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

November 2026

2027 Open Enrollment is Complete!



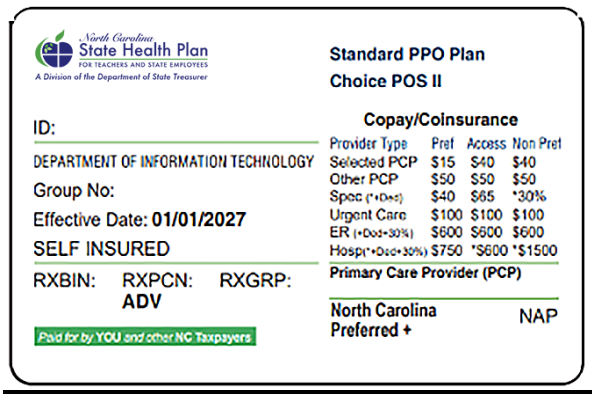
Congratulations for successfully navigating this year's Open Enrollment period! Your dedication helps ensure employees choose the best benefits for themselves and their families.

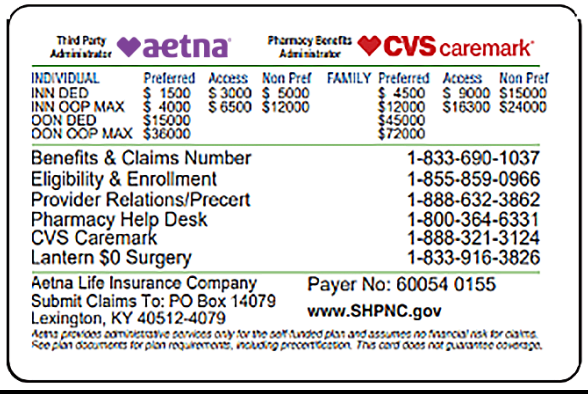
Thank you for your continued hard work and commitment. The State Health Plan appreciates the partnership and the dedicated work you provide during this time.

New ID Cards for 2027

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, 2027, for all medical and pharmacy services.

Remember that new employees starting this month and in December will be receiving cards for 2026 and 2027 within weeks of each other, so please make sure they pay attention to the dates on the cards.





Open Enrollment Exceptions Deadline

The deadline for submitting Open Enrollment (OE) exceptions is January 31.
OE exceptions after that date will not be reviewed.

New Employee Materials Updated for 2027

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 2027.



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:

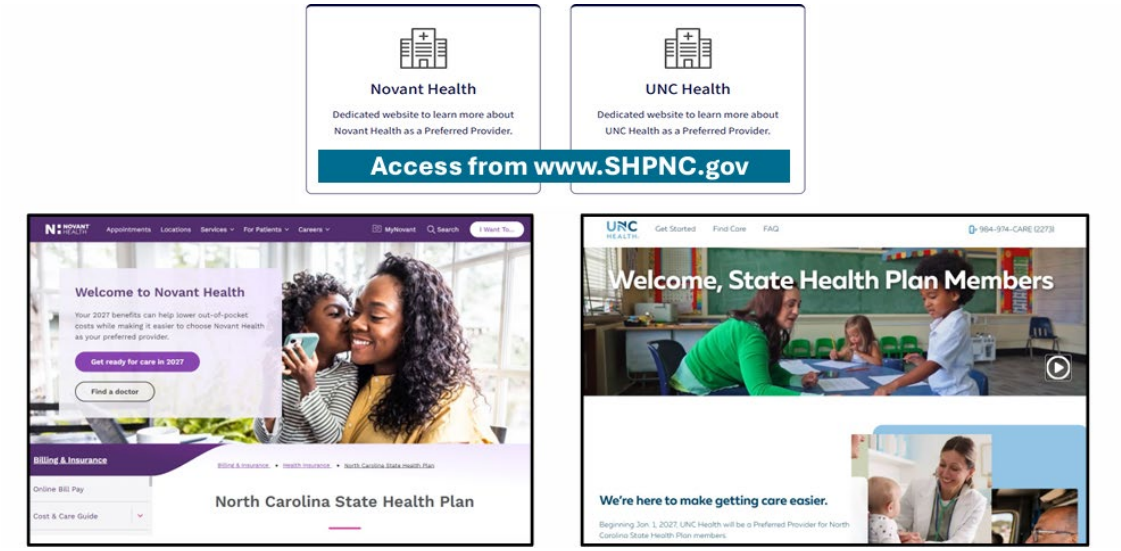
- 2027 New Employee Enrollment Guide
- Step-by-step enrollment instructions

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.**

Dedicated Preferred Provider Websites

Beginning January 1, 2027, Novant Health and UNC Health will be the Plan's Preferred Providers. Each offers a dedicated website for State Health Plan members enrolled in the Standard PPO, Plus PPO, or 70/30 Plan. Members can access these websites through the Plan's Find A Doctor webpage.

HBRs are encouraged to remind employees that choosing a preferred provider means they will have the lowest copays and out-of-pocket costs.



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

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