

# September 2025 HBR Update



## Open Enrollment Starts Soon



2026 Open Enrollment (OE) begins Oct. 13 and ends Oct. 31, 2025. We appreciate your continued support and partnership. Here are some tips and reminders to assist you and your employees.

Open Enrollment Decision Guides will arrive in members' mailboxes and be available on the Plan's website soon. A Spanish version of the Decision Guide will also be available soon.

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### Open Enrollment Webinars and Telephone Town Halls

The State Health Plan is offering several opportunities for your employees to get connected and informed. Encourage them to participate in one of the events hosted by the Plan, which will provide helpful information to assist them in making informed decisions during Open Enrollment.

Date	Times
September 16	<a href="#">10 a.m.</a> , <a href="#">3 p.m.</a> and <a href="#">7 p.m.</a>
September 17	<a href="#">Noon</a> and <a href="#">3 p.m.</a>
September 19	<a href="#">10 a.m.</a> and <a href="#">3 p.m.</a>
September 26	<a href="#">9 a.m.</a> and <a href="#">3 p.m.</a>
October 7	<a href="#">Noon</a> , <a href="#">4 p.m.</a> and <a href="#">7 p.m.</a>
October 14	<a href="#">Noon</a> and <a href="#">3 p.m.</a>

To register for a webinar, employees need to visit [www.shpnc.gov](http://www.shpnc.gov) and click OE Outreach Events and Webinars

## Telephone Town Hall

Members with a valid phone number in eBenefits will receive a call at the start of one of the events below. **Members can also call 800-303-1480 at the date and time below that works best for them.** Registration is not required.

- Sept. 25 – 7 p.m.
- Oct. 9 – 7 p.m.

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## Open Enrollment Resources

- [Open Enrollment Flyer for your Worksites](#)
- [Upcoming Events](#)
- [2026 Rate Sheets](#)

Reminder that Open Enrollment training for HBRs can be located on the Plan's [website](#). You can access the presentation hosted back in July and listen to a recorded version of the webinar there.

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# HBR Lunch & Learns: Learn More about the Plan's NEW Surgical Benefit



The Plan is excited to be partnering with Lantern, a trusted provider of planned, non-emergency procedures for active members\*. With over 1,500 vetted surgeons across specialties like orthopedics, gynecology, and cardiac care, eligible members are matched by a Lantern Care Advocate to top providers close to home or supported with travel benefits if needed.

To help HBRs understand this NEW benefit and communicate it confidently, the Plan is offering webinars in September. These sessions will provide more information about Lantern's services, covered procedure categories, and guidance on how to support employees in navigating the program. Register now for one of these sessions!

*\*Medicare Primary members are not eligible.*

[Tuesday, September 23 at Noon →](#)

[Thursday, September 25 at Noon →](#)

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# Managing Dependent Eligibility Documentation During Open Enrollment

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.

Because of the volume of new dependent adds during Open Enrollment, the Plan allows unverified dependents to be enrolled for the following year with the expectation that documentation will be collected and validated in the weeks after Open Enrollment. Unfortunately, this documentation is not always submitted as required.

**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](#)
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## Retirement Eligibility

**Members hired on or after January 1, 2021, are not eligible to receive retiree medical benefits.**

Pursuant to N.C.G.S 135-48.1, employees hired after Jan. 1, 2021, are not eligible to receive retiree medical benefits. These members cannot be termed with the retirement reason in eBenefits. Instead, the members should be termed as the applicable COBRA eligible termination.

In most cases, the Plan is not able to advise on whether an employee is eligible for retiree medical benefits.

Please see [HBR Quick Reference Guide](#) for further details on the retirement process.

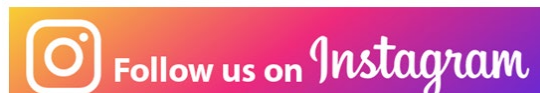
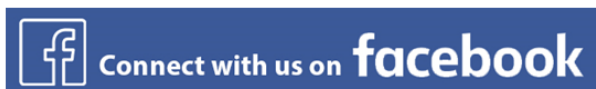
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## Process Retirements Timely!

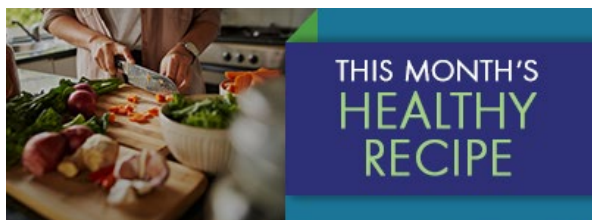
September 19, 2025, is the last day to process 2025 retirement terminations to ensure the new retiree is in the proper state to complete 2026 Open Enrollment as a retiree!

Please make sure to process retirement terminations in a timely manner to ensure members are enrolled in the plan of their choice for 2025 and 2026! You also don't want to put them in a multiple premium deduction situation.

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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)

