representation or attestation could result in my termination from State Health Plan coverage. I also agree to cooperate with the Plan in any efforts to verify my tobacco status.

Select the appropriate response below:

- I am NOT a tobacco user (includes cigarettes, cigars, pipes, chewing tobacco, snuff, vaping or any product containing nicotine).
- I am a tobacco user, I agree to complete at least one tobacco cessation counseling session by November 30, 2024. (Please note: You may lose your \$60 monthly premium credit if you do not visit a Primary Care Provider for a tobacco cessation counseling session as agreed by November 30, 2024.) As part of this attestation, I understand that making a false statement, representation or attestation could result in my termination from State Health Plan coverage. I also agree to cooperate with the Plan
- I AM a tobacco user

Next Previous Cancel



PCP Selection

PROFILE — BENEFITS — CHECKOUT



Medical

Enter the PCP (Primary Care Provider) information or search from a list of providers.

| | | PCP Name |
|---|---------------------------------------|----------------------|
| <input type="text"/> | <input type="button" value="Search"/> | <input type="text"/> |
| <input checked="" type="checkbox"/> Use the same provider for my dependents | | |
| <input type="text"/> | <input type="button" value="Search"/> | <input type="text"/> |



Find a PCP

A primary care physician (PCP) is the first point of contact for your care. Your PCP treats you when you're sick and refers you to a specialist if you need one.

Search by Name

Enter a provider's name to see related results.



Welcome! Let's get started.

Enter your location to find providers near you.

Location (ZIP Code, City, County or State)

Enter address, city or ZIP code

Apply

Search by Category

Family Medicine

Physicians who are trained to treat a variety of medical conditions in people of all ages.

Family Medicine PCPs →

General Medicine PCPs →

Find a PCP

A primary care physician (PCP) is the first point of contact for your care. Your PCP treats you when you're sick and refers you to a specialist if you need one.

Search by Name

Enter a provider's name to see related results.



Location (ZIP Code, City, County or State)

📍 Raleigh, NC 27603, USA

Search by Category

Family Medicine

Physicians who are trained to treat a variety of medical conditions in people of all ages.

Family Medicine PCPs →

General Medicine

Physicians who treat common medical conditions. They focus on your general health.

General Medicine PCPs →

Internal Medicine

Physicians who specialize in preventive care, diagnosis and medical treatment for adults.

Internal Medicine PCPs →

Search

Family Practice

← Back to Find Care

Filters

Visit Type

Located Within

473 in-network results for Farm

1-20 of 473 results within 25 miles of Raleigh, NC 2760

See important notice about participating provi

Sort by: Distance



Frater, April J., MD
Family Practice

7750 Ten Ten Road, Raleigh, NC
1.24 miles from you



Angier Pediatrics and Adult Medicine Center, PLLC

Family Practice (1 more specialty)

441 Lakestone Commons Avenue, Fuquay
Varina, NC 27526
7.02 miles from you



Clear Pricing
Project Provider

In Network

Accepting New Patients



Angier Pediatrics and Adult Medicine Center, PLLC

Family Practice, Pediatrics



Clear Pricing
Project Provider

IN NETWORK

ACCEPTING NEW PATIENTS

441 Lakestone Commons Avenue
Fuquay Varina, NC 27526
7.02 miles from you

(919) 577-0481

[View Providers](#)

[Report Incorrect Provider Info](#)

Provider ID: 9788297 | NPI ID: 1104096015

[Show 1 more location](#)



Ugochukwu, Kingsley Chuks, MD

Family Practice

441 Lakestone Commons Avenue, Fuquay
Varina, NC 27526
7.02 miles from you

(919) 577-0481

Compare

View Details

Select as PCP



In Network

Accepting New Patients

You're now leaving the Aetna website.

You've selected this provider as your primary care physician (PCP):

Ugochukwu, Kingsley Chuks, MD
Family Practice

This provider's name will be saved with your information on eBenefits.

Return to eBenefits

Cancel



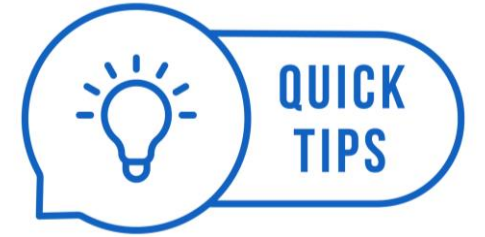
Enter the PCP (Primary Care Provider) information or search from a list of providers.

| | | PCP Name |
|--|---------------------------------------|-------------------------------|
| <input type="text"/> | <input type="button" value="Search"/> | Ugochukwu, Kingsley Chuks, MD |
| <input type="checkbox"/> Use the same provider for my dependents | | |
| <input type="text"/> | <input type="button" value="Search"/> | McVeigh, Elizabeth F., MD |
| <input type="text"/> | <input type="button" value="Search"/> | McVeigh, Elizabeth F., MD |

PCP Copay Reduction Reminder



Selecting a Primary Care Provider



- If you don't find the doctor you are looking for, try searching for the medical practice or group name.
- Some doctors may be in-network but will not appear in the directory. This is usually due to the practice not choosing to list nurse practitioners and/or physician assistants.
- For assistance, members can call Aetna Health Concierge (Customer Service) at 833-690-1037.

PROFILE - BENEFITS - CHECKOUT

2025 SHP Medical Summary

Your 2025 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.



Medical


Enhanced PPO Plan (80/20)

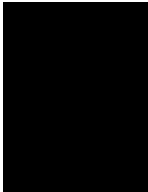
Offered By: Aetna

Effective Date: 06/01/2025

You Pay: \$720.00 per month

Primary Care Provider Edit

Hide details 



Ugochukwu, Kingsley Chuks, MD

McVeigh, Elizabeth F., MD

McVeigh, Elizabeth F., MD

Edit coverage

Edit plan

Plan details

Save

Cancel



Medical Benefits Cost Summary

PROFILE - ● BENEFITS - ○ CHECKOUT 🛒

2025 SHP Medical Summary

Your 2025 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.

Medical

Enhanced PPO Plan (80/20)

Offered By: Aetna
Effective Date: 01/01/2025
You Pay: \$50.00 per month
Persons Covered: ██████████

Premium credits [Edit](#)
[Show details](#)

Medicare
No policy on record
No medicare policy information on record

Primary Care Provider [Edit](#)
[Show details](#)

[Edit coverage](#) [Edit plan](#) [Plan details](#)

Cost Summary

This is a summary of your OE benefit elections. [Hide all](#)

Benefit Elections (4 items) [?](#) [▼](#)

Monthly

| | |
|--|----------|
| Eligible for Employer Contribution | |
| Medical | \$110.00 |
| Not Eligible for Employer Contribution | |
| NCFlex Accident Plan | \$15.98 |
| NCFlex Dental | \$55.40 |
| NCFlex Vision | \$0.00 |

You Pay [?](#)

| | |
|--|-----------------|
| Subtotal | \$181.38 |
| Premium Wellness Credits ? | -\$60.00 |
| Monthly Total ? | \$121.38 |

[Save](#) [Cancel](#)



Benefit Summary

Your cost reflects your answers to the Tobacco Abatement (Premium Credit \$60). [View Survey](#)

+ **Your Medical coverage** **\$50.00**
per month

Enhanced PPO Plan (80/20)

Offered By: Aetna
Effective Date: 01/01/2025
Persons Covered: ██████████

Decline

\$ **Your NCFlex Health Care FSA coverage** **\$83.33**
per month

2025 NCFlex Health Care Flexible Spending Account

Contribution Amount: \$595.56 Per Plan Year \$83.33 per month

Effective Date: 01/01/2025
Persons Covered: ██████████

Decline

\$ **Your NCFlex Dependent Day Care FSA coverage**

You have declined this benefit.



[Complete Enrollment](#)

Congratulations Banner

The screenshot shows the user interface of the North Carolina State Health Plan website. At the top left, there are logos for the State Health Plan and the Department of State Treasurer. A navigation menu on the left includes links for Home, Profile, Benefits, Language Preferences, Manage Account, Login Information, Medicare, Life Change, Select or Update Primary Care Provider (for 2024 and 2025), and My Documents. The main content area features a green banner with a checkmark icon and the text: "Congratulations, [REDACTED] You have successfully completed your enrollment process. Please review and print your Confirmation Statement for your records." Below this is a section titled "**ACTION REQUIRED**" with a warning that all active members and Non-Medicare retirees were moved to the Base PPO Plan (70/30) for the 2025 benefit year. It states that if users prefer the Enhanced PPO Plan (80/20), they must take action by October 25, 2024, to reduce their monthly premium by \$60. A yellow "Get Started >" button is provided. At the bottom, there is a section titled "Your benefits at a glance" with tabs for "Current Benefits" and "Future Benefits".

Important Points to Remember

- You need to **SAVE** your choices at the end of the enrollment process.
- Many members overlook this vital, final step and therefore fail to complete enrollment!
- All enrollment choices will be displayed for confirmation – but you aren't finished yet!
- You then need to scroll down and click **SAVE** to record your enrollment choices. Otherwise, it will be as if you never enrolled.
- Printing out your confirmation statement is also recommended!
- Members that call in to the call center to complete their enrollment will receive a mailed confirmation statement.



The choices you pick
Will NOT stick
Unless you **SAVE** them
With a **CLICK!**

Extended Call Center Hours



- **The Eligibility and Enrollment Support Center (855-859-0966) will have extended hours during Open Enrollment:**
 - Monday-Friday, 8 a.m. – 10 p.m.
 - Saturdays, 8 a.m. – 5 p.m.
- You are encouraged to NOT wait until the last minute!
- Call wait times are always longer the first two days and last two days of OE.
- There will continue to be a virtual hold option for members calling in who would rather not hold and receive a call back when a representative is available.
- **Aetna Health Concierge (Customer Service) (833-690-1037) will also have extended hours during Open Enrollment:**
 - Monday-Friday, 8 a.m. – 8 p.m.
 - Saturdays, 8 a.m. – 2 p.m.

Thank You! *Questions?*

This presentation and the recording are posted on the State Health Plan's website at www.shpnc.org. Click 2025 Open Enrollment!

This presentation is for general information purposes only. If it conflicts with federal or state law, State Health Plan policy or your benefits booklet, those sources will control. Please be advised that while we make every effort to ensure that the information we provide is up to date, it may not be updated in time to reflect a recent change in law or policy. To ensure the accuracy of, and to prevent the undue reliance on, this information, we advise that the content of this material, in its entirety, or any portion thereof, should not be reproduced or broadcast without the express written permission of the State Health Plan.