



2026

# Enrollment Exception Overview

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



# Exceptions Process

The exceptions process allows HBRs to submit requests to make **ENROLLMENT CHANGES OUTSIDE** of the State Health Plan's rules and regulations.

The exceptions request process is **NOT INTENDED FOR ARBITRARY REQUESTS** and will be handled on a **CASE-BY-CASE BASIS**. The Plan will take into consideration the reason for the request, if the request is submitted within a reasonable amount of time, and whether granting an approval will be in conflict with state and federal laws.

Exceptions are submitted via: [shpapplicationportal.shpnc.org/ExceptionSubmission](https://shpapplicationportal.shpnc.org/ExceptionSubmission)

For more information visit: [www.shpnc.gov/hbrs/exceptions-process](https://www.shpnc.gov/hbrs/exceptions-process)

# Exception Webpage

The exceptions landing page provides the most up-to-date overview of all exceptions submitted by the employing unit.

## Exceptions Group Reporting and Request Submissions

Please use the blue button below titled "Submit New Exception Request" to be taken to the submission form.

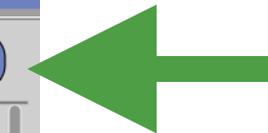
**Exception Requests by Group and Request Type**

Group Name	Change Effective Date	Change Termination Date	Medicare Enrollment	Non-Payment Reinstatement	Open Enrollment	Other	Rehired Retiree	Reinstatement	Retroactive Addition	Retroactive Termination	Total
<input type="checkbox"/> Health Human Services	2			16	7			3	4		32
<input type="checkbox"/> UNC Chapel Hill				10	9			1	7	1	28
<input type="checkbox"/> Department of Adult Corrections				15	4				1	1	21
<input type="checkbox"/> Charlotte Mecklenburg Schools		1			9			3	3	4	20
<input type="checkbox"/> NC State University	1			3	12				3	1	20
<input type="checkbox"/> Wake County Public Schools					11			2	5	1	19
<input type="checkbox"/> Guilford County Schools	1				12			1	2	1	17
<input type="checkbox"/> Department of Transportation				5	4	1			6		16
<input type="checkbox"/> Durham Public Schools	1	3			4				1	4	13
<input type="checkbox"/> Department of Administration	1			3	2				6		12
<input type="checkbox"/> Winston-Salem Forsyth Schools	1	1			8			2			12
<input type="checkbox"/> East Carolina University					10	1					11
<input type="checkbox"/> Wake Tech Community College					5				4	2	11
<input type="checkbox"/> Appalachian State University		1			7				1		9
<input type="checkbox"/> Buncombe County Schools					3		4	1		1	9
<input type="checkbox"/> UNC Charlotte				2	3	3			1		9
<b>Total</b>	<b>19</b>	<b>11</b>	<b>1</b>	<b>66</b>	<b>243</b>	<b>17</b>	<b>8</b>	<b>41</b>	<b>112</b>	<b>32</b>	<b>550</b>

Year(s) and Month(s) to View  
 Multiple selections

**Submit New Exception Request**

\*Multiple Request Type selections on submissions will cause higher totals for a group



To Begin **CLICK**  
Submit New  
Exception Request

COMPLETE  
Each Field on Form

## State Health Plan Exception Request Submission

### Enter HBR Information

Group \*

HBR Contact Name \*

HBR Email \*

\*\*Please double check your email address to ensure proper delivery of emails about this exception\*\*

### Enter Member Information

Member Name \*

Member SSN/ID \*

### Enter Exception Information

Urgent?

No  Yes

Request Type \*

Other Exception Type Information

Error Type \*

Other Error Type

Requested Effective Date

Reason for Exception \*

To view the Privacy Practices of the NC State Health Plan please visit the link below:

<https://www.shpnc.org/notice-privacy-practices>

#### Important Notes:

- 1) Items with a \* are required fields and will ensure the request can be processed in a timely manner.
- 2) Please remember that exception requests can only be submitted by an HBR. Requests submitted by a member will be denied.
- 3) If the member does not have a social security number or other ID yet, please enter N/A.
- 4) In the reason field, please enter a detailed description for why this exception is needed.
- 5) Any supporting documentation should be uploaded to the member's document center record in eBenefits.

Submit Exception Request Form

# Exceptions Important Reminders

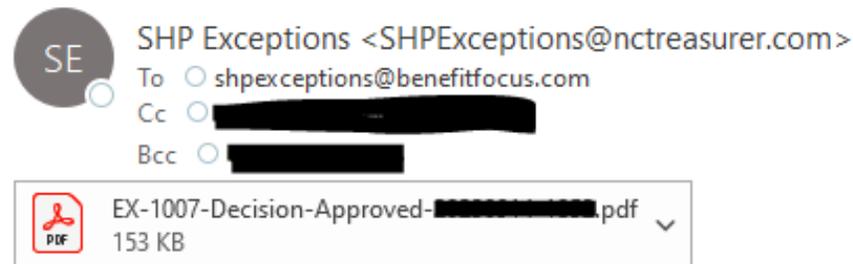
- Exceptions need to **DOCUMENT** the extenuating circumstances that prevented the action from taking place within the existing rules and regulations.
- You will receive an email **CONFIRMATION** that the exception has been submitted. If you do not receive this, the exception was not submitted, or the email address was entered incorrectly while completing the form.
- All appropriate documentation must be **LOADED INTO eBENEFITS** for the exception to be reviewed. If required documentation is missing, the exception will be denied with instructions to submit a new exception after uploading the documents.



# Exceptions: Approvals

- When an exception is approved, the affected vendor(s) are **NOTIFIED TO UPDATE** their systems with the exception information. The HBR is also notified that the exception has been reviewed.
- The Plan cannot provide any information beyond what is included in the exception form.

ENCRYPT - State Health Plan of NC - Exception Decision Approved for Submission



Please review the attached exception and update your system(s) appropriately.

Sincerely,  
State Health Plan of NC

# Exceptions: Denials

- In the event an exception is denied, the bottom of the form will outline the **NEXT STEPS** available to the member, which could be to either appeal to the Plan or file an appeal with OAH, depending on the scenario.
- The Plan cannot provide any information beyond what is included in the exception form.
- An appeal scenario will have the following on the exception form:

APPEALING THE ENROLLMENT EXCEPTION REQUEST DETERMINATION	
<p>1. Members not satisfied with the determination made regarding their enrollment exception request may submit an appeal of the determination made within sixty (60) days of the notice of the denial of an enrollment exception request. Appeals should be made in writing to one of the following:</p>	
<p>US Mail: NC State Health Plan Customer Experience – Appeal 3200 Atlantic Avenue Raleigh, NC 27604</p>	<p>E-Mail: <a href="mailto:PPO.inquiries@nctreasurer.com">PPO.inquiries@nctreasurer.com</a></p>
<p>2. Appeals should include all contact information to include address, phone number, and email address along with any relevant information that the member believes should be considered by the State Health Plan in reviewing the appeal.</p>	
<p>3. The State Health Plan will contact the member directly in writing regarding whether the appeal is granted or denied. If denied, the letter will provide information regarding the ability to file a grievance with the Office of Administrative Hearings. The Plan's decision will be made within fifteen (15) State business days of receipt of the appeal.</p>	

# Exceptions: Denials

An OAH contested case hearing will reflect:

## APPEALING THE ENROLLMENT EXCEPTION REQUEST DETERMINATION

1. If the member would like to challenge the Plan's decision in this matter, they may be able to file a petition for a Contested Case Hearing with the North Carolina Office Administrative Hearings (OAH).
2. The petition must be filed with OAH within sixty days of the date of this denial and include the filing fee of \$20.00. More information regarding the filing of a contested case can be found on OAH 's website at <https://www.oah.nc.gov>

OAH Mailing Address: NC Office of Administrative Hearings  
1711 New Hope Church Road  
Raleigh, NC 27609-6285

3. If the member files a petition, they must serve a copy of the petition on:

Benjamin Garner, General Counsel  
North Carolina Department of State Treasurer  
3200 Atlantic Avenue  
Raleigh, NC 27604

# FAQs

## Should I file an exception?

- If the member had extenuating circumstances which prevented them from completing the action within the allowable framework, an exception should be filed for the member. Exceptions should not be filed in any other scenario.

## Why was the exception denied?

- See the information in Denial Reason(s) and Decision/Review notes for details on the determination.

## What if I want to add information to an exception that has already been reviewed?

- A new exception with the new information must be filed.

## Should I submit an exception for an issue related to medical claims or pharmacy claims or participating provider or cost or benefits, etc.?

- No. Exceptions are for enrollment issues only.

## The member decided they do not want the exception after it has been reviewed. What do I do?

- A new exception with the new information must be filed.