

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

October 2026

Open Enrollment is Underway!

2027 OPEN ENROLLMENT



NOW **EXTENDED** UNTIL

Oct. 12 - Nov. 6, 2026



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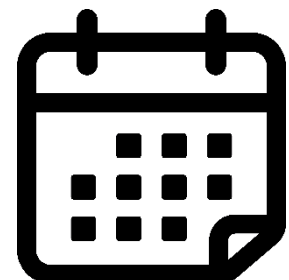
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Open Enrollment for 2027 benefits began Oct. 12 and has now been **extended until Nov 6, 2026!**

Reminder: All active members will be automatically enrolled into the Standard PPO Plan. If they would like to enroll in the Plus PPO Plan or would like to make a change to dependents, they will need to **TAKE ACTION** during Open Enrollment (OE).

Here are some tips to assist you and your employees.

- Print or email [this UPDATED flyer](#) to help promote OE to your employees.
- Send out an email blast to your employees this week to make them aware that OE is underway and ends **NOVEMBER 6.**



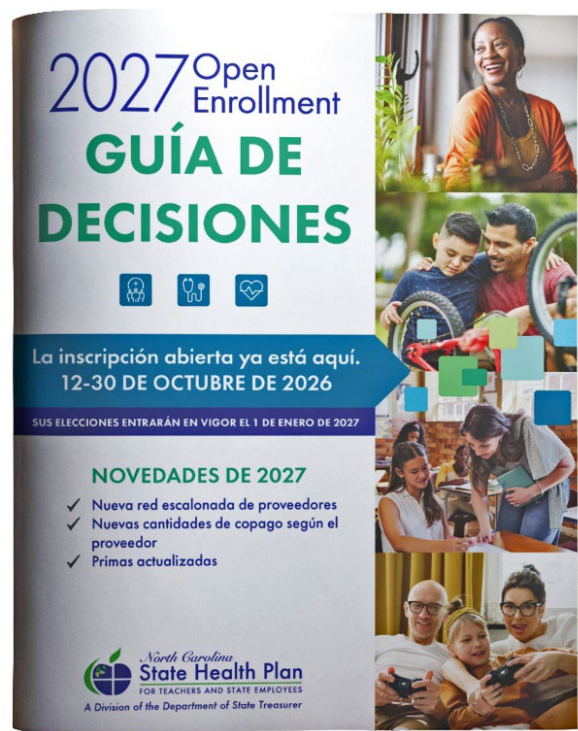
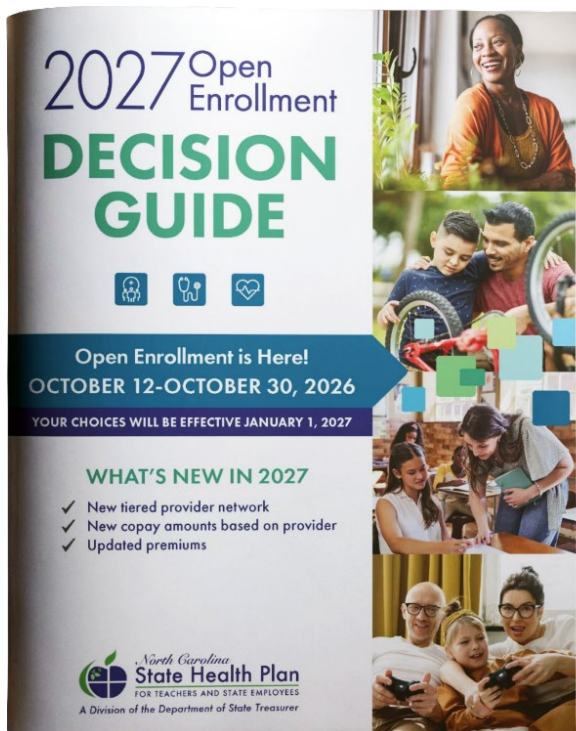


As a reminder, the Plan's Eligibility and Enrollment Support Center has extended hours during Open Enrollment. Monday-Friday 8am-10pm and on Saturdays 8am-5pm.
855-859-0966.

Please note that the last week of Open Enrollment, the Eligibility and Enrollment Support Center will not be open Sat. Oct. 31, and regular hours will resume the last week of OE (8a.m.-5p.m.)

There are several resources on the Plan's website to assist you and your employees with their benefit decisions. See below.

Open Enrollment Resources for Employees



[Actives Decision Guide →](#)

[Actives Decision Guide \(Spanish\) →](#)

[2027 Plan Comparison →](#)

[State Health Plan Website →](#)

- [2027 Open Enrollment Webinar Events](#)
- [2027 Premium Rate Sheets](#)
- [Find a Doctor Tool](#)
- [How to Use the Find a Doctor Tool to search for 2027 Providers video](#)

Do Employees Need Help Enrolling?

- [Enrollment Instructions](#) (PDF)
- [eBenefits Navigation Video](#)

Managing Dependent Eligibility Documentation



Collecting and validating dependent eligibility documentation is the responsibility of the HBR. Outside of Open Enrollment, a dependent add should never be approved without the appropriate documentation.

It is the HBR's responsibility to ensure proper documentation is uploaded for all new dependents, including dependents added during Open Enrollment!

- [Rule on Enrollment Exceptions and Appeals](#)
- [Rule on Member Termination and Reinstatements](#)
- [Guidelines for Required Documentation](#)

Salary-Based Premiums in eBenefits

Salary-based premiums depend on accurate employee salary data in eBenefits. As a reminder, employees who may dispute the salary that was loaded into eBenefits, which dictates the salary band, will be directed back to their HR department or Best Shared Services (Fiori groups).

- *To verify salary data:* **Run the Basic Work Report** from the Census tab in eBenefits.
- *To correct inaccurate salary information:* Go to **Manage Employee** and update the salary details.



New Enrollments during Open Enrollment

As a reminder, set up new hires as quickly as possible to ensure they have the full 30 days to complete their enrollment.

Newly eligible/enrolling members during and after Open Enrollment:

- Will be automatically prompted to complete their OE elections.
- Will need to select a Primary Care Provider (PCP).
- Please advise new enrollees that they will receive two ID cards close together (one for 2026 and one for 2027) and will need to use them at the appropriate times or they will not work.

Reduction In Force

All employees who are currently enrolled in Plan benefits and whose jobs are eliminated because of a partial or full reduction in funding are eligible for RIF coverage. Per statute, this applies to all groups within the State Health Plan, and groups must offer RIF coverage.

Groups that utilize a payroll file need to be able to send this RIF employment status in the file sent to Benefitfocus. Additional employment status information is available on the Plan's [website](#).

It is critical that these members are offered and set up for 12-month RIF coverage on a timely basis. This should be done to ensure there is no break in coverage or access to care concerns, but also because delays in enrollment will cause delays in the member receiving a premium invoice.

Timely setup is especially important for members eligible for Medicare, as they will be Medicare primary under RIF and need to get their Medicare Parts A & B by the start of their 12-month RIF period. To better assist you in understanding the rules around RIF, additional information is available on the Plan's [website](#).

Preferred Provider Corner

You serve North Carolina. We're here to serve you.

Beginning Jan. 1, 2027, UNC Health will be a Preferred Provider for the State Health Plan. As North Carolina's health system, we're proud to serve the teachers, first responders, public servants, university employees and families who serve our state every day. Whether you already receive care at UNC Health or are considering



us for 2027, we're ready to help you find care, plan for ongoing healthcare needs, and prepare for the year ahead.

Get ready for 2027! Visit: unhealthstateplan.org

Coming in 2027: More value with Novant Health.

Beginning Jan. 1, 2027, Novant Health will be a Preferred Provider, giving you access to high-quality, connected care at the lowest possible out-of-pocket cost. With a statewide network of hospitals, clinics and virtual care options, it's easy to get the care you need close to home. Plus, our dedicated concierge service (888-894-9777) can help you find a provider, connect with specialists and schedule appointments, making your transition into 2027 simple and seamless.



Get started now! Visit NovantHealth.org/SHP



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Vegetable Stew

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Breast Cancer
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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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