

October 2023 HBR Update



Open Enrollment is Here!

2024 Open Enrollment (OE) is under way and ends Oct. 27, 2023! Thank you in advance for your continued partnership and support during this time. Below are a few tips and reminders to assist you and your employees!



Promote Open Enrollment Webinars

Encourage your employees to attend one of the webinars the State Health Plan is hosting. These brief webinars include helpful information to ensure they're prepared to take action during Open Enrollment.

WEBINAR DATES	WEBINAR TIMES
Oct. 17	12:30pm
Oct. 19	4:00pm
Oct. 25	12:30pm

Tobacco Attestation Reminder

Employees who are tobacco users and want to earn their monthly premium credit for 2024 can take action to save money throughout 2024!

Tobacco users can attend a tobacco cessation counseling session at their Primary Care Provider's (PCP) office for FREE to earn a lower premium for 2024. They have until November 30, 2023, to take action. (Note: If employees combine their tobacco cessation visit with another service, there may be a copay.)



After employees visit a PCP for their tobacco cessation session, the provider will submit a claim on their behalf. To ensure they receive credit for their visit, employees can upload their office visit summary to the "Document Center" located in [eBenefits](#), the State Health Plan's enrollment system. They should make sure to request a copy of their summary during their visit.

This action is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2024. If employees are NOT tobacco users, they will simply attest to that online during Open Enrollment, which ends October 27, 2023.

During Open Enrollment, they need to attest during the online enrollment process. This step is critical to ensure employees receive the lower premium for 2024.

Managing Dependent Eligibility Documentation During Open Enrollment

Collecting and validating dependent eligibility documentation is the responsibility of the HBR. Outside of OE, a dependent add should never be approved without the appropriate documentation.

Because of the volume of new dependent adds during OE, the Plan allows unverified dependents to be approved for enrollment for the following year without documentation verification with the intent that the appropriate documentation will be collected and validated in the weeks following OE. Unfortunately, that does not always happen.

It is the HBR's responsibility to ensure proper documentation is uploaded for all new dependents, including dependents added during OE!

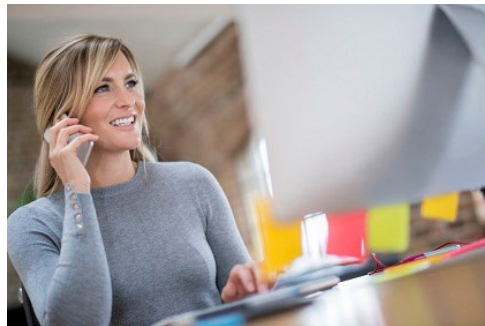
This year, the Plan will once again give HBRs additional time after OE to review and approve dependent verification documentation, but the window will be shorter. **Verification must be completed by November 17, 2023.**

On **November 20, 2023**, the Plan will begin terminating coverage for unvalidated dependents. The goal is to complete the termination process prior to the January premium invoice production. If a dependent is terminated for lack of documentation, an enrollment exception will be required to reinstate the dependent. All reinstatement and exception rules continue to apply. Below are the links to the policies:

- [Rule on Enrollment Exceptions and Appeals](#)
- [Rule on Member Termination and Reinstatements](#)

2023 HBR Monthly Webinars

Just three more State Health Plan monthly HBR webinars left in 2023! The monthly webinars serve as the main source of updates and guided training. Given this emphasis, HBR attendance at each monthly webinar is required.



All webinars are scheduled to take place from 10 a.m. to 11 a.m. To register for the monthly webinars, see below or visit the Plan's [website](#).

- [October 25, 2023, 10-11 a.m.](#)
 - [November 15, 2023, 10-11 a.m.](#)
 - [December 20, 2023, 10-11 a.m.](#)
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Next HBR Monthly Webinar
October 25, 2023 - 10am

[Click to Register! >](#)



**This Month's
Healthy
Recipe**

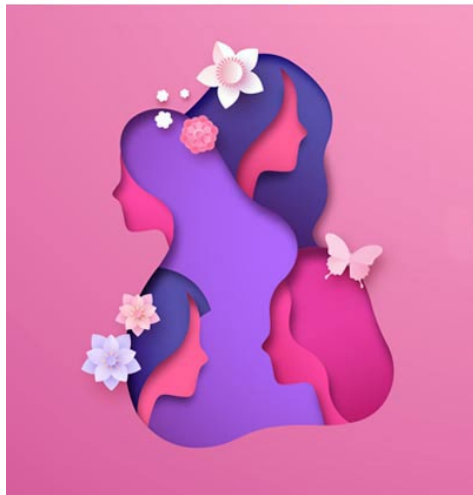


**Carrot Cake
Overnight Oats**

[Get the Recipe! >](#)



**This Month's
Wellness
Tip**



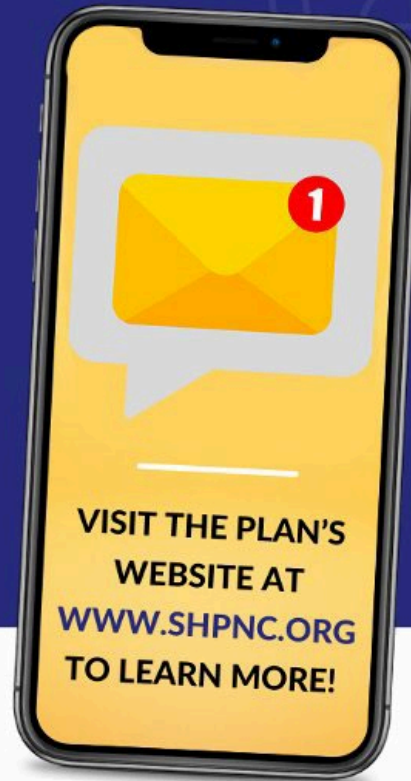
**Breast Cancer
Awareness Month**

[Learn More! >](#)

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TEXT "JOIN" TO 76971

- Sign up to receive State Health Plan updates by text! Just text "Join" to 76971.
- Text messages will be general information regarding your State Health Plan benefits.



SIGN UP TODAY

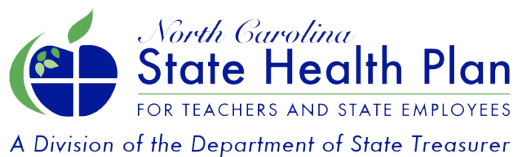


Message Frequency may vary. Message and Data rates may apply.
Reply STOP to cancel.

Eligibility and Enrollment Questions: 855-859-0966

Prescription Questions: 888-321-3124

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



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