# September 12, 2023, HBR Alert



## IMPORTANT ANNOUNCEMENT: Enrollment Exception Process Update

The State Health Plan is launching a new Enrollment Exception Request Form!

The new form will be from the same location on the Plan's website, but the form will have a new look and streamlined required data fields. If you have bookmarked this page, please update your link, as the new form will have a new link and your old bookmark will not work.

The new form does not require HBRs to have a login to complete submission.

The Enrollment Exception Request Form will have fewer data fields to reduce the data that needs to be submitted. The Request Type and Error Type fields can now have multiple values selected.

**Important Reminders:**

- Required fields are marked with an asterisk * and will ensure the submission can be processed in a timely manner.
- Exception requests can only be submitted by an HBR. Requests submitted by a member will be denied.
- If the member does not have a Social Security number or other alternate ID, please enter N/A for that field.

- In the reason field, please enter an appropriate level of detail to ensure Plan staff have enough information.
- Any supporting documentation should be uploaded to the member's document center record in eBenefits.

Currently HBRs receive exception communications from the HBRInquiries@nctreasurer.com email address regarding submitted exceptions request forms (for confirmation of receipt and decisions).

Going forward, all communications will now be sent from the SHPExceptions@nctreasurer.com email address.
**Updated Enrollment Exception Request Form**

## State Health Plan Exception Request

### Enter HBR Information

Group *

[                                                    ▼]

HBR Contact Name *

[                                                    ]

HBR Email *

[                                                    ]

### Enter Member Information

Member Name *

[                                                    ]

Member SSN/ID *

[                                                    ]

### Enter Exception Reason

Request Type *

[ Select or search options                          ∨]

Other Exception Type Information

[                                                    ]

Error Type *

[ Select or search options                          ∨]

Other Error Type

[                                                    ]

Requested Effective Date

[ M/D/YYYY                                         📅]

Reason for Exception *

[                                                    ]

To view the Privacy Practices of the
NC State Health Plan please visit
the link below:

https://www.shpnc.org/notice-privacy-practices

Important Notes:

1) Items with a * are required fields and
will ensure the request can be processed
in a timely manner.

2) Please remember that exception
requests can only be submitted by an
HBR.  Requests submitted by a member
will be denied.

3) If the member does not have a social
security number or other ID yet, please
enter N/A.

4) In the reason field, please enter a
detailed description for why this
exception is needed.

5) Any supporting documentation
should be uploaded to the member's
document center record in eBenefits.
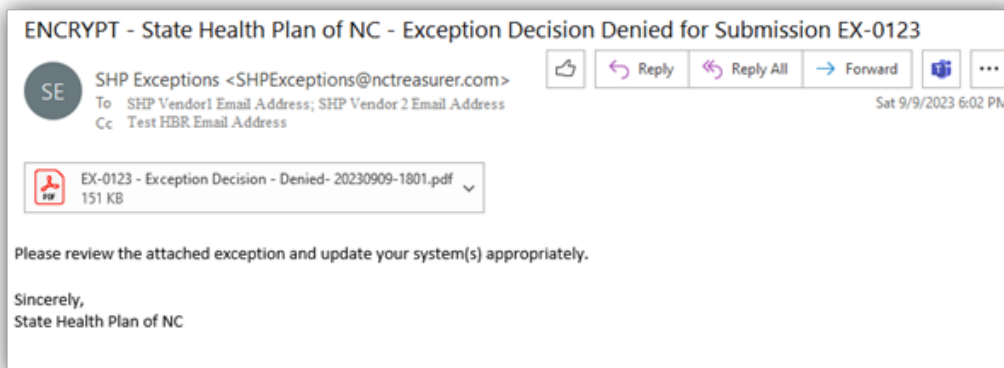
Submit Exception Request Form

## Exception Submission Confirmation Emails

Submission confirmations emails will now be sent out instantaneously after submissions, will be sent encrypted, and contain new information in the subject line and email body.
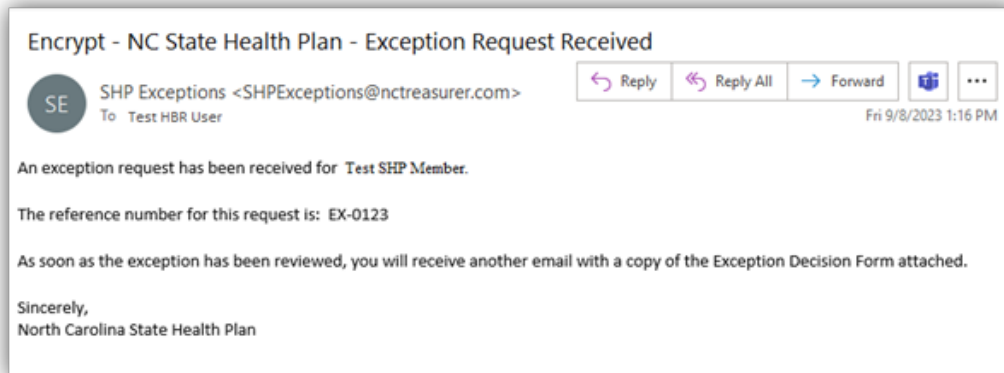


## Exception Decision Emails

Decision emails will have a slight change to subject line and email body. The decision form will be an attached pdf form with an updated look, but similar content.



Access to the Enrollment Exceptions Request Form will remain the same, but the link to the form will be different in the event you have bookmarked the direct link.

# Exceptions Process

To ensure consistency and adherence to both state and federal legislation, it is important that all transactions for new hire enrollments, adding or dropping dependents due to a qualifying life event, and the processing of terminations are completed in a timely manner. For more information, visit the Enrollment Information page.

The exceptions process allows HBRs to submit requests to make changes that are outside of the State Health Plan's rules and regulations.

The exceptions request process is not intended for arbitrary requests and will be handled on a case-by-case basis. The Plan will take into consideration the reason for the request, if the request is submitted within a reasonable amount of time, and whether or not granting an approval will be in conflict with state and federal laws.

## How to Submit an Exception Request

Please click the link below to submit an exception. If you have any questions regarding this form, please email HBRInquiries@nctreasurer.com.

**Exception Request Form**

### HBRs

Enrollment Information

Exceptions Process

Training and Development

HBR Monthly Training Archive

High Deductible Health Plan

State Health Plan Operations 101

Affordable Care Act Information

Employees on Disability

Reduction in Force Information for HBRs

Payroll and Billing

HBRs and Protected Health Information

Contact Information for HBRs

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

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