

CONTACT INFORMATION FOR HBRs

| FOR QUESTIONS REGARDING: | VENDOR: | CONTACT: |
|--|----------------------|--|
| General HBR Questions | State Health Plan | hbrinquiries@nctreasurer.com |
| Group Billing for the Standard and Plus PPO Plans (if you have questions on how to use eBilling, to change the date your invoice is sent, to verify if a payment has been received, or if you need help understanding your bill) | iTedium | 855-552-6272 GroupPremium@itedium.com |
| Benefit and Medical Claim Questions | Aetna | 833-690-1037 |
| Open Enrollment Questions (if there is a discrepancy on your invoice and the enrollment is correct in eEnroll, but not correct on your invoice) | Benefitfocus | HBR Support: 800-422-5249, create a case via One Place 365 or contact your Account Manager |
| Enrollment and Eligibility Questions | Benefitfocus | |
| Troubleshooting Enrollment System | Benefitfocus | |
| Retiree Enrollment Questions | Benefitfocus | |
| Reduction in Force (RIF) Enrollments (initial AND post 12 months) | Benefitfocus | |
| Direct Bill Premium Questions | iTedium | 877-679-6272 |
| COBRA Enrollment, Notices, and Billing Questions | iTedium | 877-679-6272 |
| FIORI Questions | Best Shared Services | 866-622-3784 (Statewide) 919-707-0707 (Raleigh area) |
| Notice of Creditable Coverage (NOCC) Letter Questions | Benefitfocus | HBR Support: 800-422-5249, create a case via One Place 365 or contact your Account Manager |
| Traditional Rx Benefit and Claims Questions | CVS Caremark | 888-321-3124 |