



Aetna® is on the way as the State Health Plan's new TPA!

What's happening?

The State Health Plan is transitioning from Blue Cross NC to Aetna® beginning Jan. 1, 2025, as a new third-party administrator (TPA).

Who does this affect?

Members enrolled in the Base PPO Plan (70/30), Enhanced PPO Plan (80/20) and High Deductible Health Plan. This will not impact Humana Medicare Advantage Plan members.

Where can I learn more?

Visit the State Health Plan's website at www.shpnc.org for Aetna transition updates, Open Enrollment news and event schedules.

Highlights for 2025

- No premium increases for the 7th year in a row!
- There are no benefit changes for 2025. The formulary (drug list), which determines what medications are covered and what tier they fall under, changes on a quarterly basis, so there is a possibility for changes in prescription coverage in 2025.
- Members will continue to enjoy reduced copays when visit a Clear Pricing Project Provider!
- Preferred and Non-preferred insulin continues to have a \$0 copay.

2025 Open Enrollment Sept. 30 - Oct. 25, 2024



During Open Enrollment, all members will be automatically moved to the Base PPO Plan (70/30) unless they take action to enroll into the Enhanced PPO Plan (80/20).



Members will need to complete the tobacco attestation online during Open Enrollment in both plans to reduce premiums in both plans.



With the transition to Aetna, members will need to select a new Primary Care Provider (PCP) during Open Enrollment.

Questions and Support

Eligibility and Enrollment Support Center
855-859-0966

Extended Hours during Open Enrollment
Monday-Friday 8am-10pm
Saturdays 8am-5pm

Aetna Concierge (Customer Service)
833-690-1037

Extended Hours during Open Enrollment
Monday-Friday 8am-8pm
Saturdays 8am-2pm

