



## 2027 Open Enrollment Training for HBRs

Hard to believe, but it's that time again!

2027 Open Enrollment will be held Oct. 12-Oct. 30, 2026. The State Health Plan (Plan) is holding Open Enrollment trainings for HBRs in July to better prepare you for the changes coming for 2027.

Please select a convenient day and time to register below:

- Tuesday, July 28, [10am](#) & [2pm](#)
- Wednesday, July 29, [10am](#) & [2pm](#)
- Thursday, July 30, [10am](#) & [2pm](#)

The Plan Board of Trustees will vote on 2027 premiums at its July meeting and approved rates will be communicated following that meeting.

HBRs are encouraged to review [Board of Trustees meeting materials](#) from the March and June meetings to learn more about the tiered Preferred Provider network approved in March and what is being proposed for 2027.

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## 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.

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## HBR June Webinar

The next HBR Monthly webinar will be held **Wednesday June 17 at 11am**. [Click here to register.](#)

This month's webinar will review the information that was presented to the State Health Plan Board of Trustees at their June 5<sup>th</sup> meeting regarding 2027 benefits and include a demo of the new employment transfer functionality in eBenefits.

For future dates/times and to register be sure to check the [HBR Training and Development](#) webpage. All webinars will be recorded and [posted here](#) as a resource.

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## Salary Change vs Salary Correction Clarification

The State Health Plan has received questions and exceptions regarding salary effective dates.

Please remember that salaries only need to be updated once a year, just before Open Enrollment. If you want to update salaries throughout the year to keep salaries in sync with payroll, that is fine too, but please be sure to use the correct effective date.

**Salary Change (Raise, salary adjustment, promotions):** The updated salary can be added at any time without impact to the premium band as long as you enter the salary effective date.

**Salary Corrections:** If you're making a salary correction, all you need to do is update the salary. Do not update the effective date. This will recalculate the salary band.

**All salary information will need to be reviewed and updated again prior to the 2027 Open Enrollment Period, which will take place in October.**

**Definitions:**

- Salary Change: Both the salary value and the salary effective date are changed or only the salary effective date changes.
- Salary Correction: The salary value changed but the salary effective date remains the same.
- Salary Corrections will automatically re-evaluate a member's salary band and the associated premium in the initial enrollment period.

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## **Eat Smart, Move More, Prevent Diabetes Classes Begin Aug 9<sup>th</sup>**

***Eat Smart, Move More, Prevent Diabetes*** is a Centers for Disease Control and Prevention (CDC) recognized, 12-month online diabetes prevention program based on strategies proven to prevent or delay type 2 diabetes.

**If members have been diagnosed with prediabetes or are at risk of developing type 2 diabetes, this program is for them! They CAN prevent type 2 diabetes.**

Members who have prediabetes or those who are at risk of developing type 2 diabetes can now participate in the CDC-recognized ***Eat Smart, Move More, Prevent Diabetes*** program for only \$30! All active employees, non-Medicare retirees and dependents over the age of 18 who are *currently enrolled* in the State Health Plan.

The Plan recognizes the importance of prevention and will cover the rest of the \$430 fee to help members participate in this program.

**Eligible members please use coupon/voucher code\* SHP2026**

*\*Medicare-eligible retirees are not eligible for the discounted rate.*

[Click here to see if you are eligible →](#)



For questions, please contact [esmpreventdiabetes@ncsu.edu](mailto:esmpreventdiabetes@ncsu.edu).

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## Pre-65 Webinar Recording for Prospective Retirees

The 2026 “**Understanding Your Medical Plan Options When You Become Medicare-Eligible**” series is able to be viewed as an online recorded video at any time by members; making it super convenient to get the information they need.

This is designed for employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. This recorded webinar lasts approximately 2 hours and will explain important information regarding Medicare and retirement health benefit options. No registration is needed.

Your employees can [view the Pre-65 recorded webinar here](#).

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# 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](mailto:shpmemberinquiries@nctreasurer.gov)

