



State Health Plan Update

2027 Open Enrollment *Enroll today!*

Open Enrollment for the 2027 benefit year is

NOW **EXTENDED** UNTIL

Oct. 12-Nov. 6, 2026

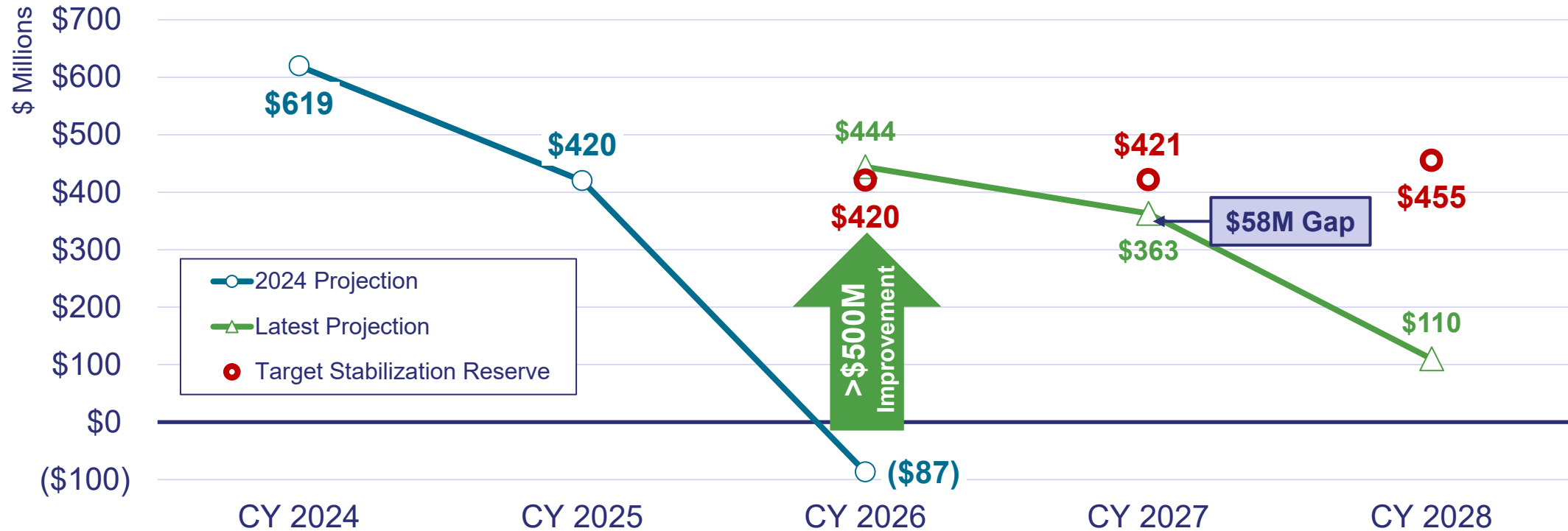


www.shpnc.gov



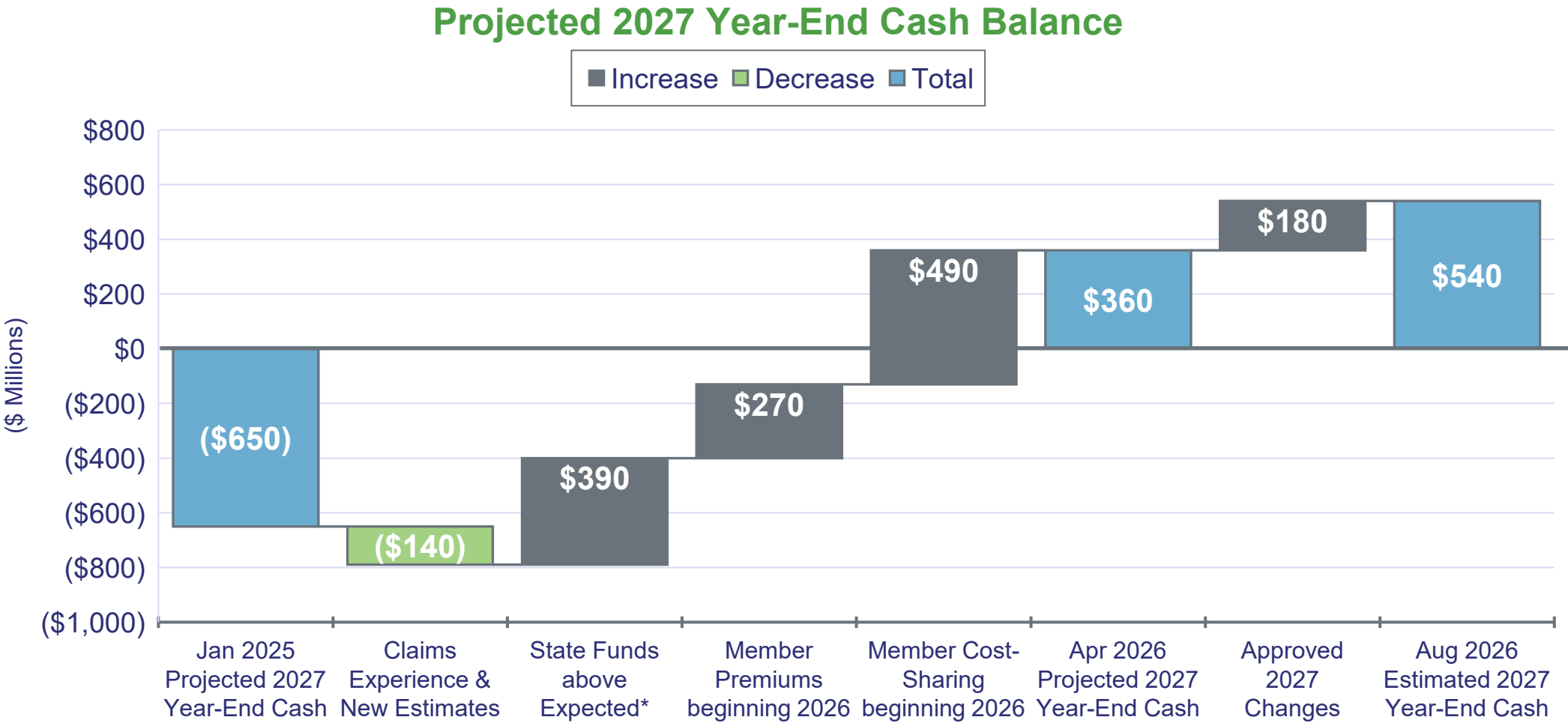
We Began with a Robust Deficit that Will Grow

Projected Year-End Cash Balances



- In 2024, the Plan was facing a shortfall relative to its target stabilization reserve of more than \$500 million.
- The Treasurer and the Board of Trustees took action to resolve the shortfall, improving the outlook for 2026 and 2027.
- Further changes approved by the Board in July 2026 are expected to resolve the projected \$58 million 2027 shortfall.
- Additional actions will be needed to resolve the projected 2028 shortfall.

Resolving the State Health Plan Deficit

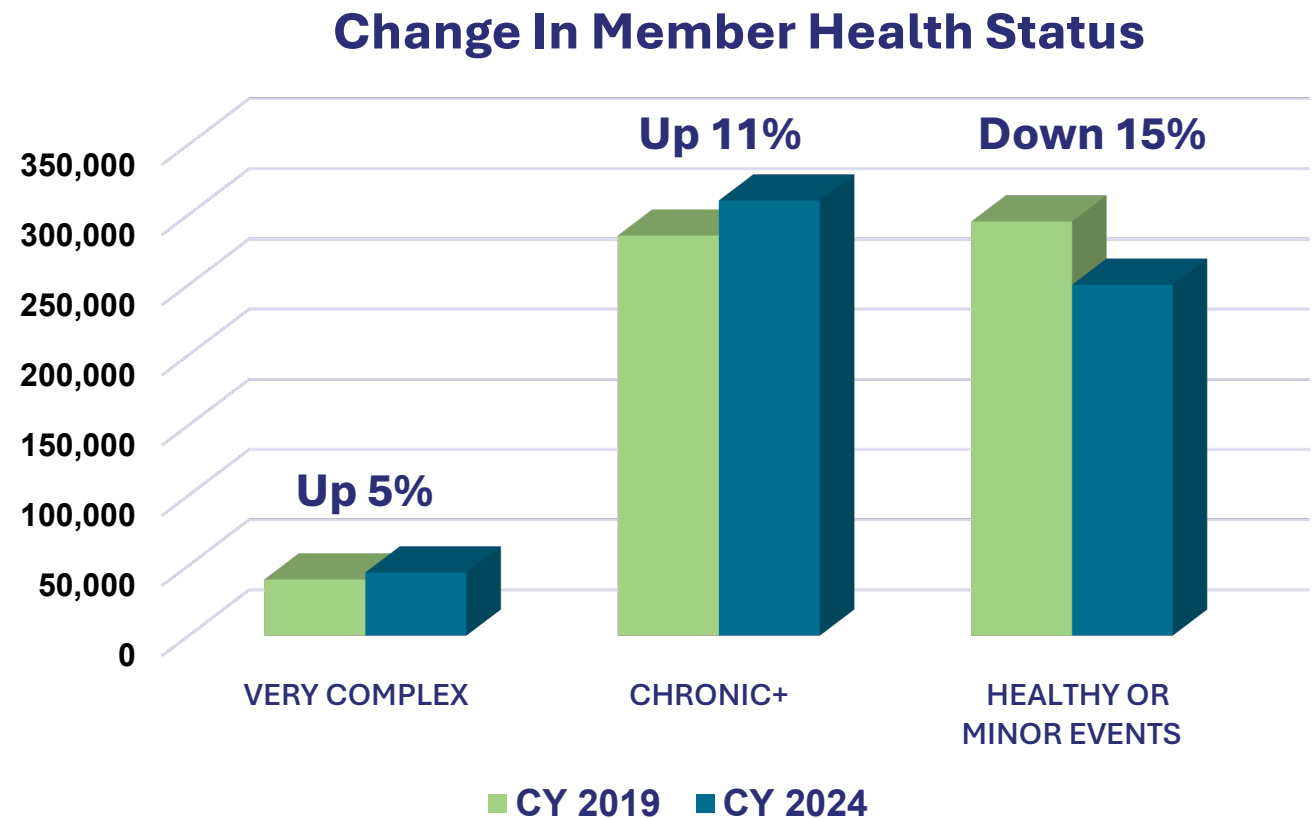


*The Jan 2025 projection assumed 4% annual increases in State funding, and the State budget provides 5% annual increases in employer contributions for FY 2025-26 and FY 2026-27. The State also altered the funding structure for retirees by implementing a percent of salary funding model.

Meanwhile We Are Paying More and Getting Less Healthy

The State Health Plan has not invested in your health and the status quo is making us sicker.

- Over a five-year period, the overall health status of Plan members has declined 13%, with more members with chronic conditions.
- This is despite continually paying more for care and members out of pocket costs projected to increase 20% from 2022-2026.



Because Costs Keep Rising

Medical cost trend is expected to hit 9%, highest in 17 years.

- PwC recently released their annual Behind the Numbers report, which estimates a 9% medical cost trend for the group market in 2027, the highest trend in over 15 years.
- Pointing to coding intensity (AI), inflation and provider consolidation, pharmacy costs, Behavioral Health use, and the No Surprises Act, many of which were inflators in 2026 and what the State Health Plan is experiencing.

Behind the numbers 2027

Medical cost trend is expected to hit 9%, highest in 17 years.

We Need a Different Path Forward

We Need to Address Cost by Focusing on Price and Investing in Health

- The situation we are in is no single health system or provider or member's fault.
- It's the State Health Plan's responsibility to put us on a different path.
- Historically, the State Health Plan has focused on **requiring more revenue from members** and taxpayers. In turn, we've gotten a **less rich benefit and a sicker population.**
- We **cannot** continue to accept high prices.
- We need to be active purchasers of health care so that we can **sustain** the State Health Plan and invest in member health through:
 - Population health supports like remote health monitoring
 - Incentives for healthy behavior



 *North Carolina*
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

2027 Benefits

2027 Open Enrollment

take action now

www.shpnc.gov



NOW

EXTENDED

UNTIL



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

2027 Open Enrollment

- Members received an Open Enrollment Decision Guide in the mail prior to Open Enrollment.
- Updated provider directories, online tools and dedicated support resources will help members understand their options and make informed health care decisions.
- Please note new TPA & PBM Contract Award to Blue Cross NC are for 1.1.28.

2027 Plan Options: Active & Non-Medicare



The State Health Plan will continue to offer **TWO PLAN OPTIONS** to active employees and non-Medicare retirees for 2027:

Standard PPO Plan

Members pay **30% COINSURANCE** for eligible in-network services after meeting a deductible.

For some services (i.e., office visits, urgent care or emergency room visits), members pay a copay.

Plus PPO Plan

Members pay **20% COINSURANCE** for eligible in-network services after meeting a deductible.

Similar to the Standard Plan, members pay a copay for some services (i.e., office visits, urgent care or emergency room visits).

For Both Plan Options: Preventive Services performed by an in-network provider are covered at 100% by the Plan, at no cost to the member.

ACTION REQUIRED: for Active Employees

All Active employees, including dependents, will be **AUTOMATICALLY ENROLLED** in the Standard PPO Plan, for the 2027 benefit year.

Subscribers **MUST TAKE ACTION** during Open Enrollment if they would like to enroll in the Plus PPO Plan or if they need to make any changes regarding dependents.



NEW ID CARDS

ALL MEMBERS, regardless of action taken during Open Enrollment, will receive a new ID card in late November-December.

Members will need to begin using this card Jan. 1, 2027, for all medical and pharmacy services.



State Health Plan
FOR TAXPAYERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

Standard PPO Plan
Choice POS II

Copay/Coinsurance

Provider Type	Pref	Access	Non Pref
Selected PCP	\$15	\$40	\$40
Other PCP	\$50	\$50	\$50
Spec (*+Ded)	\$40	\$65	*30%
Urgent Care	\$100	\$100	\$100
ER (*+Ded+30%)	\$600	\$600	\$600
Hosp(*+Ded+30%)	\$750	*\$600	*\$1500

ID: _____

DEPARTMENT OF INFORMATION TECHNOLOGY

Group No: _____

Effective Date: **01/01/2027**

SELF INSURED

RXBIN: _____ RXPCN: _____ RXGRP: _____

ADV

Paid for by YOU and other NC Taxpayers

Primary Care Provider (PCP)

North Carolina

Preferred +

NAP

Third Party Administrator 

Pharmacy Benefits Administrator 

INDIVIDUAL	Preferred	Access	Non Pref	FAMILY	Preferred	Access	Non Pref
INN DED	\$ 1500	\$ 3000	\$ 5000		\$ 4500	\$ 9000	\$15000
INN OOP MAX	\$ 4000	\$ 6500	\$12000		\$12000	\$16300	\$24000
ODN DED	\$15000				\$45000		
ODN OOP MAX	\$36000				\$72000		

Benefits & Claims Number 1-833-690-1037

Eligibility & Enrollment 1-855-859-0966

Provider Relations/Precert 1-888-632-3862

Pharmacy Help Desk 1-800-364-6331

CVS Caremark 1-888-321-3124

Lantern \$0 Surgery 1-833-916-3826

Aetna Life Insurance Company Payer No: 60054 0155

Submit Claims To: PO Box 14079 **www.SHPNC.gov**

Lexington, KY 40512-4079

Aetna provides administrative services only for the self-funded plan and assumes no financial risk for claims. See plan documents for plan requirements, including precertification. This card does not guarantee coverage.



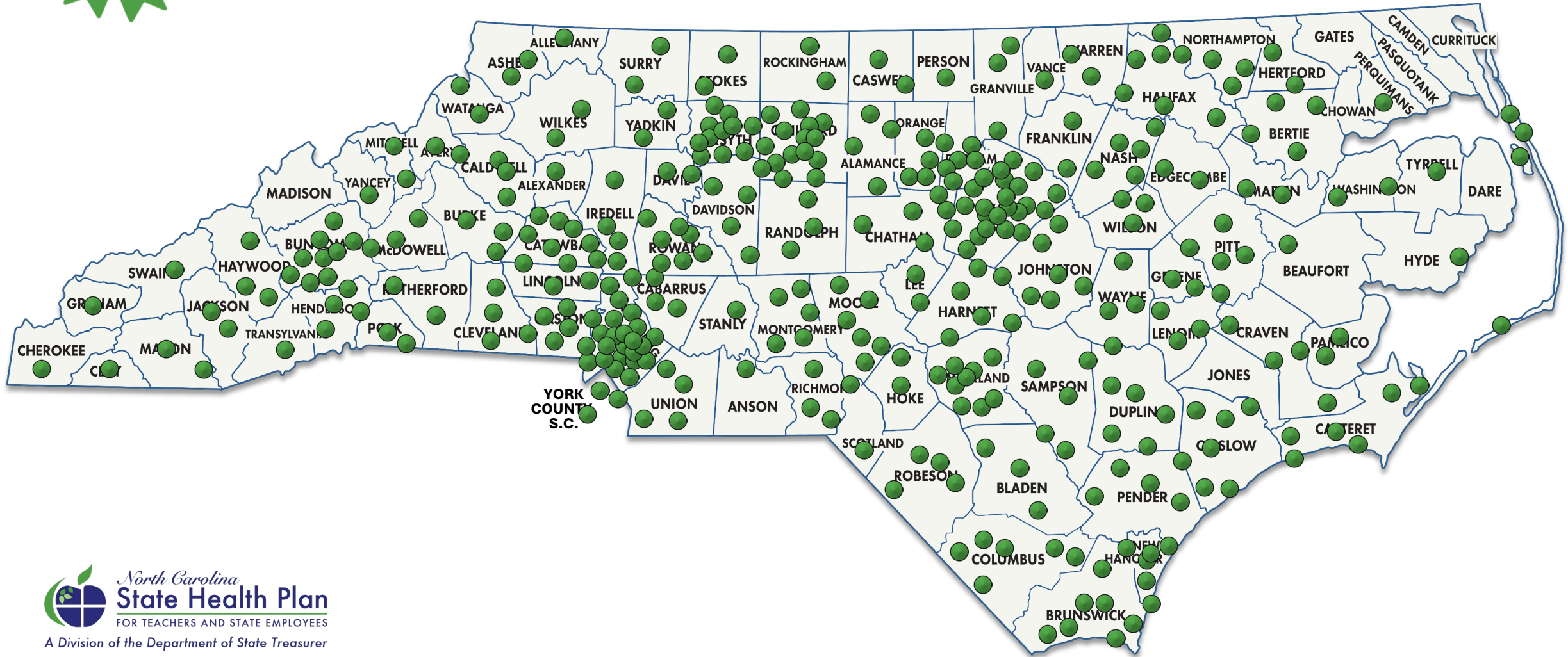
2026 Preferred Providers

- Primary Care Program – over 4,500 independent physicians
- Lantern Surgical Benefit – includes EmergeOrtho, OrthoCarolina, Pinehurst Surgical, Carolina ENT and Raleigh Neurosurgery Clinic
- Specialty Clinically Integrated Networks (CINs) – in place and features 6 independent specialty practices across North Carolina.
- Behavioral Health services are not changing are not subject to the tiered network.



Preferred Providers

Primary Care **PRACTICE LOCATIONS** for those participating in the preferred provider program.





Preferred Providers Tier Structure

- Aligning COST, ACCESS and movement toward VALUE across all provider tiers.

PREFERRED PROVIDERS

- Focuses on reducing total cost of care and improving health outcomes
- Not all providers can be included in a given geography
- Provides lowest copay for members

ACCESS PROVIDERS

- Maintains essential access points in rural areas and outside of NC with limited provider options
- Cost neutral for members or in some cases may be lower out-of-pocket costs

NON-PREFERRED PROVIDERS

- These providers elected or were not selected to participate in PPP
- Members will see a significant cost increase when seeing these providers

OUT-OF-NETWORK PROVIDERS

- There is little member impact as the Plan's TPA, Aetna, has a broad, national network

Tiered Network Providers

Preferred Providers

- UNC Health
- Novant Health
- Iredell Health Systems

Non-Preferred Providers

- Some Duke LifePoint Facilities
- Granville Health

Out-of-Network

- Atrium Health

EVERYONE ELSE is ACCESS

Some Atrium Health Locations

Duke Health

ECU

Cone

Mission

Cape Fear

FirstHealth

**Maps are
available on the
Plan's website.**

2027 Benefit Changes

	STANDARD PPO Plan				PLUS PPO Plan			
	Preferred	Access	Non-Preferred	Out-of-Network	Preferred	Access	Non-Preferred	Out-of-Network
ANNUAL DEDUCTIBLE	\$1,500 Ind \$4,500 Fam	\$3,000 Ind \$9,000 Fam	\$5,000 Ind \$15,000 Fam	\$15,000 Ind \$45,000 Fam	\$1,000 Ind \$3,000 Fam	\$1,500 Ind \$4,500 Fam	\$4,000 Ind \$12,000 Fam	\$12,000 Ind \$36,000 Fam
OUT-OF-POCKET MAX (combined medical & pharmacy)	\$4,000 Ind \$12,000 Fam	\$6,500 Ind \$16,300 Fam	\$12,000 Ind \$24,000 Fam	\$36,000 Ind \$72,000 Fam	\$3,000 Ind \$9,000 Fam	\$5,000 Ind \$15,000 Fam	\$10,000 Ind \$20,000 Fam	\$30,000 Ind \$60,000 Fam
WALK-IN CLINIC	\$40 other PCP on ID card \$50 other PCP			50% after ded	\$30 other PCP on ID card \$40 other PCP			40% after ded
SPECIALISTS	\$40	\$65	30% after ded	50% after ded	\$25	\$50	20% after ded	40% after ded
HIGH-COST IMAGING	\$400	30% after ded	\$1,000, then 30% after ded	50% after ded	\$250	20% after ded	\$500, then 20% after ded	40% after ded
EMERGENCY ROOM	\$600, then 30% after deductible				\$500, then 20% after deductible			
INPATIENT HOSPITAL	\$750*	\$600, then 30% after ded	\$1,500, then 30% after ded	50% after ded	\$500*	\$500, then 20% after ded	\$1,000, then 20% after ded	40% after ded
OUTPATIENT SURGERY	\$600*	\$350, then 30% after ded	\$1,000, then 30% after ded	50% after ded	\$300*	\$300, then 20% after ded	\$500, then 20% after ded	40% after ded
AMBULATORY	\$400*	30% after ded	\$1,000, then 30% after ded	50% after ded	\$250*	20% after ded	\$500, then 20% after ded	40% after ded
LANTERN SURGICAL BENEFIT	Lantern Surgical Benefit \$0 Member Cost				Lantern Surgical Benefit \$0 Member Cost			



Preferred Provider



Access Provider
Same as 2026



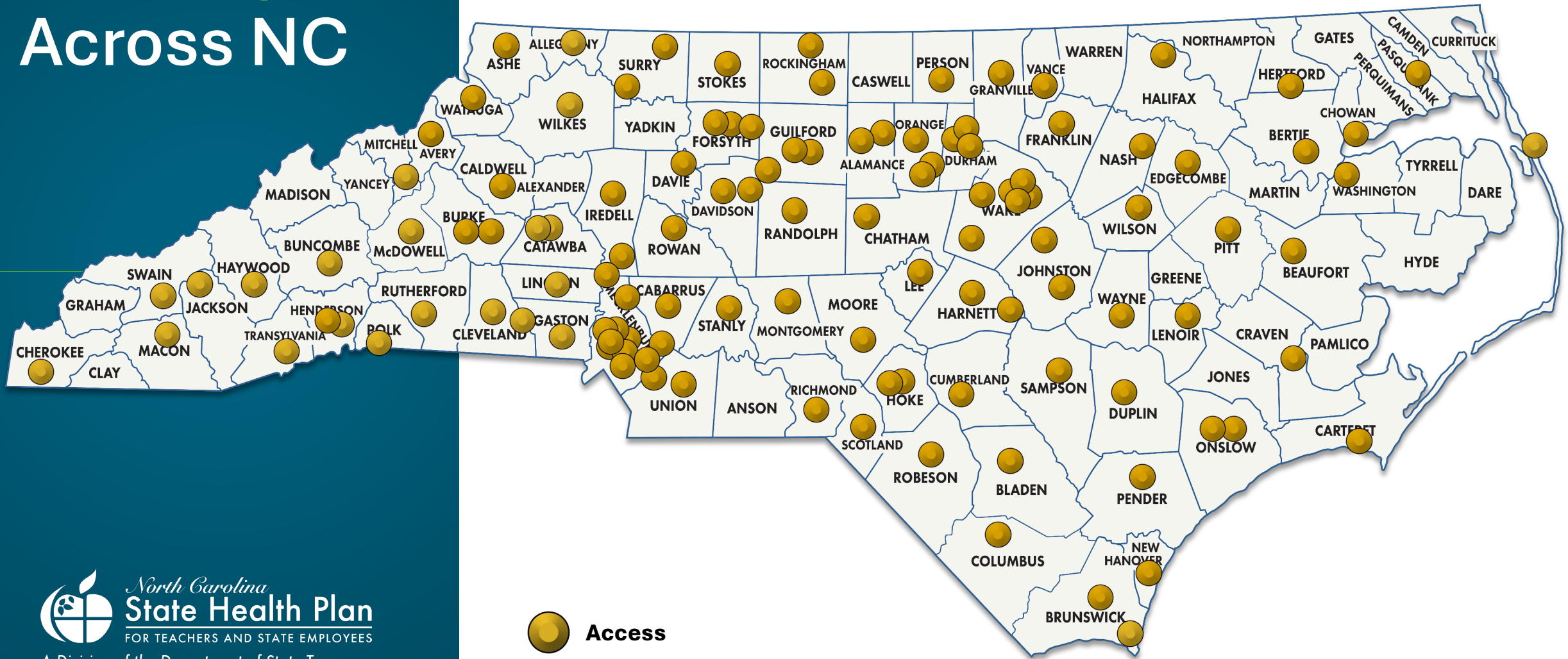
Non-Preferred Provider

PCP=Primary Care Provider

In-Network (deductible & OOP max cross-accumulates)

*Facility copay only. Additional cost-share may apply.

Emergency Rooms Across NC

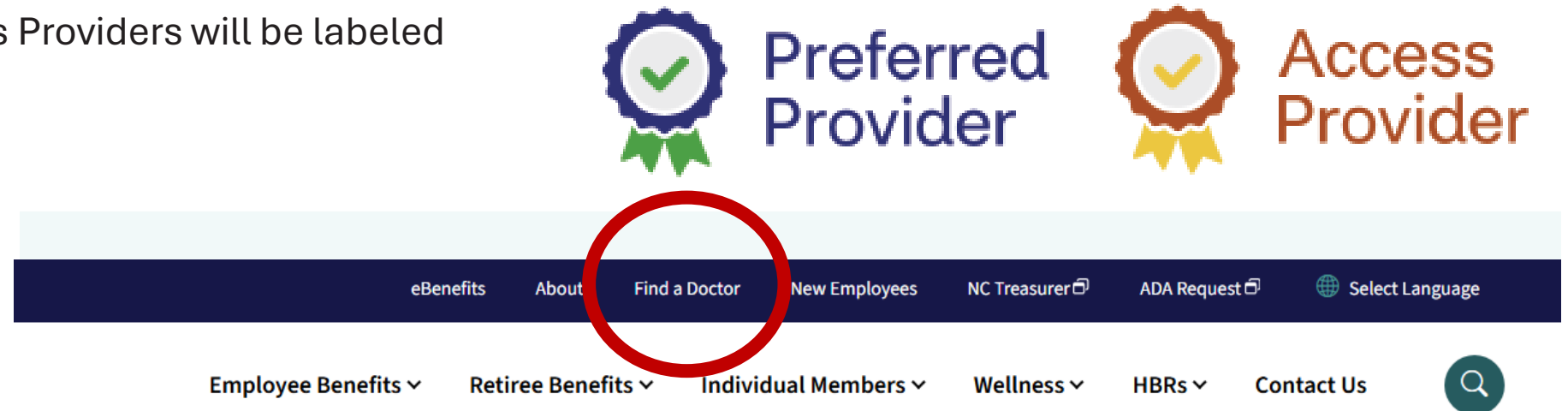


How to Find a Provider

Visit www.shpnc.gov and click Find a Doctor

- Select your plan
- You can login to Aetna or continue as guest
- Search by various filters
- Preferred and Access Providers will be labeled

**2027 Providers
Added Sept. 24.**



**Online resources to help you find a provider,
including Preferred Providers.**

Supporting Members

Transition of care procedures **WILL BE FOLLOWED** to ensure that any claims for members in a course of treatment with a **Non-Preferred** provider for conditions outlined below are processed at the Access benefit level:

- Maternity / NICU
- Oncology / Cancer
- Transplants

The Transition of Care **TIMELINE WILL VARY** depending on the individual members' case.

- Members with claims in these scenarios will begin receiving letters mid-Sept. A form will be enclosed and **must** be completed and returned to Aetna to request Transition of Care.
- For questions regarding this process, please call Aetna Health Concierge at 833-690-1037.



Member Scenarios

 *North Carolina*
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

Member Scenario 1

Harry's Experience:

Coverage: Individual

Income: Low

Harry is generally healthy.

STANDARD PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$420	\$441		
Annual Well Visit	1	\$0	\$0	\$0	\$0
Other Primary Care Visit	1	\$15	\$15	\$15	\$15
Specialist Visit	1	\$94	\$40	\$65	\$200
Urgent Care	1	\$100	\$100	\$100	\$100
Pharmacy – Tier 1	4	\$100	\$100	\$100	\$100
Pharmacy - Tier 2	2	\$150	\$150	\$150	\$150
Out-of-Pocket Cost		\$459	\$405	\$430	\$565
Total Member Cost		\$879	\$846	\$871	\$1,006

PLUS PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$792	\$832		
Annual Well Visit	1	\$0	\$0	\$0	\$0
Other Primary Care Visit	1	\$10	\$10	\$10	\$10
Specialist Visit	1	\$80	\$25	\$50	\$200
Urgent Care	1	\$70	\$70	\$70	\$70
Pharmacy – Tier 1	4	\$60	\$60	\$60	\$60
Pharmacy - Tier 2	2	\$110	\$110	\$110	\$110
Out-of-Pocket Cost		\$330	\$275	\$300	\$450
Total Member Cost		\$1,122	\$1,107	\$1,132	\$1,282

Illustrative Example ONLY.

Member Scenario 2

Molly's Experience:

Coverage: Mom + Children

Income: Med-Low

Molly needs OP surgery.



Illustrative Example ONLY.

STANDARD PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$2,400	\$2,520		
Annual Well Visit	3	\$0	\$0	\$0	\$0
Other Primary Care Visit	5	\$75	\$75	\$75	\$75
Specialist Visit	4	\$376	\$160	\$260	\$800
Urgent Care	2	\$200	\$200	\$200	\$200
Outpatient Knee Surgery	1	\$5,045	\$600	\$5,045	\$6,900
Pharmacy – Tier 1	15	\$375	\$375	\$375	\$375
Pharmacy - Tier 2	12	\$900	\$900	\$900	\$900
Out-of-Pocket Cost		\$6,971	\$2,310	\$6,855	\$9,250
Total Member Cost		\$9,371	\$4,830	\$9,375	\$11,770
Total Member Cost if Lantern Utilized		\$4,326	\$4,230	\$4,330	\$4,870

PLUS PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$3,648	\$3,831		
Annual Well Visit	3	\$0	\$0	\$0	\$0
Other Primary Care Visit	5	\$50	\$50	\$50	\$50
Specialist Visit	4	\$320	\$100	\$200	\$800
Urgent Care	2	\$140	\$140	\$140	\$140
Outpatient Knee Surgery	1	\$3,240	\$300	\$3,240	\$5,420
Pharmacy – Tier 1	15	\$225	\$225	\$225	\$225
Pharmacy - Tier 2	12	\$660	\$660	\$660	\$660
Out-of-Pocket Cost		\$4,635	\$1,475	\$4,515	\$7,295
Total Member Cost		\$8,283	\$5,305	\$8,345	\$11,126
Total Member Cost if Lantern Utilized		\$5,043	\$5,005	\$5,105	\$5,706

Member Scenario 3

Jack's Experience:

Coverage: Indv + Spouse

Income: Med-High

Both members have a chronic condition, anticipate hospitalizations.



Illustrative Example ONLY.

STANDARD PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$7,260	\$7,623		
Annual Well Visit	2	\$0	\$0	\$0	\$0
Other Primary Care Visit	6	\$30	\$90	\$60	\$90
Specialist Visit	8	\$376	\$320	\$160	\$1,040
Urgent Care	2	\$200	\$200	\$200	\$200
Inpatient Stay (3 days/stay)	2	\$10,944	\$1,500	\$11,040	\$14,540
Pharmacy – Tier 1	28	\$250	\$700	\$300	\$700
Pharmacy - Tier 2	24	\$600	\$1,800	\$640	\$1,800
Pharmacy - Tier 4	4	\$800	\$800	\$800	\$800
Out-of-Pocket Cost		\$13,200	\$5,410	\$13,000	\$19,170
Total Member Cost		\$20,460	\$13,033	\$20,623	\$26,793

PLUS PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$9,624	\$10,105		
Annual Well Visit	2	\$0	\$0	\$0	\$0
Other Primary Care Visit	6	\$60	\$60	\$60	\$60
Specialist Visit	8	\$630	\$200	\$400	\$960
Urgent Care	2	\$140	\$140	\$140	\$140
Inpatient Stay (3 days/stay)	2	\$7,200	\$1,000	\$7,200	\$11,360
Pharmacy – Tier 1	28	\$360	\$420	\$420	\$420
Pharmacy - Tier 2	24	\$1,210	\$1,320	\$1,320	\$1,320
Pharmacy - Tier 4	4	\$400	\$400	\$400	\$400
Out-of-Pocket Cost		\$10,000	\$3,540	\$9,940	\$14,660
Total Member Cost		\$19,624	\$13,645	\$20,045	\$24,765

NOTE: Costs for the couple's care assume a specific ordering of services before they reach their out-of-pocket maximums in some scenarios.

Member Scenario 4

June's Experience:

Coverage: Family
Income: High
Relatively healthy,
mom is pregnant.



Illustrative Example ONLY.

STANDARD PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$7,440	\$7,812		
Annual Well Visit	5	\$0	\$0	\$0	\$0
Other Primary Care Visit	12	\$75	\$180	\$75	\$180
Specialist Visit	6	\$376	\$240	\$260	\$920
Urgent Care	4	\$400	\$400	\$400	\$400
Inpatient Maternity/Childbirth	1	\$6,192	\$750	\$6,250	\$8,770
Pharmacy – Tier 1	24	\$600	\$600	\$600	\$600
Pharmacy - Tier 2	15	\$1,050	\$1,125	\$1,125	\$1,125
Out-of-Pocket Cost		\$8,693	\$3,295	\$8,635	\$11,995
Total Member Cost		\$16,133	\$11,107	\$16,447	\$19,807

PLUS PPO Plan	#	2026	2027		
			Preferred	Access	Non-Preferred
Premiums Annual Total		\$10,080	\$10,584		
Annual Well Visit	5	\$0	\$0	\$0	\$0
Other Primary Care Visit	12	\$70	\$120	\$110	\$120
Specialist Visit	6	\$400	\$150	\$300	\$880
Urgent Care	4	\$280	\$280	\$280	\$280
Inpatient Maternity/Childbirth	1	\$4,600	\$500	\$4,600	\$6,680
Pharmacy – Tier 1	24	\$360	\$360	\$360	\$360
Pharmacy - Tier 2	15	\$825	\$825	\$825	\$825
Out-of-Pocket Cost		\$6,535	\$2,235	\$6,475	\$9,145
Total Member Cost		\$16,615	\$12,819	\$17,059	\$19,729

NOTE: Costs for June's care reflect a specific ordering of services before she reaches her out-of-pocket maximum in some scenarios.

We Have TWO Paths

Premium Increases

(21% premium increases for active employees)

Benefit Reductions

+\$800/+\$2400 individual/family deductibles,
+\$500/+\$1500 on individual/family OOP maxes,
+\$100 to copays for OP surgery and IP hospital

OR

Members Utilize Tiered Network Strategy

OUR COMMITMENT

The State Health Plan is committed to a multi-year journey to make this benefit better and more affordable. It will take work from our members to be more informed consumers of health care to make this work.

OOP= Out-of-Pocket Max

OP= Outpatient

IP= In Patient



 *North Carolina*
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

2027 Premiums

Member Premiums: Monthly/Annual Change

	Individual Coverage		Non-Medicare Family Coverage		Medicare Primary Family Coverage	
	LOWEST	HIGHEST	LOWEST	HIGHEST	LOWEST	HIGHEST
Change in Monthly Premium Cost						
Active Employee	\$1.76	\$8.04	\$28.76	\$42.04	\$26.00*	\$32.28*
Non-Medicare Retiree	0.00	3.32	28.76	60.44	(32.76)	7.32
Medicare Primary Retiree	0.00	2.00	28.76	38.20	(32.76)	6.00
Change in Annual Premium Cost						
Active Employee	\$21.12	\$96.48	\$345.12	\$504.48	\$312.00*	\$387.36*
Non-Medicare Retiree	0.00	39.84	345.12	725.28	(393.12)	87.84
Medicare Primary Retiree	0.00	24.00	345.12	458.40	(393.12)	72.00

*There are limited situations in which the dependents of an active employee would qualify as Medicare primary.

2027 Active Employee Premiums

SALARY BAND	2026 STANDARD PPO Premiums	2027 STANDARD PPO Premiums	2026 PLUS PPO Premiums	2027 PLUS PPO Premiums
\$50,000 + UNDER	\$35.00	\$36.76	\$66.00	\$69.32
\$50,001 - \$65,000	\$50.00	\$52.52	\$94.00	\$98.72
\$65,001 - \$90,000	\$65.00	\$68.28	\$122.00	\$128.12
\$90,001 + OVER	\$80.00	\$84.00	\$160.00	\$168.04

** Non-Medicare Retirees will also pay **\$69.32** for **2027 PLUS PPO** Plan.

2027 Active Employee Premiums

STANDARD PPO & PLUS PPO PLAN for Active Subscribers



Monthly Premium Rates January 1, 2027 to December 31, 2027	STANDARD PPO Plan				PLUS PPO Plan			
	Salary Band				Salary Band			
	\$50,000 + UNDER	\$50,001 - \$65,000	\$65,001 - \$90,000	\$90,001 + OVER	\$50,000 + UNDER	\$50,001 - \$65,000	\$65,001 - \$90,000	\$90,001 + OVER
ACTIVE SUBSCRIBERS								
Subscriber Only	\$36.76	\$52.52	\$68.28	\$84.00	\$69.32	\$98.72	\$128.12	\$168.04
Subscriber + Child(ren)	\$194.28	\$210.04	\$225.80	\$241.52	\$289.84	\$319.24	\$348.64	\$388.56
Subscriber + Spouse	\$603.76	\$619.52	\$635.28	\$651.00	\$783.32	\$812.72	\$842.12	\$882.04
Subscriber + Family	\$603.76	\$619.52	\$635.28	\$651.00	\$783.32	\$812.72	\$842.12	\$882.04

All rate sheets are posted to the Plan's website.



 *North Carolina*
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

Program Reminders

Lantern Surgery Benefit

The State Health Plan continues its partnership with Lantern, a trusted provider that helps connect Plan members to a high-quality, carefully selected surgeon when you need a planned, non-emergency procedure.

This program offers **NO COST (\$0) surgery** for members who use a Lantern provider—no deductibles or no copays.

Lantern covers more than 1,500 planned, non-emergency surgeries. Lantern surgeons are individually vetted and among the best in their field. A dedicated Lantern Care Advocate will work to match you with an excellent surgeon in the Lantern network as close to your home as possible. When close to home isn't possible, there is a travel benefit members may utilize.

COMMONLY COVERED PROCEDURE CATEGORIES:

- Spine
- Orthopedic
- Joint
- Ear, Nose, & Throat
- Cardiac
- Gynecology
- General Surgery
- Gastrointestinal
- Spine & Ortho Injections
- Urology
- Bariatrics



Members will need to call Lantern (833-916-3826) to determine if a surgery is covered. Lantern will be sending all eligible* members another ID card for 2027. Members will use the card when seeing a Lantern provider.

Not all providers in the Lantern network cover all types of covered procedures under their specialties.

*Medicare Primary members are not eligible to participate.

Additional Programs Available



- **WEIGHT MANAGEMENT PROGRAM**
recognized by the Centers for Disease Control (CDC).
- Who is eligible: Active members and dependents aged 18 and older focused on achieving and maintaining a healthy weight.
- 15 weekly, online live sessions provided by a Registered Dietician Nutritionist Coach.
- Digital progress tracker and workbooks.
- Members participate at no cost.
- You can also continue your healthy journey with Eat Smart, Move More, Weigh Less 2! Lunchtime or evening classes are available.



- **DIABETES PREVENTION PROGRAM**
recognized by the Centers for Disease Control (CDC).
- Who is eligible: Active members and dependents aged 18 and older focused on achieving and maintaining a healthy weight.
- 12 month, online live sessions provided by a Registered Dietician Nutritionist Coach.
- Digital progress tracker and workbooks.
- Members pay \$30 during enrollment (Plan covers the rest of the \$430 fee).
- Visit the State Health Plan's [website](http://www.shpnc.gov) for more information!

Extended Call Center Hours

We encourage members **NOT TO WAIT** until the last minute!

Call **WAIT TIMES** are always longer the first two days and last two days of OE.

There will continue to be a **VIRTUAL HOLD OPTION** for members calling in who would rather not hold and receive a call back when a representative is available.

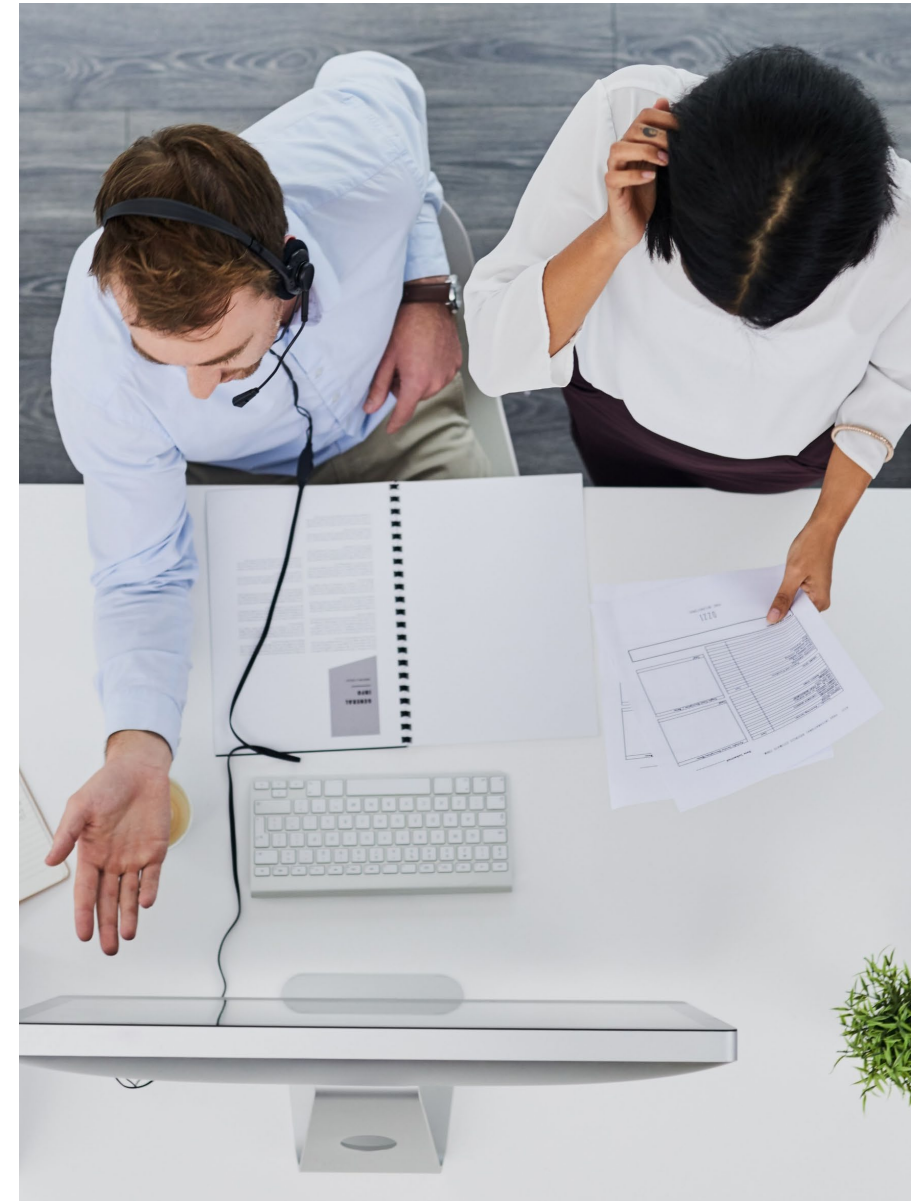


The Eligibility and Enrollment Support Center..... 855-859-0966

will have **EXTENDED HOURS** during Open Enrollment:

- Monday-Friday, 8 a.m. – 10 p.m.
- Saturdays, 8 a.m. – 5 p.m.

Please note that the last week of Open Enrollment, the call center will not be open Sat. Oct. 31 and regular hours will resume 8 a.m.-5 p.m.



Stay Connected with the State Health Plan

The Plan's Communications Team is dedicated to keeping you informed.
You can support our outreach efforts by taking the following actions:

VISIT OUR WEBSITE: Regularly check for the latest announcements and resources.

ATTEND WEBINARS: Join our educational sessions for deeper insights.

READ EMAILS: Keep an eye on your inbox for important messages and newsletters.

KEEP ENGAGED: Stay up to date on important topics.

FOLLOW US: Connect with us online  [@SHPNC](#) and  [@nchealthplan](#).





Thank You.

