

# CONTACT INFORMATION FOR HBRs

FOR QUESTIONS REGARDING:	VENDOR:	CONTACT:
<b>General HBR Questions</b>	State Health Plan	<a href="mailto:hbrinquiries@nctreasurer.gov">hbrinquiries@nctreasurer.gov</a>
<b>Group Billing for the Standard and Plus PPO Plans</b> (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 <a href="mailto:GroupPremium@itedium.com">GroupPremium@itedium.com</a>
<b>Benefit and Medical Claim Questions</b>	Aetna	833-690-1037
<b>Open Enrollment Questions</b> (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 <a href="#">One Place 365</a> or contact your <a href="#">Account Manager</a>
<b>Enrollment and Eligibility Questions</b>	Benefitfocus	
<b>Troubleshooting Enrollment System</b>	Benefitfocus	
<b>Retiree Enrollment Questions</b>	Benefitfocus	
<b>Reduction in Force (RIF) Enrollments</b> (initial AND post 12 months)	Benefitfocus	
<b>Direct Bill Premium Questions</b>	iTedium	877-679-6272
<b>COBRA Enrollment, Notices, and Billing Questions</b>	iTedium	877-679-6272
<b>FIORI Questions</b>	Best Shared Services	866-622-3784 (Statewide) 919-707-0707 (Raleigh area)
<b>Notice of Creditable Coverage (NOCC) Letter Questions</b>	Benefitfocus	HBR Support: 800-422-5249, create a case via <a href="#">One Place 365</a> or contact your <a href="#">Account Manager</a>
<b>Traditional Rx Benefit and Claims Questions</b>	CVS Caremark	888-321-3124