



# *North Carolina* **State Health Plan**

FOR TEACHERS AND STATE EMPLOYEES



## **HBR Monthly Webinar**

February 15, 2017

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*A Division of the Department of State Treasurer*

# Agenda

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- Open Enrollment Exceptions
- Pharmacy Changes Reminder
- Tobacco Attestation Wellness Premium Credit
- Diabetes Week: March 27-31



# Open Enrollment Exceptions

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- For exceptions filed before the January 31 deadline that were denied and members are not satisfied with the determination may submit an appeal by following the Appealing the Enrollment Exception Request Determination process outlined here: [Enrollment Exceptions and Appeals Policy and Procedure](#).
- The deadline for Open Enrollment exceptions was January 31, 2017. For exceptions received after this deadline, the HBR will receive an email advising the following:

You have submitted an enrollment exception request with the State Health Plan.

Pursuant to State Health Plan Policy (SHP-POL-3004-SHP) and as described in your benefits booklet, exception requests must be submitted within 60 days of enrollment, termination or change in benefit election, or within 30 days of paycheck deduction reflecting enrollment termination or change in benefit election, whichever is later.

Your request is denied because the request was not submitted within the time period allowed for review.

If you would like to challenge the Plan's decision in this matter you may file a petition for a Contested Case Hearing with the North Carolina Office of Administrative Hearings (OAH). The petition must be filed with OAH within sixty (60) days of the date of this letter 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 [www.oah.state.nc.us](http://www.oah.state.nc.us). The mailing address for OAH is 6714 Mail Service Center, Raleigh, NC 27699-4714.

# Open Enrollment Exceptions Con't

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- The Plan has instructed the call center to explain the deadline for OE exception's and if they are persistent about a discrepancy in their enrollment to refer them to their HBR. It is the HBRs responsibility to explain to the member about exception process and reiterate the deadline. The HBR can still make a determination to submit an exception if the HBR feels it is warranted and there is new or justified information.

# Tobacco Attestation Wellness Premium Credit

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- The State Health Plan is mailing out letters at the end of next week to members who, during Open Enrollment, stated that they were a tobacco users and agreed to enroll in QuitlineNC's multiple-call program, but then failed to successfully enroll by December 31, 2016. These members will see a \$40 increase to their monthly Plan premium.
- Benefitfocus will be making the updates over the next several weeks. You should see a retroactive premium to January 1, 2017 amount due for these members. If you would like a list of impacted members, please send an email to [HBRInquiries@nctreasurer.com](mailto:HBRInquiries@nctreasurer.com).
- Any exceptions from actives must be sent by their HBR. The HBR makes the determination on whether or not an exception should be submitted based on the reason (member states they did call before deadline or some other reason that would justify submitting an exception).
- Members who still wish to enroll in QuitlineNC to improve or protect their health, even though the premium credit is no longer available, may call the telephone service 24/7 at 800-QUIT-NOW (800-784-8669).

# Pharmacy Changes Reminder

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- As a reminder, effective January 1, 2017, the Plan transitioned to a custom, closed Formulary (Drug List), which means that certain drugs are not covered.
- A formulary exclusion exception process is available for Plan members who, per their provider, have a medical necessity to remain on a non-covered drug. The exception process is administered by CVS Caremark®, the Plan's Pharmacy Benefit Manager. A member's provider can request an exception form by calling CVS Caremark Customer Care at 888-321-3124, or find the form on the Plan website at [www.shpnc.org](http://www.shpnc.org) by clicking Pharmacy Benefits under Plans for Active Employees.
- If the exception is approved, the member cost share will fall under Tier 3 or Tier 6, which is applicable to the deductible and coinsurance and can lead to greater out-of-pocket expenses. This does accumulate towards the member's pharmacy out-of-pocket maximum. Once the pharmacy out-of-pocket maximum is met, the Plan will pay 100% under the pharmacy benefit.

# Diabetes Week: March 27-31

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- Help your workforce prevent, delay, or better manage their diabetes by hosting Diabetes Week at your worksite!
- Sign up to host Diabetes Week at your worksite by visiting [shpnc.org](http://shpnc.org) and you'll receive:
  - A Diabetes Week toolkit with everything you need from ready-to-send emails to posters to prizes for participants!
  - An invitation to a web-based training to help you create the best Diabetes Week possible at your worksite

**Questions about Diabetes Week?** Email [NCHealthSmart@nctreasurer.com](mailto:NCHealthSmart@nctreasurer.com)





**Thank you for your continued support!**

**Questions?**



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