November 2, 2026, HBR Alert!



Group Contact Information Audit

In the State Health Plan's (Plan) ongoing effort to protect your group's data, we audit the HBR contacts we have on file for your group. Our goal is to ensure the Plan is only contacting and responding to authorized users for your group.

Auditing is critical to data security, as HBRs access the Eligibility and Enrollment and Group Billing platforms. The Plan and HBRs share *Personally Identifiable Information* and *Protected Health Information* as part of our roles.

It is critical that terminated HBRs have their system access revoked immediately. Otherwise, these terminated employees can still access your group's eligibility and enrollment records and/or group billing from any external system. This situation could result in a data breach or worse.

Here is what to expect with the Plan's Contact Information Audit:

- Audits are conducted on a rolling basis, so expect to receive emails several times per year.
- Group benefits contacts on file will receive an email from NC SHP Access Requests (SHPAccessRequest@nctreasurer.gov).
- The email will contain the contacts on file with the Plan and ask you to review the list.
- **Please reply *within 1 week* with either changes or telling us no changes are needed.**
- To notify the Plan of HBR staff changes, please submit a Contact Request form on the Plan website in the HBR section. The audit email includes this link.
- If you have a contact who will be leaving your group, please let us know their last working day so that we can schedule their access termination and update our records.

Please keep in mind:

- It is the employer's responsibility to update benefits contacts with the Plan when someone joins or leaves your group.
- Please respond to the audit emails even if you have no changes or an employment change is future dated.
- **The Plan may disable access for groups that are non-responsive.**

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