

HBR UPDATE

HEALTH BENEFITS REPRESENTATIVE



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES

A Division of the Department of State Treasurer

Keeping you up-to-date on important
State Health Plan information!

www.SHPNC.gov

2026 Open Enrollment is Complete!

Congratulations for successfully navigating this year's Open Enrollment period! Your dedication helps ensure employees choose the best health benefits for themselves and their families.

***Thank you for your continued hard work
and commitment.***



Multi-Factor Authentication for eBenefits begins on Monday, November 24

Multi-Factor Authentication (MFA) when logging into eBenefits begins Nov. 24. Documentation with step-by-step instructions will be posted in eBenefits Resource Center on Nov. 18.

MFA adds extra security by requiring a second identity verification step. At the point of login, you will be presented with authentication options via an app, phone or email, to verify your identity and upon verification, you will be asked to create a new, unique password for your account.

HR Administrators currently accessing eBenefits via an existing Single Sign-On (SSO) through their organizations (or NCSHP.gov) will not experience any changes. In addition, HR Administrators and employees already using MFA will not experience any changes.

New ID Cards for 2026

All members, regardless of Open Enrollment activity, will receive a new Aetna ID card in the next few weeks. Members must begin using this card starting January 1, 2026, for all medical and pharmacy services.

State Health Plan The Trustees and State Employees A Division of the Department of State Treasurer	
JANE DOE ID: MMR8WNP RKQKC DEPT OF NATURAL & CULTURAL RESOURCES Group No: 0192681 Eff Date: 01/01/2026	
Plus PPO Plan Choice POS II	
RXBIN: 004336 RXPCN: ADV RXGRP: RX0274	Primary Care Provider (PCP) Maria V Delbono VA Preferred
SELF INSURED Paid for by YOU and other NC Taxpayers	

Third Party Administrator: aetna	
Pharmacy Benefits Administrator: CVS caremark	
Benefits & Claims Number	1-833-690-1037
Eligibility & Enrollment	1-855-859-0966
Behavioral Health	1-800-424-4047
Provider Relations/Precert	1-888-632-3862
24-Hour Nurse Line	1-800-556-1555
Pharmacy Help Desk	1-800-364-6331
CVS Caremark	1-888-321-3124
Lantern \$0 Surgery	1-833-916-3826
Aetna Life Insurance Company Submit Claims To: PO Box 14079 Lexington, KY 40512-4079	
Payer No: 60054 0155 www.SHPNC.gov	

Aetna provides administrative services only for the self funded plan, and assumes no financial risk for claims. Claims may be subject to review. Members are responsible for obtaining the prior review/cert for professional and/or outpatient services for non-participating providers.

Lantern Surgical Benefit

<First Name> <Last Name> And Covered Dependents Member ID: <Member ID>	
Need Surgery? Call Lantern today. (833) 916-3826 In the event of a medical emergency, call 911.	
LANTERN Formerly known as SurgeryPlus	

Your membership information:	
Member ID:	<Member ID>
Group ID:	<Group Number>
Deductible:	Waived
Coinurance:	Waived
Required Procedures:	Bariatrics starting 1/1/2026
Plan Year:	2025-2026
my.lanternicare.com	

For office use:	
Electronic Payer ID: 48888	
Claims Fax: (888) 965-4011	
Eligibility: (833) 916-3826	
Providers should contact claim_status@lanternicare.com directly with regards to Lantern member claims-related inquiries.	

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Please remind your employees* about the Lantern webinars on **Nov. 18 & 20 at Noon**. These sessions will provide more information about Lantern's services, covered procedure categories, and guidance on how to navigate the program. Encourage your employees to register for one of these sessions on the Plan's website at: www.shpnc.gov/upcoming-events

Employees will receive a Lantern ID card soon. Members are still able to call 833-916-3826 for more information and assistance.

**Medicare Primary members and those on the HDHP plans are not eligible.*

New Employee Materials Updated for 2026

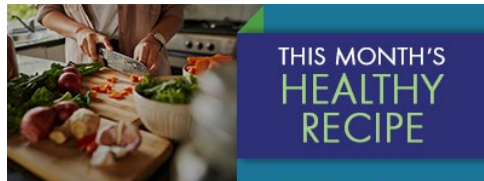
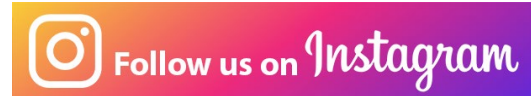
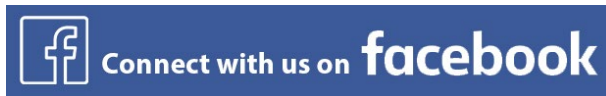
To better serve you and your new employees, the State Health Plan has updated the [New Employee Resources Page](#) on the Plan's website for 2026.

This page helps HBRs provide new employees with the information they need to make the best health benefit choices for themselves and their families.

These Resources include:

- New Employee Benefits Overview Video
- New Employee Enrollment Guide
- Step-by-step enrollment instructions

HBRs are encouraged to use these materials to assist the Plan in providing consistency in onboarding materials for new employees. *Reminder: Be sure to use our [New Employee Onboarding HBR Checklist](#) to ensure your employees are successfully oriented.*



Thai Sweet Chili
Salmon Bowl



Diabetes
Awareness Month

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