



2026 Open Enrollment Is Complete!

(All Members)

Congratulations for successfully navigating this year's Open Enrollment period!



New ID Cards for 2026

(Members Enrolled in Standard and Plus PPO Plans)

All members, regardless of Open Enrollment activity, will receive a new Aetna ID card. Members must begin using this card starting January 1, 2026, for all medical and pharmacy services.

North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer		Provider Type Selected Pref PCP \$10 Selected Other PCP \$30 Non-Selected PCP \$40 Preferred Specialist \$40 Other Specialist \$80 Urgent Care \$70 Hosp/ER \$500+Ded+20%																
JANE DOE ID: MMR8WNPRKQKC DEPT OF NATURAL & CULTURAL RESOURCES Group No: 0192681 Eff Date: 01/01/2026		Other Info <table border="1"> <tr> <th></th> <th>INN</th> <th>OON</th> </tr> <tr> <td>Ind Deductible</td> <td>\$ 1,500</td> <td>\$ 3,000</td> </tr> <tr> <td>Ind OOP Max</td> <td>\$ 5,000</td> <td>\$10,000</td> </tr> <tr> <td>Family Deductible</td> <td>\$ 4,500</td> <td>\$ 9,000</td> </tr> <tr> <td>Family OOP Max</td> <td>\$15,000</td> <td>\$30,000</td> </tr> </table>			INN	OON	Ind Deductible	\$ 1,500	\$ 3,000	Ind OOP Max	\$ 5,000	\$10,000	Family Deductible	\$ 4,500	\$ 9,000	Family OOP Max	\$15,000	\$30,000
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Plus PPO Plan Choice POS II		Primary Care Provider (PCP) Maria V Delbono VA Preferred NAP																
RXBIN: 004336 RXPCN: ADV RXGRP: RX0274 SELF INSURED Paid for by YOU and other NC Taxpayers																		

Third Party Administrator: aetna		Pharmacy Benefits Administrator: CVS caremark	
Benefits & Claims Number Eligibility & Enrollment Behavioral Health Provider Relations/Precert 24-Hour Nurse Line Pharmacy Help Desk CVS Caremark Lantern \$0 Surgery		1-833-690-1037 1-855-859-0966 1-800-424-4047 1-888-632-3862 1-800-556-1555 1-800-364-6331 1-888-321-3124 1-833-916-3826	
Aetna Life Insurance Company Submit Claims To: PO Box 14079 Lexington, KY 40512-4079 Aetna provides administrative services only for the self funded plan, and assumes no financial risk for claims. Claims may be subject to review. Members are responsible for obtaining the prior review/cert for professional and/or outpatient services for non-participating providers.		Payer No: 60054 0155 www.SHPNC.gov	

Medicare-Eligible Member Open Enrollment Tip

(Humana Medicare Advantage Plan members)

Starting January 1, 2026, the State Health Plan's Humana's Group Medicare Advantage PPO and Prescription Drug Plans will be administered as two separate plans, rather than being combined into one. The medical and prescription drug coverage will be provided separately.

This means you will receive two new Humana ID cards.

Below is an example of the Base Medical and Base Prescription ID cards.

Note: If you are enrolled in the Enhanced Plans, your ID cards will read Enhanced Plan.

Base Plan (Medical)

Humana.

HUMANA MEDICARE (GROUP PPO)

A Medicare Health Plan

CARD ISSUED: MM/DD/YYYY

MEMBER NAME

Member ID: HXXXXXXXXX

Plan (80840) 9140461101

BASE PLAN (MEDICAL)

Part B BIN: 610649

Part B PCN: 03200004

Group: XXXXX



Copayments

OFFICE VISIT: \$XX

SPECIALIST: \$XX

HOSPITAL EMERGENCY: \$XX

CMS XXXXX XXX



Member/Provider Services: 888-700-2263 (TTY:711)

Claims, PO Box 14601, Lexington, KY 40512-4601

Medicare limiting charges apply

Please visit us at your.humana.com/ncshp

Additional Benefits: DENXXX VISXXX HERXXX

Base Plan (Prescription)

Humana.

HUMANA MEDICARE (GROUP PDP)

Prescription Drug Plan

CARD ISSUED: MM/DD/YYYY

RxBIN: 015581

RxPCN: 03200000

RxGRP: XXXXX

Plan (80840) 9140461101

Member ID: HXXXXXXXXX

MEMBER NAME

BASE PLAN (PRESCRIPTION)



MedicareRx
Prescription Drug Coverage
CMS XXXXX XXX



Customer Care: 888-700-2263 (TTY:711)

Pharmacist/Physician Rx Inquiries: 800-865-8715

Mail Delivery Pharmacy: 844-467-9511

Submit Rx Claims only to:

Humana Claims, PO Box 14140, Lexington, KY 40512-4140

See pharmacy and drug list at your.humana.com/ncshp

Lantern Surgical Benefit & Upcoming Webinars

(Active & Non-Medicare Members)

<First Name> <Last Name>

And Covered Dependents

Member ID: <Member ID>

Need Surgery? Call Lantern today.

(833) 916-3826

In the event of a medical emergency, call 911.

LANTERN

Formerly known as SurgeryPlus

Your membership information:

Member ID: <Member ID>

Group ID: <Group Number>

Deductible: Waived

Coinurance: Waived

Required Procedures:
Bariatrics starting 1/1/2026

Plan Year: 2025-2026

my.lanterncare.com

For office use:

Electronic Payer ID: 48888

Claims Fax: (888) 965-4011

Eligibility: (833) 916-3826

Providers should contact
claim_status@lanterncare.com
directly with regards to Lantern
member claims-related inquiries.



Eligible members* will also receive a Lantern ID card soon. Members are still able to call **833-916-3826** for more information and assistance.

**Medicare Primary members and those on the HDHP plans are not eligible.*

Reminder: To help you understand this **NEW** benefit, the Plan is offering “Lantern Webinars: Learn More about the Plan’s NEW Surgical Benefit”. These sessions will provide more information about Lantern’s services, covered procedure categories, and guidance on how to navigate the program. Register now for one of these sessions!

Tuesday, November 18 at Noon →

Thursday, November 20 at Noon →

Important Information Humana Members Need To Know For 2026

(Humana Medicare Advantage Plan members)

- ✓ **Starting January 1, 2026, give your new medical plan ID card to medical providers and your new prescription plan ID card to network pharmacies.** These cards will arrive separately in the mail.
- ✓ **You will receive some duplicated CMS-required notices.** Mailings will arrive at different times.
- ✓ **You will enjoy the same medical benefits** and one small change to the prescription benefits—the pharmacy maximum-out-of-pocket (MOOP) is increasing from \$2,000 to \$2,100.
- ✓ **Most prescriptions and vaccines will be covered** through your pharmacy benefit (prescription plan ID card), but some items may be covered through your medical benefit (medical plan ID card) including:
 - Diabetic testing supplies including continuous glucose monitors, insulin used via an insulin pump, vaccines such as influenza and pneumococcal and commonly used nebulized medications.
 - If unsure, present your pharmacy with both cards and let them know you have both pharmacy and medical coverage through Humana.



Register or login to your.humana.com/ncshp to view your 2026 benefits

Or scan the QR code with your mobile device.

Have questions?

If you need help along the way, please call our Customer Care team at **888-700-2263 (TTY: 711)**, Monday – Friday, 8 a.m. – 9 p.m., ET

Get Ready for the Great American Smokeout®

(All Members)



Smoking remains the single largest preventable cause of death and illness worldwide. This November 20, start your journey toward a smoke-free life with the American Cancer Society's Great American Smokeout®.

For people who smoke cigarettes, the quitting process is known as smoking cessation. But quitting one tobacco product is a lot like quitting another. For example, quitting smokeless tobacco can be a lot like quitting smoking. Both products contain nicotine and involve the physical, mental, and emotional parts of addiction.

As a State Health Plan member, you have access to a variety of [Tobacco Cessation Resources](#) to help you quit smoking, chewing tobacco, using snuff, or even e-cigarettes (vaping).

Many of the ways to handle the hurdles of quitting are the same, no matter which tobacco products you use. Learn more from the American Cancer Society about [How to Quit Using Tobacco](#).

November is National Diabetes Awareness Month

(All Members)

DIABETES IN THE U.S

A US REPORT CARD



38 million people have diabetes

DIABETES



PREDIABETES



98 million American adults—**more than 1 in 3**—have prediabetes



COST



RISKS

People who have diabetes are at **higher risk of serious health complications**:



Blindness



Kidney failure



Heart disease



Stroke



Loss of toes, feet, or legs

COMMON TYPES OF DIABETES

TYPE 1 Body doesn't make enough insulin



Can develop at any age



No known way to prevent it



In adults, type 1 diabetes accounts for approximately 5-10% of all diagnosed cases of diabetes.



Just over 18,000 youth diagnosed each year in 2014 and 2015

TYPE 2 Body can't use insulin properly



Can develop at any age



Most cases can be prevented



In adults, type 2 diabetes accounts for approximately 90-95% of all diagnosed cases of diabetes.



Nearly 6,000 youth diagnosed each year in 2014 and 2015

Risk factors for type 2 diabetes:



Being overweight



Having a family history



Being physically inactive



Being 45 or older

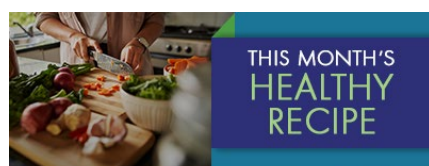
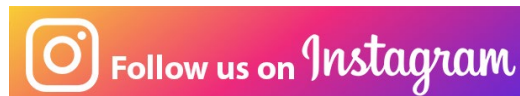
1.2 Million

People **18 years or older** diagnosed with diabetes in 2021

About 38 million people have diabetes, and 1 in 5 don't know they have it. People who have diabetes are at higher risk of serious health complications discussed below; however, type 2 diabetes can be prevented, and diabetes can be managed.

Take the [prediabetes risk test](#) to find out if you are at risk of having prediabetes. If your score is high, talk with your health care provider and commit to making changes that lower your risk. Learn more about Diabetes from the [Center for Disease Control](#).

Fortunately, State Health Plan members have access to helpful tips, tools, and resources through the [Diabetes Resource Center](#).



Thai Sweet Chili
Salmon Bowl

GET THE RECIPE! >



Diabetes
Awareness Month

LEARN MORE! >



FINANCE FRIDAYS

Subscribe to the Department of State Treasurer's monthly newsletter.

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SIGN UP

NORTH CAROLINA
DEPARTMENT OF STATE TREASURER



BRADFORD B. BRINER
STATE TREASURER OF NORTH CAROLINA



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