



HBR CONTACT LIST

Blue Cross Blue Shield of NC: Monday- Friday - 8a.m.-6p.m.

BCBSNC is the primary contact for the following common types of inquiries:

- *Benefit-related questions*
- *Claims questions*
- *Inquiries regarding SHP business rules*
- *Confirmation of coverage*
- *Request an ID card*
- *Status of ID card requests*

Member Support

- BCBSNC Customer Service: 888-234-2416

BCBSNC HBR Hotlines

- Benefit Questions: 800-422-5249
- Membership or Billing Questions: 800-245-7319

Benefitfocus: Monday-Friday 8a.m.-6p.m.

Benefitfocus is the primary contact for the following common types of inquiries:

- *Login issues*
- *Navigational assistance within eBenefitsNow*

HBR Support

- SHP Support Team: 855-859-0966
- SHP Support Team: shpsupport@benefitfocus.com (this e-mail is for **HBRs only**)

Member Support

- Benefitfocus Member Services: 855-859-0966

BEACON: Monday-Friday 8a.m.-5p.m.

BEACON is the primary point of contact for the following common types of inquiries:

- *Contact the BEST Shared Service Center first for all SHP enrollment, eligibility and premium payment inquiries for state employees.*
- *Human resources*
- *Payroll or BEACON system assistance*

BEST Shared Services

- 919-707-0707 (Raleigh area) or 866-NCBEST4U (866-622-3784) statewide.
E-mail: Best@osc.nc.gov

State Health Plan

All enrollment exception requests (retro adds, retro terms, reinstatements, changing effective and or term dates) should be sent to the State Health Plan. An exception request form will be **required** to process your exception request. Completed forms, along with the Change or Enrollment form for paper agencies should be sent to HBRinquiries@shpnc.org. Only completed forms will be processed. Forms missing required information will be returned. The form is located in HBR section of the Plan website at www.shpnc.org.

To escalate a matter unresolved by the contacts listed above, HBRs may contact the State Health Plan via the HBR inquiry mailbox at HBRinquiries@shpnc.org.