

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