



State Health Plan Board of Trustees Announcements

(All Members)

The State Health Plan Board of Trustees met July 10 and made several decisions. To read the full announcement [click here](#). The Plan has also posted some additional information on the Plan's [website](#).

We have provided some of the most commonly asked questions and answers below. In summary the Board voted on the following:

- Approved the contract award for Third-Party Administrative (TPA) Services to Blue Cross NC, effective Jan. 1, 2028.
 - This impacts members on the Standard and Plus PPO plans as well as Medicare retirees on the 70/30 Plan. ***This does not impact members on the Humana Medicare Advantage Plans.***
- Approved the contract award for Pharmacy Benefit Manager (PBM) for Blue Cross NC, effective Jan. 1, 2028.
 - This impacts members on the Standard and Plus PPO plans as well as Medicare retirees on the 70/30 Plan. ***This does not impact members on the Humana Medicare Advantage Plans.***
- Approved Preferred Provider contracts with UNC Health and Novant Health effective Jan. 1, 2027. These providers are in addition to the more than 4,500 Preferred Providers available today. If a provider is Preferred today, they will be in 2027. Preferred Providers are badged in the [Find a Doctor Tool](#).
 - This impacts members on the Standard and Plus PPO plans as well as Medicare retirees on the 70/30 Plan. ***This does not impact members on the Humana Medicare Advantage Plans.***
- Approved 2027 premium rates for all members. Some rates are posted to the Plan's [website](#), for all rate charts, please refer to the [Board materials in the Appendix](#).
- Approved 2027 benefit changes (Standard, Plus and 70/30 PPO Plans), including some decreased copays associated with parts of the new tiered provider network. Click here for a [Plan Comparison](#).
- There are some services that are NOT impacted by the tier network:
 - Behavioral Health copays remains the same and providers are not tiered.

- All ER visits are considered Access (and if you get admitted, to any hospital from the ER, it remains access level).
 - 2027 benefit changes for Medicare Advantage members were voted on at the [June board meeting](#). Click here for a [Plan Comparison](#).
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2027 Open Enrollment

(All Members)

Members will receive communication prior to Open Enrollment, which is scheduled for **Oct. 12-30, 2026**. Updated provider directories, online tools and dedicated support resources will help members understand their options and make informed health care decisions.

The Plan will be offering webinars, telephone town halls and will be emailing and mailing communication directly to members.

It's important that members:

- **Update your contact info in eBenefits:** Ensure your mailing address, email, and phone number are correct in eBenefits, the Plan's enrollment system. You can access eBenefits on the Plan's website at www.shpnc.gov.
 - **Make sure your employer has your correct address:** Confirm your employer has your correct address on file. If you're a retiree, your personal information needs to be current in both ORBIT and eBenefits as the two systems do not coordinate.
 - **Subscribe to the Plan's e-Newsletter:** Members can stay informed year-round by signing up for the monthly e-newsletter, Member Focus, at www.shpnc.gov/MemberFocus.
 - **Follow the State Health Plan** on [Facebook](#) and [Instagram](#).
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Eat Smart, Move More, Weigh Less – Make a Splash this Summer

(Active and Non-Medicare Members)

Enroll at no cost to you! *Classes begin the week of August 3rd*

[Eat Smart, Move More, Weigh Less](#) is a 15-week online weight management program that informs, empowers, and motivates participants to live mindfully as they make choices about healthy eating and physical activity. Online classes are held online with a live Registered Dietitian Nutritionist (RDN) instructor.



The program cost is typically \$260; however, it is **FREE for active employees, non-Medicare retirees or dependents over the age of 18 who are currently enrolled in the State Health Plan.**

Eligible members please use coupon/voucher code* - GNC2026

**Medicare-eligible retirees are not eligible for the discounted rate.*

[See Class Times and Register Now](#)

For questions, please contact administrator@esmmweighless.com

*Each weekly session is covered at 100% as a telehealth group nutritional counseling visit. NC State Health Plan members can participate at no cost. Enter voucher code **GNC2026** when registering. You will be asked to enter your Aetna ID#, and a claim will be filed for your participation. Aetna must be your primary insurance provider.

Understanding Your Medical Plan Options When You Become Medicare-Eligible Webinar Series: Only Two Remaining for 2026!

(All Members)

The State Health Plan's **Understanding Your Medical Plan Options When You Become Medicare-Eligible** series is wrapping up for the 2026 benefit year. These free webinars are designed for active members who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each event lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions.

If you haven't already, register soon, as these events fill quickly! The remaining 2026 webinars are scheduled for **August 13 and August 25**.

[Click here to register! →](#)

SilverSneakers Program

(Humana Medicare Advantage Members)

SilverSneakers® is more than a traditional fitness program. It's an opportunity to find support to improve your health, gain confidence and connect with your community. Plus, it's included **at no additional cost** through your State Health Plan Medicare Advantage plan with Humana.

With SilverSneakers, you're free to move in the ways that work for you.

In the gym

- Thousands of participating locations nationwide with various amenities
- Ability to enroll at multiple locations at any time
- SilverSneakers classes designed for all levels and abilities

At home or on the go

- SilverSneakers LIVE online classes and workshops led by specially trained instructors, 7 days a week
- SilverSneakers On-Demand videos available 24/7
- SilverSneakers GO mobile app with personalized program resources, adjustable workout plans and more

- Burnalong® access with a supportive virtual community and thousands of classes for all interests and abilities

In your community

- Group activities and classes offered outside the gym
- Events including shared meals, holiday celebrations and class socials

SilverSneakers.com/StartHere

You already have SilverSneakers through your health plan with Humana.

You just need your SilverSneakers member ID or Humana ID to get started.

Questions? Call SilverSneakers. 1-888-423-4632 (TTY: 711) Monday – Friday 8 a.m. – 8 p.m. ET

Your Health Minute: Summer is Here, Stay Healthy and Sun-Safe on Vacation!

(All Plan Members)

Planning a getaway? Make sure you and your family stay healthy by preparing ahead. Hydrate often, eat well, stay active, and most importantly, practice [sun safety](#). Here's how:

- **Seek Shade:** Reduce your risk of sun damage and skin cancer by staying under an umbrella, tree, or shelter, especially during peak sun hours.
- **Cover Up:** When possible, wear long-sleeved shirts and long pants or skirts. If that's not practical, opt for a lightweight T-shirt or beach cover-up.
- **Wear a Wide-Brimmed Hat:** Choose one that shades your face, ears, and the back of your neck for maximum protection.
- **Protect Your Eyes:** Sunglasses that block UV rays help prevent cataracts and shield the delicate skin around your eyes.
- **Use Sunscreen:** Apply a broad-spectrum [sunscreen](#) with SPF 15 or higher. Don't forget to put a thick layer on all exposed skin. Get help for hard-to-reach places like your back. And remember, sunscreen works best when combined with other options!

2027 OPEN ENROLLMENT



October 12-30, 2026





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High-Fiber
Breakfast Casserole

GET THE RECIPE! >



Practice
Sun Safety

LEARN MORE! >


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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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