





Aetna Implementation Update

Board of Trustees Meeting April 25, 2024



Communications & Outreach Under Way

Goal:

To successfully and seamlessly communicate the Aetna TPA transition to members.

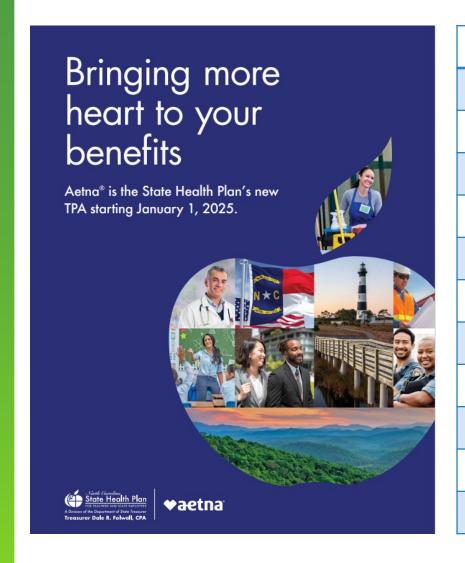
- ✓ Planning for this implementation began last year.
- ✓ All available communication channels will be utilized to meet members where they are: in person, online, social media, email or phone.
- ✓ Plan staff and Aetna have focused on stakeholder outreach during the first quarter of 2024 and the first direct mail piece to members hit mailboxes in February.







Stakeholder Outreach



2024 1st Quarter Outreach

North Carolina Association for Public Charter Schools

North Carolina Association of School Business Officials

North Carolina Coalition for Charter Schools Advocacy Summit

UNC Total Well Being Expo

North Carolina Association of Educators State Convention

North Carolina Retired Governmental Employees' Association Spring Conference

North Carolina Retired School Personnel Annual Convention

North Carolina Association of School Administrators Conference

College and University Professional Association for Human Resources Conference

North Carolina Association of Community College Business Officers

UNC System Human Resource Council





Transition Messaging

Consistent messaging has been communicated on the Plan's website, direct mail and social media.

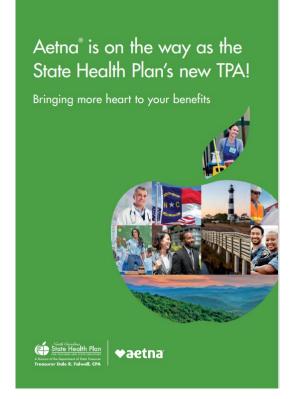
Key Points:

- ✓ Date of TPA transition
- ✓ What plans this transition affects: Base PPO Plan (70/30), Enhanced PPO Plan (80/20) & High Deductible Health Plan
- ✓ What plans are **NOT** affected: Humana Medicare Advantage Plans
- ✓ No changes in benefits or premiums
- ✓ Keep contact information updated

Third-Party Administrator Switch to Aetna in 2025 Click here to view information regarding the transfer of the Third-Party Administrative (TPA) Services Contract award to Aetna, which will take place in 2025. State Health Plan Third-Party Administrator Switch to Aetna in 2025



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Open Enrollment Outreach



2025 Open Enrollment September 30 – October 25, 2024



- Active Members/Non-Medicare Retirees
 - 24 in-person events across the state
 - 14 webinars
 - 2 Telephone Town Halls
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 - 14 webinars
 - 2 Telephone Town Halls





DALE R. FOLWELL, CPA