



## Monthly HBR Webinars

The State Health Plan (Plan) will be bringing back monthly webinars for HBRs as a way to stay informed and provide feedback.

The next one will be held **March 23 at 2 p.m.** [Click here to register.](#)

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

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## Helping Your Employees with the Retirement Process

Employees can submit paperwork to the Retirement Systems as early as 120 days prior to their retirement date. HBRs should term employees as soon as the employee notifies them of their retirement date. To prevent dual coverage, there is an enrollment rule that prevents the system from enrolling a member into a new group if their health coverage has not been terminated from their previous group.

The Plan is seeing groups not terminating retirees in a timely fashion which does impact plan options for your employees that are retiring, so it is critical this step is done timely.

All retirees who are eligible for Plan coverage will be **automatically enrolled** into a plan once the Retirement Systems has processed their Form 6E. Retirees are auto-enrolled into a plan regardless of the contribution status or if they did **not have coverage as an active employee**.

### Retiring Members and Medicare

Medicare becomes primary the last month that a retiring member is covered by the active group. Please notify your employees of the primacy change and the need to elect Medicare Part B to be effective at the date of their retirement.

The Plan is aware that groups often create their own fact sheet or guide for employees. Please know that the Plan has a [Retiree Health Benefits Fact Sheet](#) on the Plan's website along with other resources that may be helpful to avoid conflicting information.

For more information on retirees and their health coverage, review the [Understanding Your State Health Plan Benefits at Retirement](#) information located on the Plan's website.

There are also webinars held monthly that HBRs and members can attend on this topic. HBRs can also refer to the How to Retire a Member Moving to the Retirement System located in eBenefits under Resources.

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## Wage Garnishments

The Plan has received numerous inquiries regarding the Plan's wage garnishment rules and processes.

When a Plan member owes a debt to the Plan, the Plan will notify the member of this debt in writing. If the member does not enter into a payment plan acceptable to the Plan within 30 days after the written notice, the Plan will notify the member's employer of the debt. After this initial 30 days, the Plan will only accept the total amount due as satisfying the debt.

Nothing has changed with this process. The full outline of the rules and process can be located on the Plan's [website](#). The most common recoveries include coordination of benefits, Medicare estimation, incorrect deductible, member receives check in error and retroactive terminations.

If groups have specific questions about a garnishment, please email [HBRInquires@nctreasurer.com](mailto:HBRInquires@nctreasurer.com).

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## Primary Care Provider (PCP) Selections

Please share this important reminder with your employees regarding their benefits. If employees have not yet selected a Primary Care Provider (PCP), now is the time to encourage them to do so. Choosing a PCP helps members get the greatest value from their Plan benefits. Visit the Plan's [Find a Doctor webpage](#) for more information.



# Preferred Provider

In 2026, the Plan introduced **Preferred Providers** - *independent primary care providers* identified by the Plan as providers who are committed to improved access to high-quality, affordable health care. When members select and visit a preferred provider with the State Health Plan, they will receive:

- ✓ **Lower copays**
- ✓ **Lower out-of-pocket costs**
- ✓ **Access to high-quality providers**

	STANDARD PPO Plan	PLUS PPO Plan
<b>PCP Office Visit</b>	\$15 Preferred Provider PCP on ID Card \$40 Other PCP on ID Card \$50 Other PCP	\$10 Preferred Provider PCP on ID Card \$30 Other PCP on ID Card \$40 Other PCP
<b>Specialist Visit</b>	\$50 Preferred Provider \$94 Other Provider	\$40 Preferred Provider \$80 Other Provider

**Step-by-step instructions** to update your Primary Care Provider (PCP), including how to select a Preferred Provider is available on the [Find A Doctor](#) page. You can also [download](#) the instruction PDF and share with your employees.

*Once a PCP is selected, a new ID card will be generated and mailed within **7–10 business days**. Employees may change their PCP at any time.*

## Upcoming Webinar Reminders

### Eat Smart, Move More, Weigh Less Information Session

Encourage your employees to join an upcoming webinar to learn about the Eat Smart, Move More, Weigh Less program, an evidence-based 15-week online weight management program. During the program each weekly hour-long lesson informs, empowers and motivates participants to live mindfully as they make choices about eating and physical activity.

The program is delivered via Zoom in an interactive real-time format with a live Registered Dietitian Nutritionist (RDN) instructor. This program is offered as a fully covered benefit at **no-cost for active members** by the State Health Plan. Visit [the Plan's website](#) to learn more about the program.

This 30-minute lunch-time information webinar will introduce the program and provide details on how to participate. Both sessions cover the same information so employees can choose the one that works best for their schedule. Employees must register online:



[Tuesday, March 24 at 12:00pm →](#)

[Wednesday, March 25 at 12:00pm →](#)

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## Pre-65 Webinars for Prospective Retirees

HBRs are urged to share this information with employees nearing retirement. The 2026 **“Understanding Your Medical Plan Options When You Become Medicare-Eligible”** series continues and is offered a couple of times each month throughout the year!

These 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.

Upcoming webinars are **March 19 and March 31** and are currently scheduled through April. Employees who wish to attend are encouraged to [Register Soon](#) as these events fill quickly!

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Eligibility and Enrollment Questions: 855-859-0966  
For questions on this newsletter, e-mail: [shpmemberinquiries@nctreasurer.com](mailto:shpmemberinquiries@nctreasurer.com)

