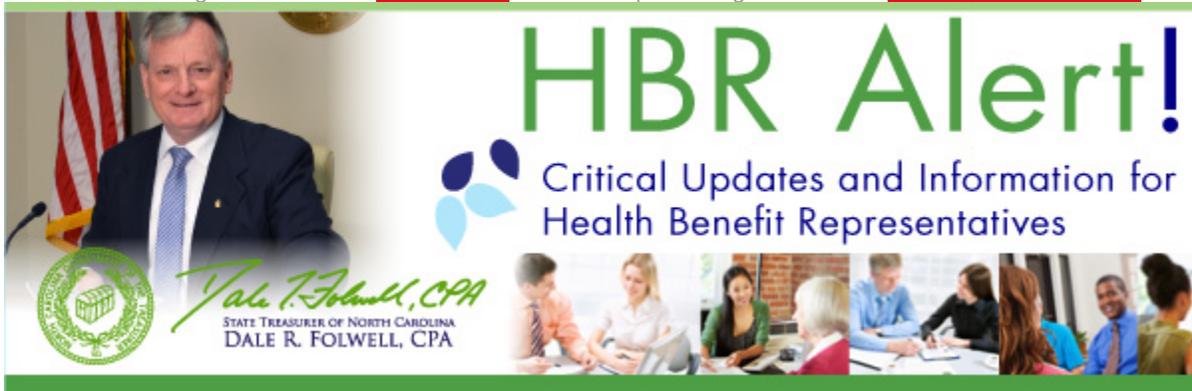


# October 15 2020 HBR Alert

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## 2021 Open Enrollment is Under Way!

Open Enrollment starts today and runs through October 31. Call volume at the State Health Plan's Eligibility and Enrollment Support Center is expected to be high today. Please encourage your employees to go online to complete Open Enrollment. If any of your employees experience long holds, tell them to call back later in the day or later next week when call volume is expected to decrease.

Weekday hours have been extended until 10 p.m. throughout Open Enrollment, and Saturday hours are 8 a.m.-5 p.m.

If you have new hires from August and September, please remind them that they must go in again and complete Open Enrollment for their 2021 benefits.

During Open Enrollment, all employees will be automatically enrolled in the 70/30 Plan, but employees **MUST TAKE ACTION** to reduce their premium. If they prefer the 80/20 Plan, employees **MUST TAKE ACTION!** If they want to reduce their monthly premium on either plan, employees **MUST TAKE ACTION** by completing the tobacco attestation! If employees fail to take action during Open Enrollment, their monthly premiums will be considerably higher in 2021!

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## OE Toolkit Available in HBR University!

To assist you during Open Enrollment (OE), we again have an OE Toolkit in HBR University! The OE Toolkit includes useful information related to Dependent Verification, Task List Management, Useful

Reporting, Member Login, and more to help you throughout Open Enrollment.

To access the OE Toolkit, log in to [HBR University](#), click Course Catalog in the left-hand menu, and then hover over the course with the Benefitfocus logo to enroll. Once enrolled, click My Learning in the menu to begin the course. If you have any questions regarding the OE Toolkit content, please create a case via [One Place 365](#) or call the HBR Support line at 800-422-5249.



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## OE Resources for Employees

For more OE information please check out the resources below, including the Decision Guide, which was mailed to employees. Additional resources, including a Spanish version of the Decision Guide, have been posted to the Plan's [website](#).

If you haven't already, please start communicating information about Open Enrollment to your employees! Thank you in advance for your extra efforts during Open Enrollment!

**Active Member Decision Guide**

**Active Decision Guide (Spanish)**

*Your* **NORTH CAROLINA STATE HEALTH PLAN**  
 2021 OPEN ENROLLMENT DECISION GUIDE  
 OCTOBER 15-31, 2020



"As your State Treasurer, I'm excited to announce the next phase of our Clear Pricing Project, designed to protect the State Health Plan's financial future and promote quality and affordable health care. In 2021, we're going to be highlighting our Clear Pricing Project providers, who believe in transparent pricing. You, our hard-working Plan members, will benefit from this effort in the form of reduced copays, while we keep moving the Plan onto a more sustainable path.

As health care costs continue to skyrocket, I'm also pleased that we have held premiums steady for the third year in a row! We will continue to fight for transparency and lower costs. I encourage you to review your options in this Decision Guide and select the best benefit plan for you and your family."

Dale R. Folwell, CPA • State Treasurer



*Su* **PLAN MÉDICO ESTATAL DE CAROLINA DEL NORTE**  
 GUÍA PARA TOMAR DECISIONES EN LA INSCRIPCIÓN ABIERTA 2021  
 DEL 15 AL 31 DE OCTUBRE DE 2020



"Como tesoro del estado, me complace anunciar la siguiente fase de nuestro Proyecto de precios claros (Clear Pricing Project), diseñado para proteger el futuro financiero del Plan médico estatal (State Health Plan) y promover una atención médica de calidad y asequible. En 2021, vamos a destacar a nuestros proveedores del Proyecto de precios claros, que creen en precios transparentes. Ustedes, incansables trabajadores, miembros de nuestro Plan, se beneficiarán de este esfuerzo con copagos reducidos, mientras llevamos al Plan por un camino más sustentable.

Además, mientras los costos de la atención médica siguen aumentando, me complace decir que hemos mantenido las primas estables por tercer año consecutivo. Seguiremos luchando por la transparencia y los costos más bajos. Les recomiendo que revisen sus opciones en esta "Guía para tomar decisiones" y que elijan el mejor plan de beneficios para ustedes y sus familias."

Dale R. Folwell, CPA • Tesorero del estado



## Open Enrollment Summary Video




**Open Enrollment for Active Members**

**October 15-31, 2020**

## Step-by-Step Navigational Video




**OPEN ENROLLMENT**  
 October 15 - 31, 2020

**NEW BENEFITS EFFECTIVE**  
 January 1, 2021



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



*Dale R. Folwell, CPA*  
 STATE TREASURER OF NORTH CAROLINA  
 DALE R. FOLWELL, CPA