




January 2025

Aetna 101 Lunch & Learn



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



Lunch & Learn: Aetna 101

Quick Reminders

• New Aetna Member ID

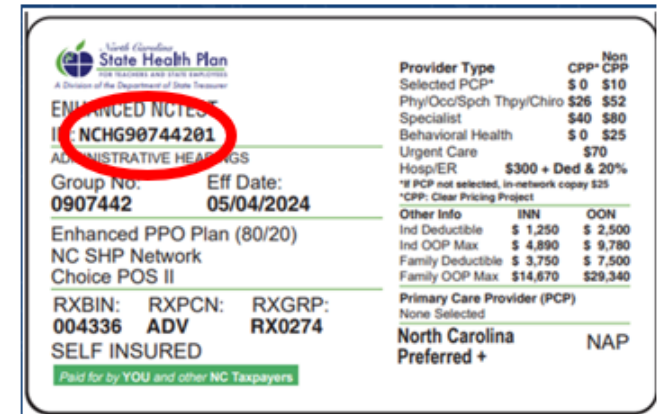
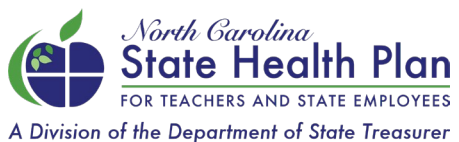
- Your new Aetna member ID is now a 12-character ID, which includes letters and/or numbers and begins with the letter 'N' (for example, NCHG90744201). The previous member ID was 10 characters in length.
- If you have questions about your new ID, you can call Aetna Health Concierge at 833-690-1037 (TTY: 711), Monday through Friday, 8 AM to 5 PM ET.

• Notice of Creditable Coverage

- Members may have received, or may be receiving, a Notice of Creditable Coverage in the mail from Blue Cross NC. This is informational only and no action is required from members. This is a required notice given that Blue Cross NC is no longer the Plan's third-party administrator.

• The State Health Plan website (www.shpnc.org) is the hub of information you need regarding your benefits!

- Benefits Booklets
- Plan Comparisons



ENHANCED NOTES
NCHG90744201

ADMINISTRATIVE HEARINGS
Group No. 0907442 Eff Date: 05/04/2024

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

RXBIN: 004336 RXPCN: ADV RXGRP: RX0274
SELF INSURED

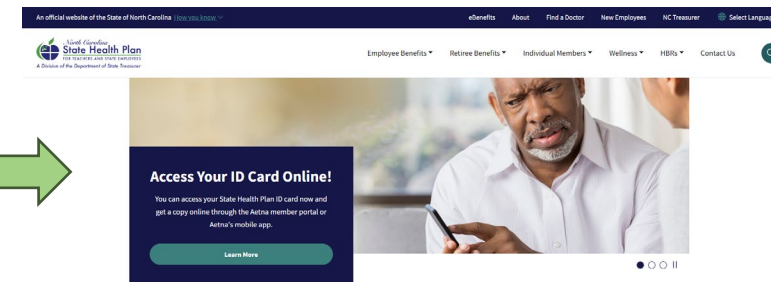
Paid for by YOU and other NC Taxpayers

Provider Type	CPP*	Non 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%	

*CPP: Clear Pricing Project

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)
None Selected
North Carolina Preferred + NAP



Aetna Member Portal Overview

January 2025



Aetna Member Portal Overview

January 2025

Accessing the Member Portal

- Aetna Health Website & App
- Manage your Plan
- View Claims
- Connect to Care
- Improve your health
- Registering for the Member Portal

Member Programs

- Aetna Health Concierge
- 24 Hour Nurse Line
- Teladoc
- LifeMart
- Lifestyle and Condition Coaching

Helpful Hints

- Accessing your ID card
- How to Download the Aetna Health App
- Important Phone Numbers

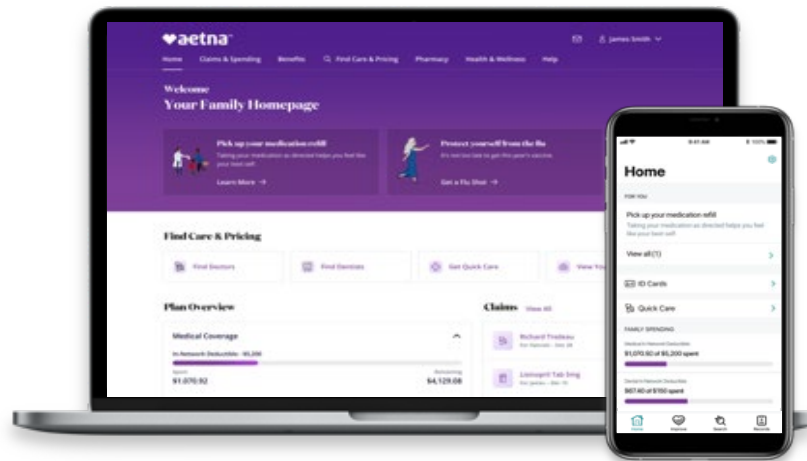
Take charge of your health care

With the Aetna[®] member website and Aetna HealthSM app

Find everything you need, all in one place

Set up your account to manage your benefits and more at home or on the go.

Visit [Aetna.com](https://www.aetna.com). Download the app.



Manage your plan

- Check your plan summary to see what's covered.
- Track your spending and understand your progress toward meeting your deductibles.
- Access your digital ID card anytime.



View claims

- Check up to two years of claims.



Connect to care

- Use the robust Find a Provider tool to find quality in-network providers.
- Get cost estimates before getting care.



Improve your health

- Get personalized reminders.


Manage Your Plan

- Check your plan summary to see what's covered.
- Track your spending and understand your progress toward meeting your deductible.
- Access your digital ID card anytime.


Find Care & Pricing

 Find a Provider

 Get Quick Care

 Manage my Primary Care

 Find a Pharmacy

 Find a Dentist

Benefits

Medical Coverage

In-Network Spending

Deductible - \$2,500

\$2,140.15 Spent

\$359.85 Remaining

Out-of-Pocket Max - \$7,000

Full coverage starts after you spend \$7,000 on services that count toward your out-of-pocket max.

\$570.96 Spent

\$6,429.04 Remaining

[Benefits & Plan Documents](#)


[ID Cards](#)

[Spending Tracker](#)


Dental Coverage

Prescription Coverage


Claims [View All Claims](#)

 **MinuteClinic Diagnostics** Your share **\$88.72**


For DemoJames - Jan 8, 2025

 **Kaimal Deshpande** Your share **\$0.00**


For DemoJames - Jan 3, 2025

 **TERBINAFINE HYDRO...** Your share **\$3.42**

For DemoJames - Dec 29, 2024

 **Elizabeth McNutt** Your share **\$28.90**

For DemoJaycee - Dec 24, 2024

 **Shields MRI Portsmouth** Your share **\$449.92**

For DemoJames - Jan 9, 2024

[Submit a Claim](#) →

Prior Authorization [View All](#)

Richard Tredeau

Dec 8, 2024

Jean Nelson

Nov 8, 2024

[Chat](#)

Account Overview


Flexible Spending Account (FSA) Available Balance **\$765.00**

Inspira Financial [Link](#)

Get to know your plan

Benefits are hard to understand for a lot of us. We'll walk you through your plan, so you can connect with programs and resources that support all aspects of your life.

[Get Started](#)



Member Resources

Explanation of Benefits (EOB) Statements simplified with an interactive summary of your health care costs.

[View Your EOB Statement](#)

Well-being Resources →

Mental Health Support & Services →

Cancer Support Center →

Back & Joint Care Support Center →

Virtual Care - Dental.com [Link](#)

Well-being Resources →

ID Cards

Member: DemoJames Smith

Available Cards: Medical

Medical ID Card Overview

Plan Name: Choice POS II

Common Questions

Do I need separate ID cards for different benefits offered by Aetna?

No, you don't need separate ID cards for different benefits offered by Aetna. For example, your card may include your dental or pharmacy (Rx) info.

Can I use this digital ID card for proof of coverage?

Yes, you can bring this ID card up on your device, such as your cell phone, for proof of coverage.

What if the information on my card is wrong?

To fix incorrect information, please call the Member Services number on your ID card.

How can I get a physical ID card?

You can either print a copy yourself from this page, or [request a card in the mail](#).

Complete Card Information

Plan Name: Choice POS II

Patronage Name: TEST - AETNA HEALTH DEMO EMPLOYER

Group Number: 0930022-010-00002

Note To Physician: This card does not guarantee coverage

Payor Id: 60054 106

[Show All Info](#)

Request ID Card

[Share Via Email](#)

[Print ID card](#)

View Claims

Check up to two years of claims.

aetna Home Claims Benefits Find Care & Pricing Prescriptions Health & Wellness Support

Claims

View claims going back two years from today. For older claims, call the number on your member ID card.

[Submit a claim](#) →

Filters: 1-5 of 5 Claims [Download Claims](#)

Members

- DemoJames (Self)
- DemoJaycee (Child)

Claim Type

- Medical
- Prescriptions
- Dental

Date Range

- All (Last 2 years)
- Current year
- Last 365 days
- Custom date range

From to

Provider, Facility or Rx

- Elizabeth McNutt
- Kaimal Deshpande
- MinuteClinic Diagnostics of Florida, LLC
- Shields MRI Portsmouth
- TERBINAFINE HYDROCHLORIDE

Claim Status

- Processed

Claim Status	Provider	Amount billed	Plan's share	Your share	Action
Processed	MinuteClinic Diagnostics of Florida, LLC For DemoJames (Self) Visited on Jan 8, 2025 Medical claim ID: PDPATF8KJ	\$294.00	\$205.28	\$88.72	View Details
Processed	Kaimal Deshpande For DemoJames (Self) Visited on Jan 3, 2025 Dental claim ID: E2PCS5YTLQ	\$249.00	\$149.00	\$0.00	View Details
Processed	TERBINAFINE HYDROCHLORIDE For DemoJames (Self) Filled on Dec 29, 2024 Rx # RX2415473	Drug cost \$17.10	Plan's share \$13.68	Your share \$3.42	View Details
Processed	Elizabeth McNutt For DemoJaycee (Child) Visited on Dec 24, 2024 Medical claim ID: EAAC3YQ87	\$180.00	\$115.58	\$28.90	View Details
Processed	Shields MRI Portsmouth For DemoJames (Self) Visited on Jan 9, 2024 Medical claim ID: FABC4PQR8	\$2,812.00	\$1,805.61	\$449.92	View Details

[← Back to Claims](#)

MinuteClinic Diagnostics of Florida, LLC

DemoJames (Self) visited on Jan 8, 2025

Processed

Your share **\$88.72**

Always confirm the amount you owe with your provider.

Medical claim ID: PDPATF8KJ
In Network care

[View PDF](#)

The Explanation of Benefits (EOB) statement provides a summary of your recent claims — including this one.

Have questions about claims?
Find resources and answers to common questions in our Support Center.
[Go to Claims & Statements Support](#) →

Amount overview & service details

Amount billed for 1 service: \$294.00

- Plan discount: \$0.00
- Plan's share: \$205.28
- Your share: \$88.72

Amount billed: \$294.00

How amounts are calculated ⓘ

Details for 1 service

OFFICE VISIT
CPT Code: 84481 | Service Date: Jan 8, 2025

Amount billed	Plan discount	Plan's share	Your share
\$294.00	\$0.00	\$205.28	\$88.72

Explanation of Benefits (EOB) Statement

EOB statements may contain multiple claims. Claims may also appear on multiple EOB statements if they've been reprocessed.

Jan 8, 2025, EOB Statement [View PDF](#) [Download PDF](#)

[View All EOB Statements](#) →

Connect to Care

Find quality in-network providers.

Find cost estimates before getting care.

Bean, Stacey B., MD
Family Practice
★★★★★ (2 reviews)
Clear Pricing Project Provider

QUALITY & EFFECTIVE CARE IN NETWORK ACCEPTING NEW PATIENTS
WHEELCHAIR ACCESSIBLE

2 new patients accepted in the last 6 months

1512 East Franklin Street, Suite 100
Chapel Hill, NC 27514
1.92 miles from you

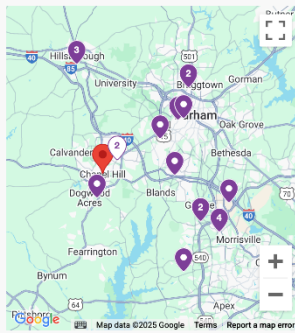
(919) 240-7269
Report Incorrect Provider Info

Provider ID: 7861400 | NPI ID: 1699700674

Provider Affiliations

Group & IPA Affiliations

This provider works with the following medical group(s) or independent physician association(s) (IPAs). To receive in-network care through a particular group or IPA, please call to confirm that the group or IPA still offers services at that location.



Estimate Costs

Once you leave this site, search again for a provider. Select the services you plan to receive to see estimated costs.

[See Medical Costs](#)

Primary Care Physician Office

No primary care physician assigned.

[Choose PCP](#)

Find Care & Pricing
Explore in-network providers, locations and services covered by your plan.

What are you looking for today?

Search for a name, specialty, procedure or medication For Location (ZIP Code, City, County, State)

name, specialty, procedure, medication... DemoJames (Self) 10200 19th Ave SE, Everett, WA

Popular Searches
Primary Care Physicians Urgent Care Dermatologists OB-GYNs Chiropractors Durable Medical Equipment

Browse by Category
Doctors & Specialists Hospitals, Labs & Clinics Pharmacies
Mental Health Dentists Services & Procedures

Get Cost Information
Use our cost estimator tool to see how much you'll pay.
[See Medical Costs](#)

Additional Care Options
Quick Care
Virtual Care

Get More Out of Your Plan
Get to Know Your Plan Manage Your Providers Your Good Health Starts Here



How to Register for the Member Portal

Visit the State Health Plan website at www.shpnc.org and click **eBenefits** at the top of the landing page.

An official website of the State of North Carolina [How you know](#) ▾

eBenefits About Find a Doctor New Employees NC Treasurer Select Language

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

Employee Benefits ▾ Retiree Benefits ▾ Individual Members ▾ Wellness ▾ HBRs ▾ Contact Us

Access Your ID Card Online!

You can access your State Health Plan ID card now and get a copy online through the Aetna member portal or Aetna's mobile app.

[Learn More](#)

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How to Register for the Member Portal

After you've **logged into eBenefits**, click on **"Aetna Member Portal"** under the **"Quick Links"** section.

The screenshot shows the North Carolina State Health Plan member portal. The left sidebar contains navigation options: 'Select or Update Primary Care Provider - 2024', 'Select or Update Primary Care Provider - 2025', 'My Documents' (with sub-items 'Document Center' and 'Confirmation Statement'), 'Quick Links' (with 'Aetna Member Portal' circled in red), 'CVS Caremark', 'EyeMed Vision Care', 'Learning Center', 'MetLife Dental', 'P&A Flexible Spending Accounts', and 'Enable high contrast mode'. The main content area is titled 'Your benefits at a glance' and features a 'Current Benefits' tab. Below this, four benefit cards are displayed: 'Medical Base PPO Plan (70/30)' at \$218.00/month, 'NCFlex Dental 2025 NCFlex Classic Option...' at \$125.86/month, 'NCFlex Vision 2025 NCFlex Basic Vision...' at \$11.66/month, and 'NCFlex Core... 2025 NCFlex Core Accident...' at \$0.00/month. A yellow button labeled 'Change current benefits' is positioned below the cards. At the bottom, there is a section for 'My NC 401(k) and NC 457 Retirement Savings' with the text 'Retirement is in your future!' and a paragraph about investment options.

My NC 401(k) and NC 457 Retirement Savings

Retirement is in your future!

Invest in your future with the NC 401(k) and/or NC 457 Plans. Available exclusively to public employees in North Carolina, these offer diverse investment options and are among the largest and lowest cost plans of their

How to Register for the Member Portal

Click on **“Create Account”**



Secure Member Sign-In

Username

Password

Remember username

[Sign In](#)

[Sign In Without A Password](#)

[Forgot username](#) or [forgot password?](#)

New Members

If you're a new member, you'll need to create a new account.

[Create Account](#)

How to Register for the Member Portal

Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

Choose your plan type

- Employer-sponsored — through your work or school
- Medicare
- Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Choose ID option

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Look up plan with

Aetna Member ID

Choose ID option

Aetna Member ID

Social Security Number

First Name

Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.



CHOICE POS II

Plan Name
Grp# 123456-010-78910

ID W1234 56789

LINDA SMITH

MEMBER SERVICES
PROVIDERS CALL



ENHANCED NC SHP
ID: NCHG90744201

ADMINISTRATIVE HEARINGS

Group No. Eff Date:
0907442 05/04/2024

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

RXBIN: RXPCN: RXGRP:
004336 ADV RX0274
SELF INSURED

Paid for by YOU and other NC Taxpayers

Provider Type	CPP*	Non 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%	
*If PCP not selected, in-network copay \$25		
*CPP: Clear Pricing Project		
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)		
None Selected		
North Carolina Preferred +		NAP

Elevating your service experience

Customer service

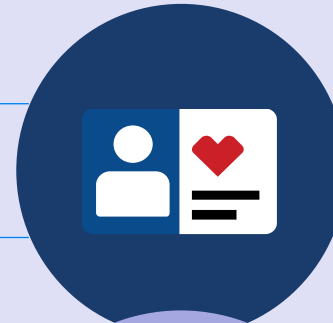
Our core commitment to every member

- Locates providers
- Estimates costs
- Provides benefits education
- Shares clinical alerts
- Offers real-time claims assistance
- Uses predictive analytics to reach out to members proactively

Aetna Health Concierge

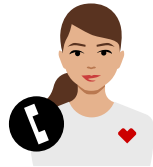
Our core commitment *plus* personal member connections

- Communicates key customer initiatives
- Completes extensive training including soft skills and motivational interviewing
- Dedicated toll-free number
- Engages in customer culture training
- Helps schedule doctor visits
- Makes warm transfers
- Offers welcome and overview of services for first-time callers
- Participates via webchat
- Provides guidance on both Aetna® and non-Aetna programs
- Shares direct phone number with members



**1-833-690-
1037**

24-Hour Nurse Line



96%

of members said the 24-Hour Nurse Line helped them make a better health care decision¹

Health information is a phone call away

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos related to your question or topic

1-800-556-1555
(TTY: 711)



¹24-Hour Nurse Line Member Satisfaction Survey. October 2019.

How to access 24-Hour Nurse Line

Log into eBenefits on SHPNC.org and click on **Quick Links** on the lefthand side of the screen. **Select** Aetna Member Portal, and **select** the **“Support tab”** and then **click** on **“Contact us”**

The screenshot displays the Aetna Member Portal interface. At the top, there is a purple navigation bar with links for 'English', 'Inbox', 'Notifications', 'ID Cards', and 'Account', along with a search bar. Below this, a secondary navigation bar contains 'Home', 'Claims', 'Benefits', 'Find Care & Pricing', 'Prescriptions', 'Health & Wellness', and 'Support'. The 'Support' link is circled in red. Below the navigation bar, there is a 'Back to Homepage' link. The main content area is titled 'Contact Us' and features three contact options: 'Medical' (AETNA, PO BOX 14079, LEXINGTON, KY, 40512-4079; 1-833-690-1037), '24-Hour Nurse Line' (1-800-556-1555), and 'Send a Secure Message'. The '24-Hour Nurse Line' option is circled in red. A 'Feedback' button is visible on the right side of the page.

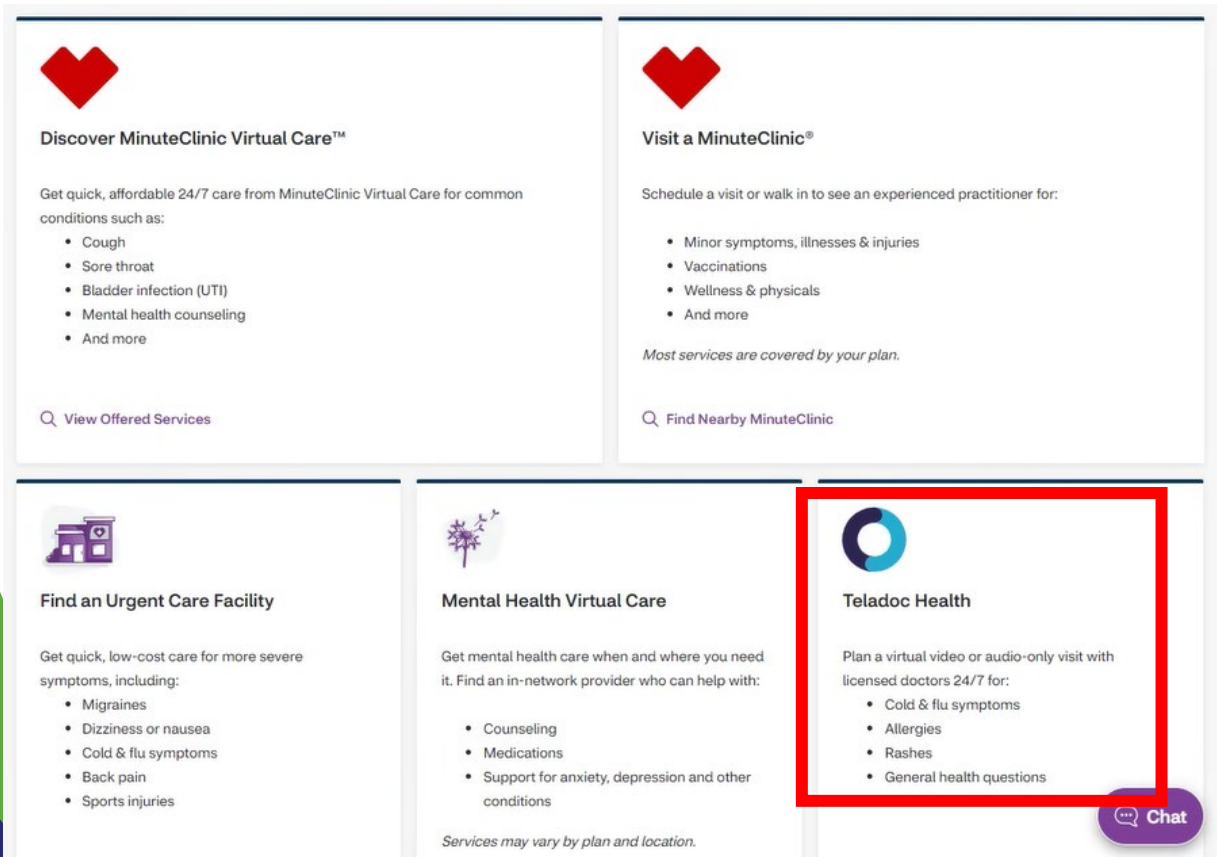
How to Access Teladoc

Log into eBenefits on SHPNC.org and click on **Quick Links** on the lefthand side of the screen. Select Aetna Member Portal, and then Select **“Find Care & Pricing”** , then **“Quick Care”**.

The screenshot displays the Aetna Member Portal interface. At the top, there is a navigation bar with links for English, Inbox, Notifications, ID Cards, and Account. A search bar contains the text "discount". Below this is a secondary navigation bar with links for Home, Claims, Benefits, Find Care & Pricing, Prescriptions, Health & Wellness, and Support. The "Find Care & Pricing" link is circled in red. A dropdown menu is open under this link, showing options: Go Find Care, Go Find Medical Pricing, Quick Care (circled in red with a mouse cursor), Virtual Care Providers, and Your Providers. The main content area features a "Welcome" message from the Department of State Treasurer and a section titled "Your New Member ID Starting Jan 1, 2025" which includes a sample ID card and instructions on how to use the new 12-character Aetna ID.

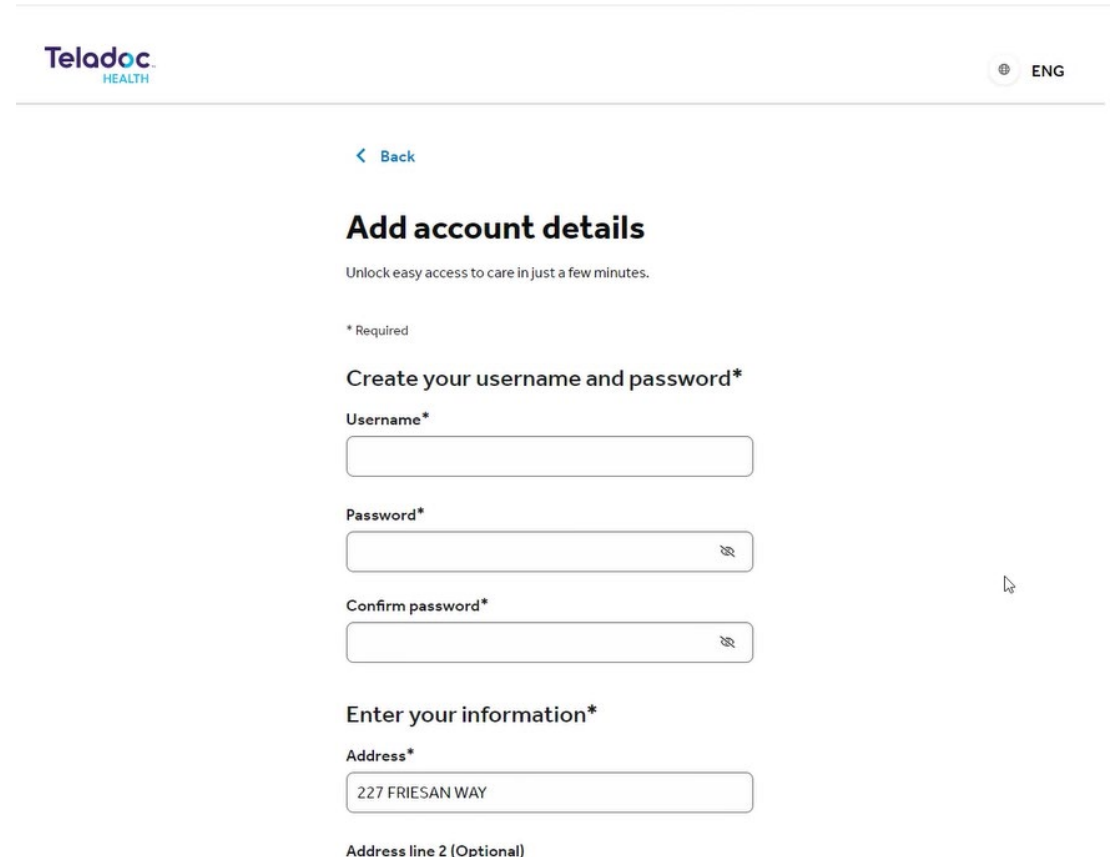
How to Access Teladoc

Click on **Plan a Visit** under the Teladoc section. You will be taken to the Teladoc website where you will need to **register** for services.



The screenshot shows the Teladoc website home page with several service cards. The 'Teladoc Health' card is highlighted with a red border. A purple 'Chat' button is visible at the bottom right of the page.

- Discover MinuteClinic Virtual Care™**
Get quick, affordable 24/7 care from MinuteClinic Virtual Care for common conditions such as:
 - Cough
 - Sore throat
 - Bladder infection (UTI)
 - Mental health counseling
 - And more[View Offered Services](#)
- Visit a MinuteClinic®**
Schedule a visit or walk in to see an experienced practitioner for:
 - Minor symptoms, illnesses & injuries
 - Vaccinations
 - Wellness & physicals
 - And more*Most services are covered by your plan.*
[Find Nearby MinuteClinic](#)
- Find an Urgent Care Facility**
Get quick, low-cost care for more severe symptoms, including:
 - Migraines
 - Dizziness or nausea
 - Cold & flu symptoms
 - Back pain
 - Sports injuries
- Mental Health Virtual Care**
Get mental health care when and where you need it. Find an in-network provider who can help with:
 - Counseling
 - Medications
 - Support for anxiety, depression and other conditions*Services may vary by plan and location.*
- Teladoc Health**
Plan a virtual video or audio-only visit with licensed doctors 24/7 for:
 - Cold & flu symptoms
 - Allergies
 - Rashes
 - General health questions

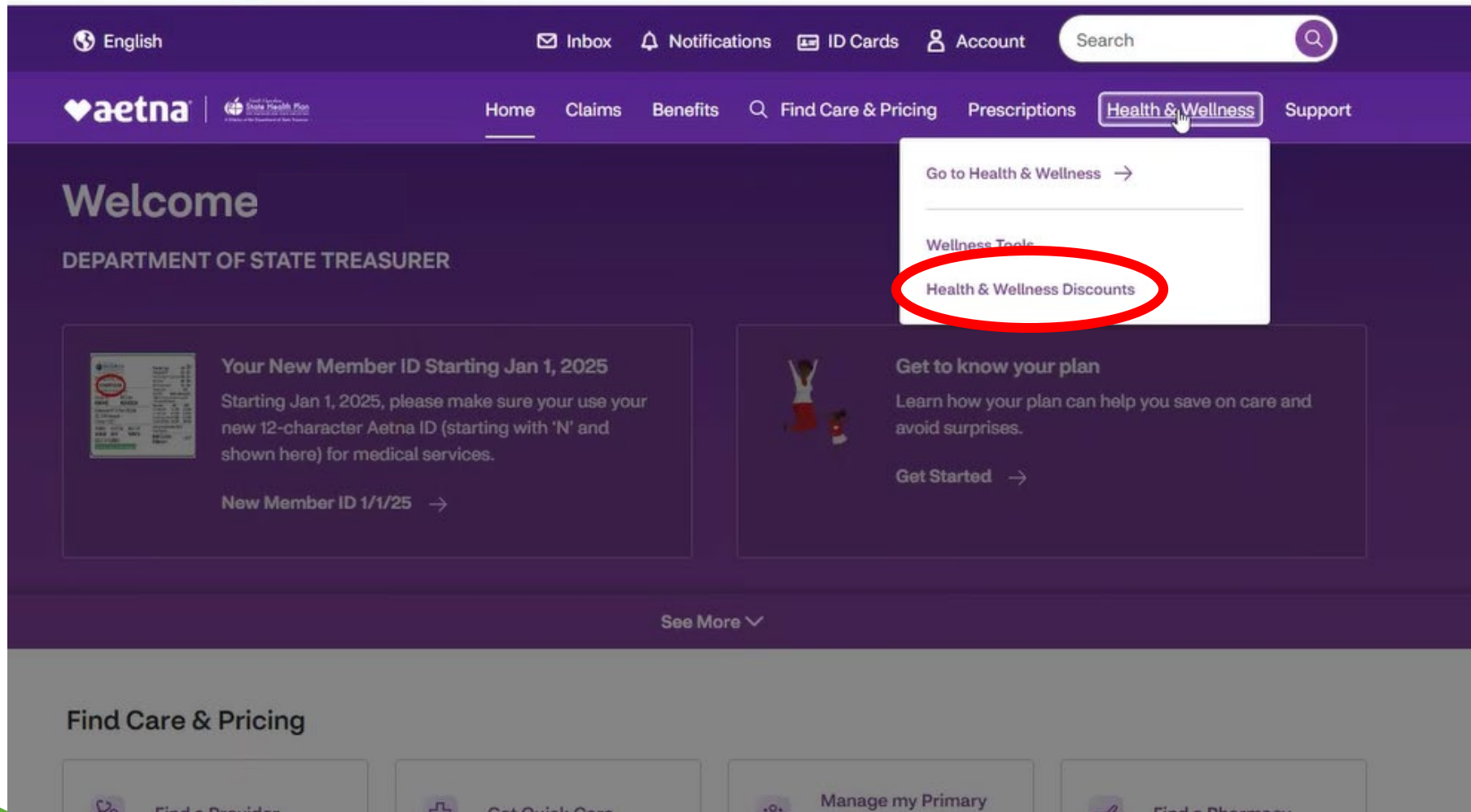


The screenshot shows the Teladoc registration page. The 'Teladoc HEALTH' logo is in the top left, and 'ENG' is in the top right. A 'Back' link is visible. The main heading is 'Add account details' with the subtext 'Unlock easy access to care in just a few minutes.' Below this, there is a '* Required' note and a section titled 'Create your username and password*'. This section contains three input fields: 'Username*', 'Password*', and 'Confirm password*'. Below this is another section titled 'Enter your information*' with an 'Address*' input field containing '227 FRIESAN WAY' and an 'Address line 2 (Optional)' label below it.

How to Access LifeMart

Log into **eBenefits** on SHPNC.org and click on **Quick Links** on the lefthand side of the screen.

Select Aetna Member Portal, and click on **“Health & Wellness”** and choose **“Health & Wellness Discounts”** on the drop-down menu.



The screenshot displays the Aetna member portal interface. At the top, there is a navigation bar with links for 'English', 'Inbox', 'Notifications', 'ID Cards', 'Account', and a search bar. Below this, the main navigation menu includes 'Home', 'Claims', 'Benefits', 'Find Care & Pricing', 'Prescriptions', 'Health & Wellness', and 'Support'. The 'Health & Wellness' link is highlighted, and a dropdown menu is open, showing options: 'Go to Health & Wellness →', 'Wellness Tools', and 'Health & Wellness Discounts'. The 'Health & Wellness Discounts' option is circled in red. The main content area features a 'Welcome' message for the 'DEPARTMENT OF STATE TREASURER' and two promotional cards: 'Your New Member ID Starting Jan 1, 2025' and 'Get to know your plan'. A 'See More' link is visible below the cards. The bottom section is titled 'Find Care & Pricing' and contains several service tiles.

How to Access LifeMart

- **Select** any of the discounts you'd like to learn more about!
- You will need to **register** with LifeMart to receive discounts and participate in the programs.
- You can also **download the LifeMart app!**



Health & Wellness Discounts
Save on a variety of expenses, including eye care, fitness, weight management, dental care and nutrition services.

 At Home Products Save on blood pressure monitors, activity trackers, electrotherapy TENS units, EKG devices and more. Get Home Discounts →	 Natural Products & Services Discounts on acupuncture, chiropractic, massage and nutrition, along with a variety of wellness products. Get Natural Discounts →	 Fitness Save on gym memberships, virtual fitness programs, workout apparel, sports accessories and more. Get Fitness Discounts →
 Lasik Discounted rates on Lasik screening, surgery and follow-up care. Get Lasik Discounts →	 Vision Care Save on eye exams, frames, lenses, contact lenses and sunglasses. Get Vision Discounts →	 Dental Health Special discounts on sonic toothbrushes, oral care kits, teeth whitening kits and other dental accessories. Get Dental Discounts →
 Hearing Save on hearing exams, hearing aids and accessories and hearing aid repairs.	 Weight Management Save on meal plans, healthy home meal deliveries, workout programs, scales and healthy weight resources.	 Senior Wellness Discounted medical alert systems in-home care and meal delivery.

English | Inbox | Notifications | ID Cards | Account | Search

aetna | Home | Claims | Benefits | Find Care & Pricing | Prescriptions | Health & Wellness | Support

← Back to Health Programs

Making fitness part of your everyday life becomes easier when you have access to cost-effective products and services. Whether you're looking to join a gym, track your progress with a wearable device or find some new workout gear, discounts are here to help.

Fitness Discounts

LifeMart

LifeMart is a member discount program that offers a range of savings on products and services, from discounted prices to free gifts to coupons to waived fees.

Receive discounts on:

- Gym memberships
- Virtual fitness programs
- Wearable fitness devices
- Workout apparel
- Yoga mats
- Fitness accessories

Get started by registering on the LifeMart website. Browse discounts on the site or download the app anywhere.

[View all discounts](#)

Download on the App Store | GET IT ON Google Play

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). This material contains only a partial, general description and does not constitute a...
[Read more](#)

LifeMart Member Discount Program | **aetna**

Welcome, Your Member Discounts Are Available Now!

First Name Last Name

Email *

Create password * Confirm password *

Use at least 6 characters. You may not use your Screen Name or Member ID.

[VIEW MY DISCOUNTS >>](#)

By registering, I am agreeing to the [Terms of Use](#) and [Privacy Policy](#)

*Required Fields

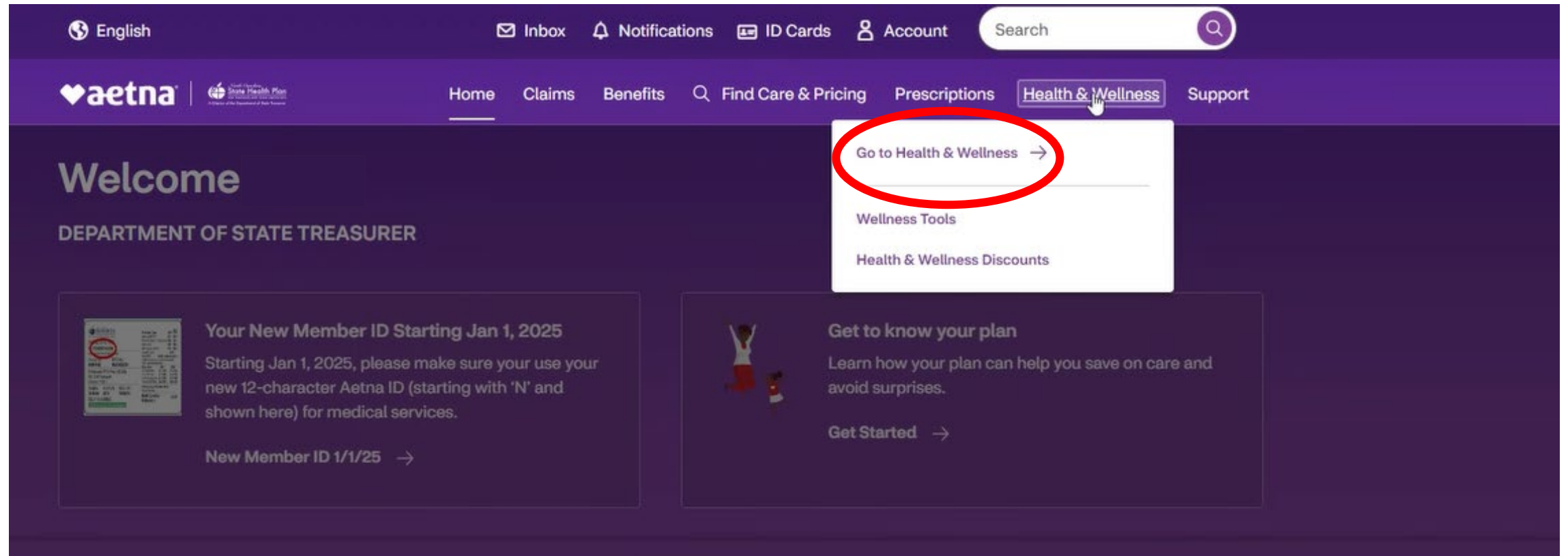
Chat

Already a Member? [Log In](#)

How to Access Lifestyle and Condition Coaching Programs

Log into **eBenefits** on SHPNC.org and click on **Quick Links** on the lefthand side of the screen.

Select Aetna Member Portal, and then Select **“Health & Wellness”** at the top of the homepage.



The screenshot displays the Aetna Member Portal homepage. At the top, there is a navigation bar with links for English, Inbox, Notifications, ID Cards, and Account, along with a search bar. Below this is a secondary navigation bar with links for Home, Claims, Benefits, Find Care & Pricing, Prescriptions, Health & Wellness, and Support. The 'Health & Wellness' link is highlighted with a red circle, and a dropdown menu is visible below it, containing the following options: 'Go to Health & Wellness →', 'Wellness Tools', and 'Health & Wellness Discounts'. The main content area features a 'Welcome' message from the Department of State Treasurer, followed by two promotional cards: 'Your New Member ID Starting Jan 1, 2025' and 'Get to know your plan'.

English Inbox Notifications ID Cards Account Search

aetna | State Health Plan
Home Claims Benefits Find Care & Pricing Prescriptions **Health & Wellness** Support

Welcome

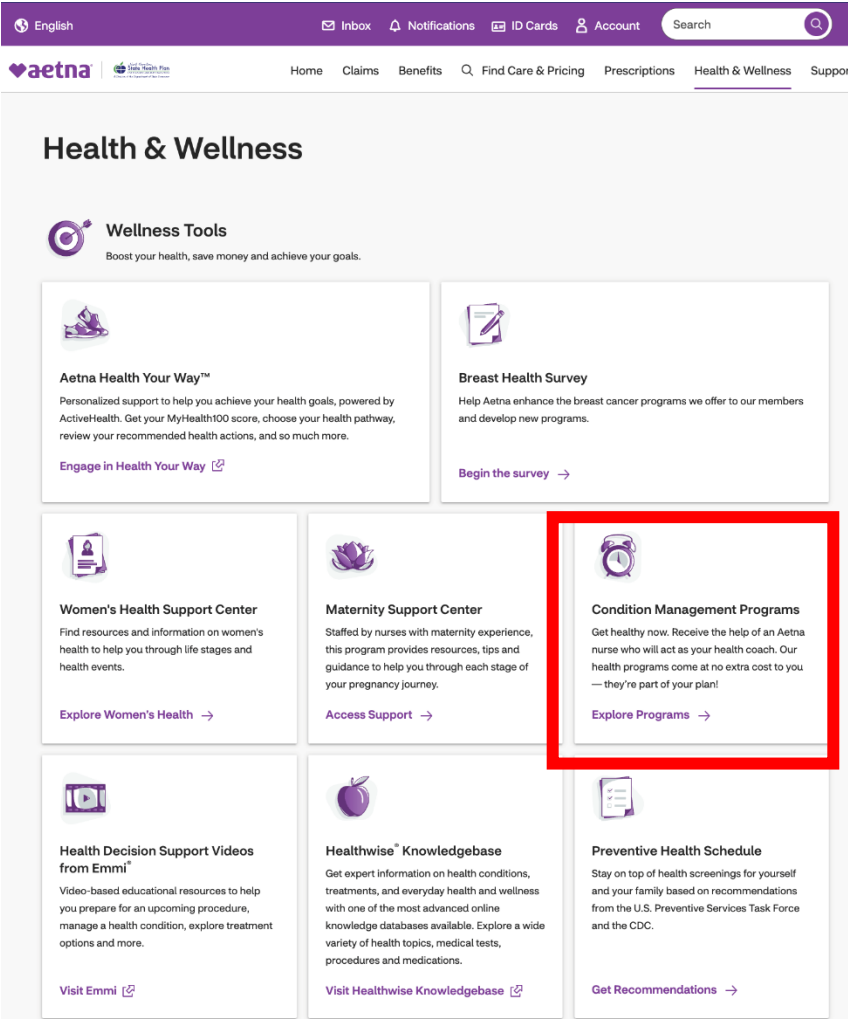
DEPARTMENT OF STATE TREASURER

Your New Member ID Starting Jan 1, 2025
Starting Jan 1, 2025, please make sure you use your new 12-character Aetna ID (starting with 'N' and shown here) for medical services.
New Member ID 1/1/25 →

Get to know your plan
Learn how your plan can help you save on care and avoid surprises.
Get Started →

How to Access Lifestyle and Condition Coaching Programs

Select “Condition Management Programs” and then proceed through the enrollment process for the program in which you would like to participate.



What to expect

You'll be paired with a qualified nurse who is familiar with your condition, whether you or a covered family member is navigating the challenges of asthma, diabetes, hypertension, coronary artery disease (CAD) or other conditions that impact day-to-day life.

Of course, your health coach doesn't replace your doctor. Think of your nurse as your personal advocate, here to help you feel your best and tackle complex decisions and care routines.

How you'll benefit

- Participate as a free part of your health plan
- Better understand treatment options and medications
- Receive tips on living a healthier lifestyle
- Choose when and how often to interact with your coach

Allow at least 5 minutes to complete.

Enroll Now

Helpful Hints

There are a couple of ways to get your ID card!

ID Cards

Member: DemoJames Smith ▾

Available Cards: Medical ▾

State Health Plan
A Division of the Department of State Treasurer

ENHANCED NCTEST
ID: NCHG90744201

ADMINISTRATIVE HEARINGS
Group No: 0907442 Eff Date: 05/04/2024

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

RXBIN: 004336 ADV RXGRP: RX0274
SELF INSURED

Paid for by YOU and other NC Taxpayers

Provider Type	CPP	Non CPP
Selected PCP*	\$ 0	\$10
Phys/Occ/Spch Thpy/Chiro	\$25	\$52
Specialist	\$40	\$80
Behavioral Health	\$ 0	\$25
Urgent Care	\$70	
Hosp/ER	\$300 + Ded & 20%	

*PCP not selected, in-network copy \$25
*CPP: Clear Pricing Project

Other Info	IND	CON
Ind Deductible	\$ 1,250	\$ 2,500
Ind OOP Max	\$ 4,880	\$ 8,780
Family Deductible	\$ 3,750	\$ 7,500
Family OOP Max	\$14,870	\$29,340




Primary Care Provider (PCP)
None Selected
North Carolina
Preferred + NAP

Third Party Administrator: **aetna** Pharmacy Benefits Administrator: **CVS caremark**

Benefits & Claims	1-800-000-0000
Eligibility & Enrollment	1-800-000-0000
Behavioral Health	1-800-000-0000
Provider Relations/Precert	1-800-000-0000
Pharmacy Help Desk	1-800-000-0000
CVS Caremark	1-800-000-0000

Aetna Life Insurance Company PAYER NUMBER 60054 0049
Submit Claims To: Talk to a doctor 24/7:
PO Box XXXXXX 1-855-TELADOC or Teladoc.com
High Point, NC 27235 **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.

-  Request ID Card
-  Share Via Email
-  Print ID card ▾

Medical ID Card Overview

Plan Name
Choice POS II

Common Questions

Do I need separate ID cards for different benefits offered by Aetna?

No, you don't need separate ID cards for different benefits offered by Aetna. For example, your card may include your dental or pharmacy (Rx) info.

Can I use this digital ID card for proof of coverage?

Yes, you can bring this ID card up on your device, such as your cell phone, for proof of coverage.

What if the information on my card is wrong?

To fix incorrect information, please call the Member Services number on your ID card.

How can I get a physical ID card?

You can either print a copy yourself from this page, or [request a card in the mail](#).

Complete Card Information

Plan Name
Choice POS II

Plansponsor Name
TEST AETNA HEALTH DEMO EMPLOYER

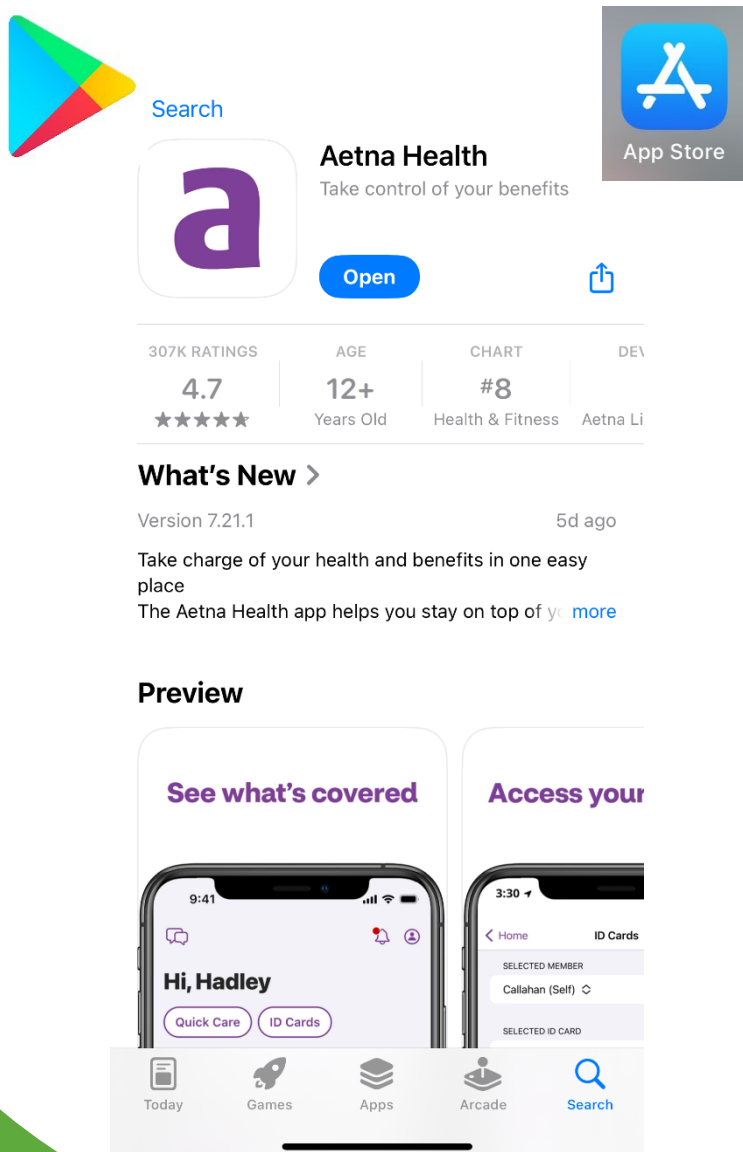
Group Number
0930022-010-00002

Note To Physician
This card does not guarantee coverage

Payor Id
60054 106

[Show All Info](#) ▾

How to Download the Aetna Health App



Scan the QR Code

to download the Aetna Health app.



OR Text "AETNA" to 90156 to receive a download link. Message and data rates may apply.

Important Phone Numbers

Aetna Health Concierge:

1-833-690-1037

Eligibility and Enrollment Support Center:

1-855-859-0966

CVS CareMark (Pharmacy):

1-888-321-3124

24 Hour Nurse Line:

1-800-566-1555 (TTY: 711)

Engage with YOUR State Health Plan

It's important to stay informed all year round!

To ensure you receive information from the State Health Plan:

- ✓ Make sure you have your correct address, email address and phone number in eBenefits, the Plan's enrollment system, which you can access on the Plan's website at **www.shpnc.org**.
- ✓ Make sure your employer has the correct address as well.
- ✓ If you are a retiree, your address needs to be current in ORBIT and eBenefits as both 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 Plan on Facebook!
- ✓ Follow the Plan on Instagram!



Sign Up For Member Focus!



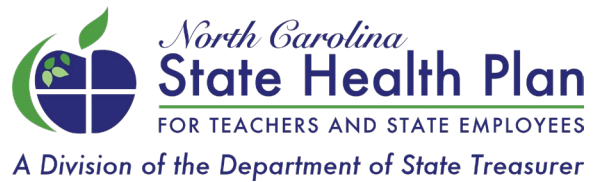
Connect with us on **facebook**

facebook.com/SHPNC/



Follow us on **Instagram**

[nchealthplan](https://nchealthplan.com)



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