

October 3, 2025, Member Alert!



Duke/Aetna Update

The State Health Plan (Plan) is pleased to let you know that Duke Health and Aetna, who serves as the Plan's third-party administrator, reached a deal and Duke Health will remain in network for Plan members.

Duke Health and Aetna have been negotiating a new contract agreement since this summer with little movement. The Plan took unprecedented steps last week to prepare a contingency plan in case talks failed. With this new agreement all Plan members will be able to **keep** their current care with Duke and you will **not** need to find a new, in-network provider.

The Plan will continue to work with Aetna and all providers across the state to find ways to keep members from facing continued increases in health care costs.

If you changed your PCP or received a new ID card listing your Primary Care Provider (PCP) as "none selected," you will need to visit **SHPNC.gov** and click **eBenefits** to re-select your provider. A new ID card will be sent to you within 7-10 business days.

If you have questions or concerns, please call Aetna Health Concierge at 833-690-1037.

Click below for a brief message from Treasurer Briner.



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