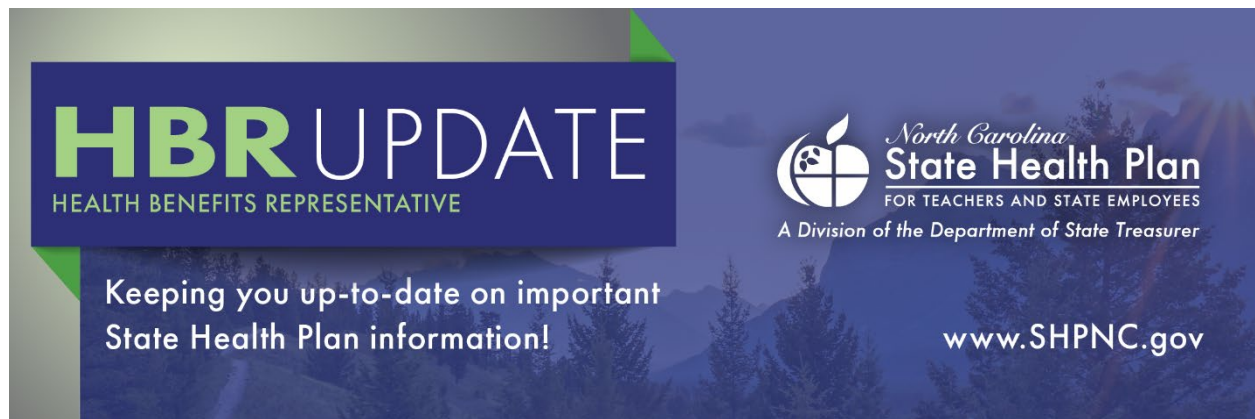




State Health Plan Board of Trustees Announcements

The State Health Plan Board of Trustees met July 10 and made several decisions. To read the full announcement [click here](#).

In summary the Board voted on the following:

- Approved the contract award for Third-Party Administrative (TPA) Services to Blue Cross NC, effective Jan. 1, 2028.
- Approved the contract award for Pharmacy Benefit Manager (PBM) for Blue Cross NC, effective Jan. 1, 2028.
- Approved Preferred Provider contracts with UNC Health and Novant Health effective Jan. 1, 2027. As a reminder, this is in addition to the more than 4,500 current Preferred Providers available today.
- Approved 2027 premium rates for all members. Some rates are posted to the Plan's [website](#), for all rate charts, please refer to the [Board materials in the Appendix](#).
- Approved 2027 benefit changes (Standard, Plus and 70/30 PPO Plans), including some decreased copays associated with parts of the new tiered provider network. Click here for a [Plan Comparison](#).

2027 Open Enrollment Communications

Members will receive communication and education before **Open Enrollment, which is scheduled for Oct. 12-30, 2026**. Updated provider directories, online tools and dedicated support resources will help members understand their options and make informed health care decisions.

Here are a few quick reminders to share with your employees:

- Encourage employees to verify that their mailing address, email, and phone number are current in eBenefits, the Plan's enrollment system. eBenefits can be accessed on the Plan's website www.shpnc.gov.
 - Addresses should be updated by the end of August as that is when addresses will be pulled for mailings.
-

2027 Open Enrollment Reminders

OE Training Opportunities for HBRs

2027 Open Enrollment will be held Oct. 12-Oct. 30, 2026. The Plan is holding Open Enrollment training webinars in July to better prepare HBRs for the upcoming changes in 2027. **As mentioned above there will be several benefit changes for 2027.** These changes will be reviewed during these trainings.

Reserve your spot today to ensure you're ready to support your employees during Open Enrollment. **Click below to register** for one of the training sessions that best fits your schedule.

Tuesday, July 28, [10am](#) & [2pm](#)

Wednesday, July 29, [10am](#) & [2pm](#)

Thursday, July 30, [10am](#) & [2pm](#)

Encourage Your Employees to Keep Their Contact Information Current!

Please remind your employees to review and update their contact information. Accurate information allows us to communicate with your employees about their health plan benefits in a timely and effective manner including Open Enrollment. Each member must have a current mailing address, phone number, and email address in the Plan's enrollment system, eBenefits.

Please encourage employees, especially those who have recently moved, to verify their address with you and in eBenefits (if applicable).

Members can access eBenefits through the [State Health Plan website](#) by selecting **eBenefits** at the top of the page.

This also applies when HBRs submit an Exception Request, please confirm employee demographic information and make updates in your payroll system if applicable or direct the member to update the information in eBenefits. Plan vendors may need to contact an employee regarding the approval/denial of the exception and will need the most current contact information.

We also encourage HBRs to promptly notify employees of changes to their enrollment or Exception Request determinations, emphasizing any due dates, and to notify the employee if a Plan vendor will be reaching out.

The Plan has seen an increased number of subsequent exceptions for employees who had a prior exception and could not be contacted regarding the original approval/denial. Please remind your employees that it is the member's responsibility to keep all demographic information up to date.

Pre-65 Webinar Series: Only Two Remaining for 2026!

The “**Understanding Your Medical Plan Options When You Become Medicare-Eligible**” series is wrapping up for the 2026 benefit year. HBRs are urged to share this information with employees nearing retirement.

These free webinars are designed for employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each event lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions.

The remaining 2026 webinars are **August 13** and **August 25**. Employees who wish to attend are encouraged to [Register Soon](#) as these events fill quickly!

2027 OPEN ENROLLMENT

October 12-30, 2026

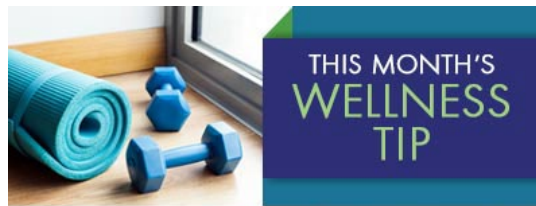
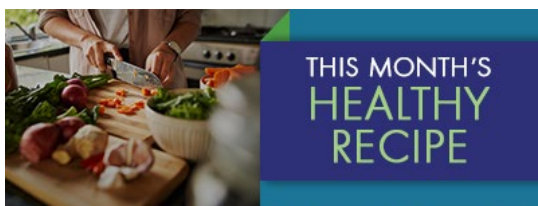




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Eligibility and Enrollment Questions: 855-859-0966

For questions on this newsletter, e-mail: shpmemberinquiries@nctreasurer.gov

