



Proud to serve North Carolina

State Health Plan Board
of Trustees Meeting

Jim Bostian
North Carolina Market President

February 22, 2023





Thank You

My sole mission – along with the hundreds of North Carolina-based Aetna employees dedicated to this relationship – is to make this a smooth and seamless transition for each of you. To do so, we will embark on an extensive and thoughtful welcome and onboarding over the next two years to educate you and your dependents about Aetna and learn more about your health care needs, so that we can partner with you to help you live healthier lives.

Using Aetna’s 170 years of expertise and experience, we will provide greater value for State Health Plan members by connecting you to the services and support you need for every type of health care moment, simply and affordably. We will engage you in your health care to deliver affordable and high-quality health benefits.

I look forward to serving you because Healthier happens together™.



Jim Bostian
North Carolina
Market President

We're here for you in North Carolina

A dedicated presence

Local market headquarters in **Cary, NC**

Service Center in **High Point, NC**

Supporting over **800K medical members** across North Carolina with **more than 38M members nationally**

323K national employees including **more than 10K** in North Carolina

600 employees dedicated to the North Carolina State Health Plan

Invested in our communities

Supporting our local communities with nearly 10,000 local touchpoints across the country

In 2021, the CVS Health® and Aetna Foundation® invested more than **\$240M** in corporate grants, in-kind gifts, employee giving and fundraising and other community support

In North Carolina, we've recently invested over \$33M in our communities, including support for affordable housing, local food banks, support for local municipalities participating in Aetna's Healthiest Cities and Counties Challenge, and other local community programs

Our employees have also invested their time in community **volunteer work totaling over 52K hours** nationally



Your dedicated local team leaders



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**Linda
Cecarelli**
Executive Director

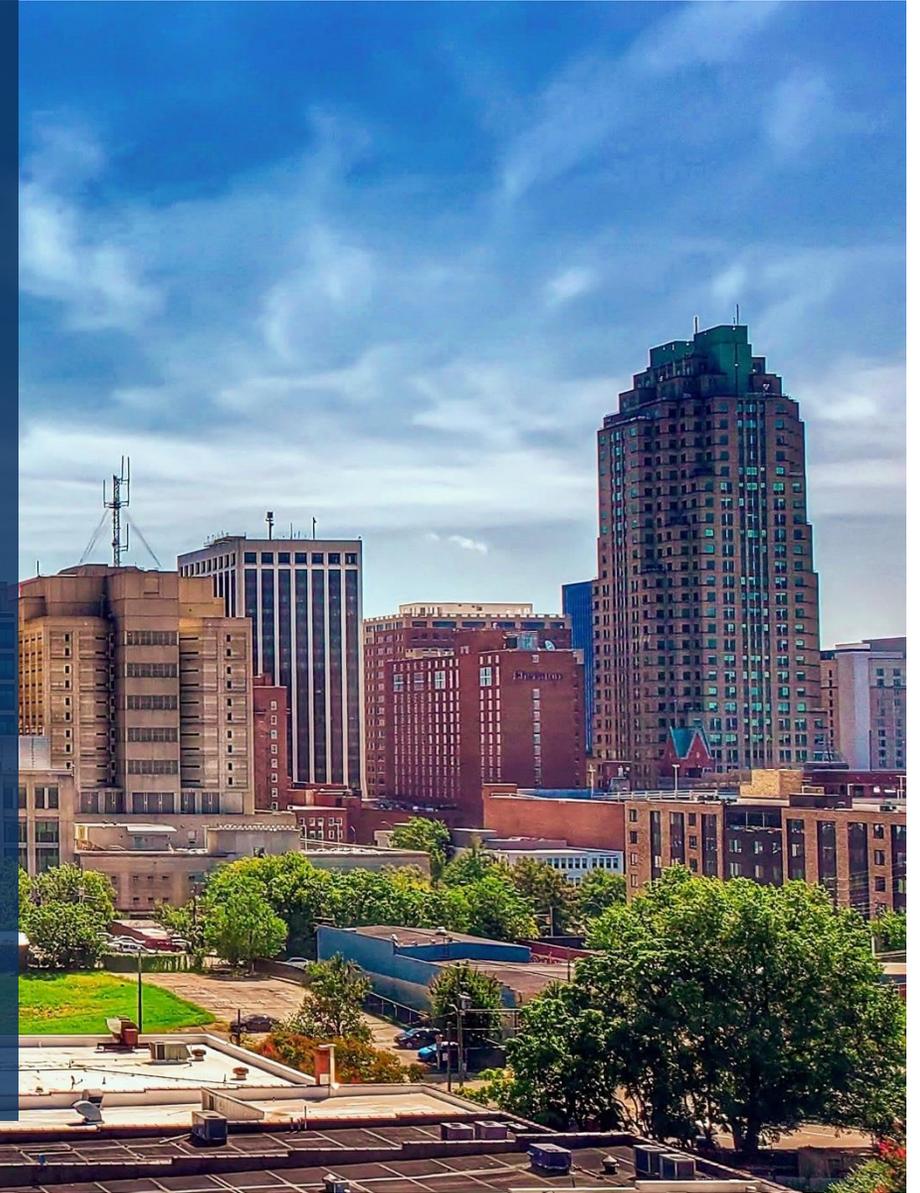
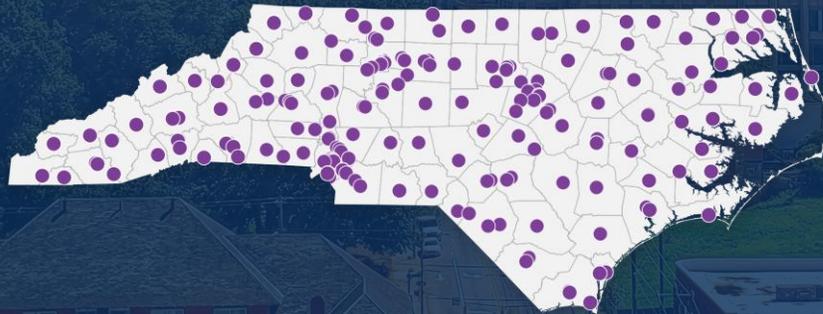
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Offering NCSHP members provider choice and flexibility in NC and nationally

Leverage Aetna's deep discounts via our broad National Network that provides access here in North Carolina and every other state

Continue and expand the State Health Plan Clear Pricing Project (CPP) to promote transparency

Enhance network access with provider additions (Aetna's in-network match represents 98% of claims and 99% of allowed dollars based on 2021 SHP claims)



Consistent plan and benefit offerings

Two plans will continue to be offered for permanent employees:

1

Base PPO
70/30

2

Enhanced PPO
80/20



Enhanced care and service



A personal health assistant who goes above and beyond, **the Concierge:**

- Locates providers and estimates costs
- Receives clinical alerts
- Educates members on maximizing benefits
- Helps schedule doctor visits
- Makes warm transfers and interacts via webchat
- Conducts First Impression Treatment
- Offers real-time claims reprocessing
- Uses predictive analytics to proactively reach out to members
- **99% of questions resolved on this first call**



Understand and manage benefits to **connect with care and stay healthy:**

- Review plan benefits and coverage details
- **See health care costs and track progress towards deductible including pre-visit cost estimates**
- View, pay claims and submit claims digitally
- Find in-network providers, including those offering telehealth services, as well as walk-in clinics and urgent care centers
- View ratings and reviews of providers
- Receive personalized reminders

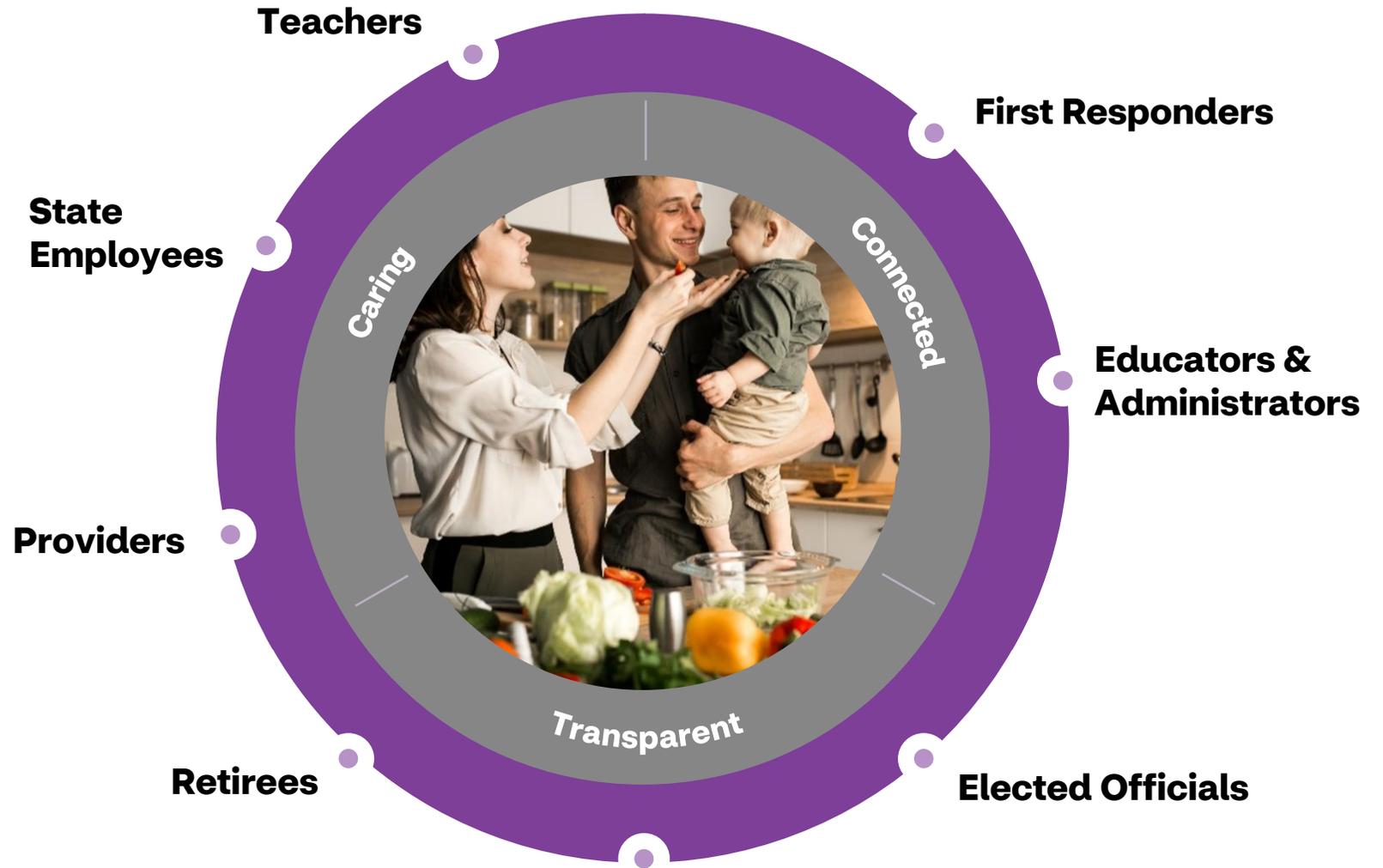


Compassionate **Clinical Support:**

- 1:1 nurse support
- Behavioral health specialist
- Registered dietitian
- Social worker
- **24-Hour Nurse Line**
- Aetna Compassionate CareSM program
- Aetna Advice[®] program
- Surgery education and recovery kits
- Aetna Kidney Support
- Health concierge
- Aetna HealthSM app
- Readmission prevention

Engaging and Communicating

Transparency with Stakeholders



University of
North Carolina
System





**Thank
you**