

June 2025 HBR Update



State Health Plan Board of Trustees Vote on 2026 Plan Changes for Members

The State Health Plan (Plan) Board of Trustees recently approved changes to benefits for the 2026 benefit year, which will begin Jan. 1, 2026. The approved changes address the Plan's \$507 million deficit. Member premiums will not be voted on until the August board meeting. [The full board presentation](#) is available on the Plan's website.

The board also discussed the ending of the Clear Pricing Project (CPP) effective Dec. 31, 2025. CPP will be replaced with a preferred provider program, which will provide a more sustainable financial approach to ensure members have continued access to high quality, affordable health care.

We appreciate the HBRs that attended the webinars to learn more about these changes. If you missed the webinar, you are able to [view the recorded webinar by clicking here](#).

2026 Open Enrollment Training for HBRs

2026 Open Enrollment will be held **Oct. 13-Oct. 31, 2025**. The Plan is holding Open Enrollment trainings for HBRs in July to better prepare for the changes coming for 2026.

[The Plan's Board of Trustees recently approved several benefit design changes for 2026](#). These changes will be reviewed during these webinars. Premiums and the salary bands will not be finalized until August.



Please select a day/time below that is convenient to register:

- Monday, July 28, [10am](#) & [2pm](#)
- Tuesday, July 29, [10am](#) & [2pm](#)
- Wednesday, July 30, [10am](#) & [2pm](#)
- Thursday, July 31, [10am](#) & [2pm](#)

Encourage Your Employees to Keep Their Contact Information Current!

The Plan is reminding members to update their contact information with the Plan. It is important that the Plan have updated contact information so we can communicate with your employees on a regular basis regarding their health plan benefits. It is critical that they have a valid address, phone number and email address in the Plan's enrollment system, eBenefits.

Please encourage your employees to ensure their address is updated, particularly if they have recently moved. They can easily [access eBenefits from the State Health Plan's website](#) and click eBenefits at the top of the page. This also applies when HBR's submit an Exception Request, please confirm employee demographic information and make updates in your payroll system if applicable or direct the member to update the information in eBenefits. Plan vendors may need to contact an employee regarding the approval/denial of the exception and will need the most current contact information. We also prefer the HBRs to promptly notify employees of changes to their enrollment, Exception Request Determinations, emphasizing any due dates, and notify the employee if a Plan vendor will be reaching out.

The Plan has seen an increased number of subsequent exceptions for employees who had a prior exception and could not be contacted regarding the original approval/denial. Please remind your employees that it is the member's responsibility to keep all demographic information up to date.

Claim Recovery and Subrogation Update: Who's Contacting You?

Groups receiving wage garnishment requests on behalf of the State Health Plan should be aware that there are several senders and payment addresses for claim overpayments.

Wage garnishment request letters may arrive from three sources:

Blue Cross NC: The Plan's former TPA is still engaged in managing open member claim overpayments prior to 2025. Blue Cross NC letters include the same payment address as in prior years:

State Health Plan
PO BOX 30048
Durham, NC 27702-3048

Once the Blue Cross NC claims runout period ends, you will no longer receive wage garnishment requests from Blue Cross NC.

Aetna: The Plan's new TPA sends wage garnishment request letters for member claim overpayments after 2024 with this payment address:

State Health Plan
PO BOX 983010
El Paso, TX 79998-3010

Please note:

- This Texas address is for refund processing; the Plan still receives the payments.
- Aetna emails groups a follow-up report listing wage garnishments that have been requested. This email is a courtesy to help groups track these requests.

The Plan: The Plan sends wage garnishment request letters via email for member claim overpayments occurring during any time period. The emails include this payment address:

State Health Plan
Attention: Recovery Processing Team
3200 Atlantic Ave.
Raleigh, NC 27604

For questions regarding this process, please contact the Plan via email at <mailto:hbrinquiries@nctreasurer.com>

'Understanding Your Medical Plan Options When You Become Medicare-Eligible' Webinar Series

HBRs are urged to share this information with employees nearing retirement. The 2025 **"Understanding Your Medical Plan Options When You Become Medicare-Eligible"** series continues and is offered a couple of times each month throughout the year!

These popular, free webinars are designed for employees 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.



Upcoming webinars are **June 26, July 8, July 17** and **July 23**. Webinars are also scheduled through August. Employees who wish to attend are encouraged to register soon as these events fill quickly!

[Click here to register →](#)

Follow us on Social

Do your employees follow us on social? Do you?

Keep up-to-date with Plan news, discover tasty recipes and healthy living tips, and see Plan staff at work for you. Follow us on Facebook [@SHPNC](#) and Instagram [@nchealthplan](#).

[Print out this flyer](#), cut into thirds, and post in common areas to help members connect with the State Health Plan.



Connect with us on **facebook**



Follow us on **Instagram**



White Bean Salad with
Feta & Lemon-Garlic Vinaigrette

GET THE RECIPE! >



June is
Men's Health Month

LEARN MORE! >



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Eligibility and Enrollment Questions: 855-859-0966

For questions on this newsletter, e-mail: shpmemberinquiries@nctreasurer.com



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