

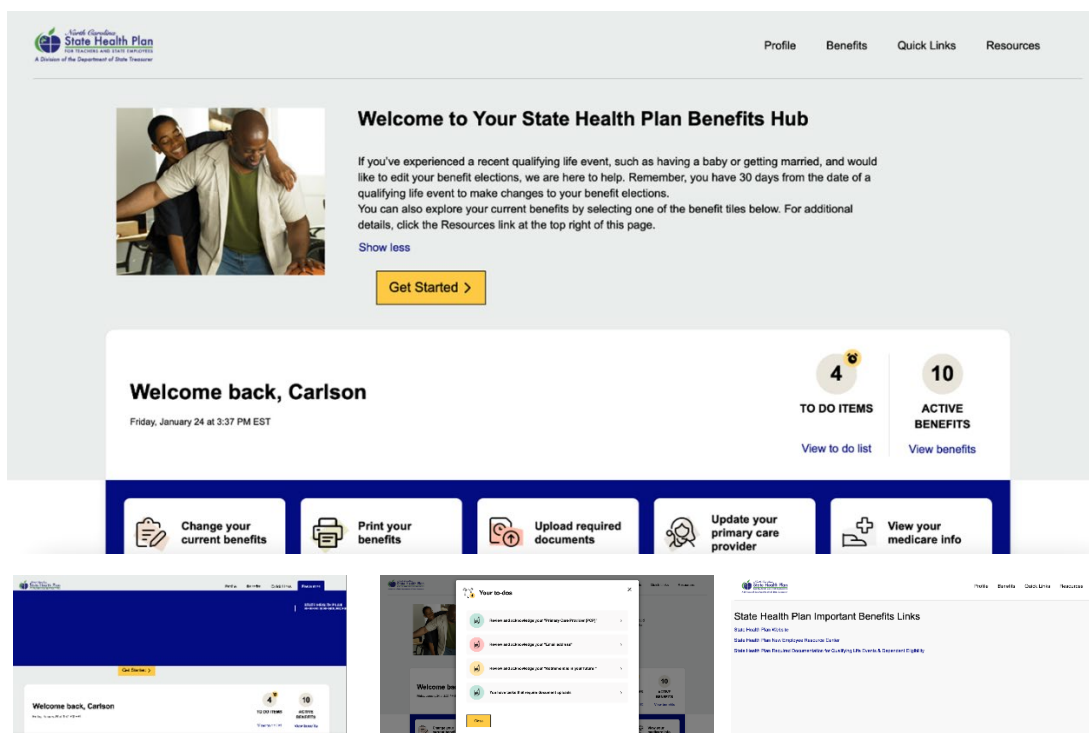
April 2025 Member Focus



eBenefits Updated Look

(All Members)

The next time you log into [eBenefits](#), you might notice it looks a little different! Enhancements have been made to provide a better and more user-friendly experience.



Aetna Overpayment Checks

(Members Enrolled in the 70/30 and 80/20 Plans & HDHP)

Members may receive a check from Aetna for an overpayment. A payment could be provided directly to members, by Aetna, when it is identified that the member paid more than what needed to be collected to the provider at time of service. An Explanation of Benefits “EOB” always accompanies a check that is issued.

Example: A member is having a surgical procedure in an outpatient setting where deductible and coinsurance applies. Some providers will anticipate or estimate the member cost and have them pay up front. If the provider adds that amount to the bill when submitting to Aetna, it will be calculated in the payment to determine if the member is owed money back. Aetna will then reimburse the member directly instead of crediting the provider.

If you have additional questions regarding a check you received, please contact Aetna Health Concierge at 833-690-1037.

Lockbox Address Change

(COBRA and Direct Bill Members)

The address of lockbox for COBRA and Direct Bill members has changed as of April 1st. For those using these services and mailing checks please use the applicable new address.



North Carolina State Health Plan COBRA New Lockbox:
PO BOX 7411743; Chicago, IL 60674-1743

North Carolina State Health Plan Direct Bill New Lockbox:
PO BOX 7411745; Chicago, IL 60674-1745

Non-Payment During Leave of Absence (LOA)

Members who are on LOA that are responsible for the full or partial premium cost and are direct billed by iTEDIUM, must pay the premium by the due date to maintain coverage. If payment is not received, the employee's benefits will be cancelled for Non-Payment. **Members are responsible** for the full or partial premium cost thru the end of the month in which they return to work. They are eligible for group coverage the first of the following month they return to work.

Members that are cancelled for Non-Payment at any point during LOA are ineligible for the "Return from Leave of Absence" QLE. An exception will be required for reinstatement from NPY; if the Plan approves the exception, the employee will be required to pay outstanding premiums up to the first of the month following their return to work. See the Plan's [Rule on Arrears](#).

Join us for a Virtual Lunch!

(Members Enrolled in the 70/30 and 80/20 Plans & HDHP)

Aetna 101: 24-Hour Nurse Line

Join us as State Health Plan staff and Aetna representatives break down the details of Aetna's 24-hour nurse line. This free webinar will be offered **Tues, April 29 and Wed, April 30 at Noon** and will last approx. 30 minutes.



AETNA 101
LUNCH
and
LEARN

[Click here to register →](#)

Webinars for Prospective Retirees

(All Members)

The State Health Plan's 2025 **"Understanding Your Medical Plan Options When You Become Medicare-Eligible"** series continues!

These popular, free webinars are designed for active members who will soon be 65, are already 65 or older, and retirees getting ready to turn 65. Each event lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions.

If you haven't already, register soon, as these events fill quickly! Upcoming webinars are scheduled for **April 22, May 1, May 13, and May 29**. Future webinars in June, July, and August are also scheduled.

[Click here to register →](#)

Eat Smart, Move More, Weigh Less!

(Members Enrolled in the 70/30 and 80/20 Plans & HDHP)

Eat Smart, Move More, Weigh Less is a 15-week weight management program delivered online in real-time by a live Registered Dietitian (RDN). Classes are available during lunch and in the evening, starting the weeks of **May 18 and June 15**.



*Active NC State Health Plan members are eligible to **participate at no cost** with code **GNC2025**.

[Click here to register →](#)

Continue your healthy journey with Eat Smart, Move More, Weigh Less 2. New series begin monthly.

Eat Smart, Move More, Weigh Less 2 is a 12-week program intended for those who have completed the original Eat Smart, Move More, Weigh Less program. Lessons dive deeper into topics such as choosing healthy fats, managing stress, controlling sugar, and more. Classes are held online with a live RDN instructor and can be accessed from a computer or mobile device.



*Active NC State Health Plan members are eligible to **participate at no cost** with code **GNC22025**.

[Click here to register →](#)

**Active NC State Health Plan members can register at no cost. Retirees covered by Humana or Medicare are not eligible for the discount. You will be asked to enter your Aetna subscriber ID# and a claim will be filed for your participation in the program.*

Stay Active, Stay Connected

(Humana Group Members Only)

The **Humana Neighborhood Center®** is a friendly place to connect in-person or online to health and lifestyle classes at no cost to you. Meet new people, learn from our health educators, and take a few fun steps toward your healthiest lifestyle. Everyone is welcome. Join us today!

The Humana Neighborhood Center® offers classes, support and fun:

- In-person classes and events. Connect to services, classes, activities, events and more in your community.
- Book a 1x1 session with a health educator. Get the assistance you need by talking to one of our highly qualified health educators who are here to help you achieve your goals—at no additional cost.
- Get personalized customer service*. Humana members can make a 1-on-1 appointment with one of our Customer Care specialists to ask about their plan and benefits, such as: Getting help with a Humana bill. Confirming if a doctor is in your network. (*Available for Humana members only)
- Check out our no-cost online classes. Learn more about exercise, healthy eating and managing chronic health conditions, such as diabetes and COPD, with live series classes. Explore our online video library of hundreds of classes 24/7.

Visit HumanaNeighborhoodCenter.com for more information, and a calendar of events.

Humana Member Engagement Activities

(Humana Medicare Advantage Plan members)

Make 2025 the best year yet! **Join Humana online and in-person** for events that can help you make the most of your State Health Plan Humana Medicare Advantage Plan. Events are offered through the State Health Plan's Humana Group Medicare Advantage plan at no extra cost to you.

Bringing Humana to You (BH2U) Online

Join us **Tuesday, May 13 at 2:00 pm** to learn how to make the most of your State Health Plan Humana Medicare Advantage Plan. This online seminar is designed for our new members as well as current members who may want a refresher on everything their healthcare plan has to offer. Topics include:

- Humana Medicare Advantage PPO plan
- SilverSneakers® fitness program
- Go365 by Humana®—Humana's wellness and rewards program

You can register online at: <https://your.humana.com/ncshp>

Your Health Minute: April Observances

(All Plan Members)

Stress Awareness Month

Take a moment to prioritize yourself and your well-being. Stress is a natural part of life, but if left unchecked, it can impact your mental, emotional, and physical health. The good news? Small, consistent steps toward stress management can lead to lasting benefits. Here are some practical tips to help you create a healthier, more balanced lifestyle!

- **Move More, Stress Less** – Take a walk or get active to lift your mood.
- **Breathe Deeply** to invite calm and clarity into your day.
- **Celebrate Small Wins** – tidy up, finish a task, or enjoy a quick hobby.
- Step away from computer, TV, and mobile screens to **Recharge & Refocus** your mind.
- **Practice Mindfulness** to build resilience and find balance.
- **Be Kind to Yourself** – treat yourself with the compassion you give others.
- **Prioritize Sleep** – it's your secret weapon against stress and fatigue.
- **Stay Connected** – reach out to loved ones or a therapist for support.

Visit the [Behavioral Health Resource Center](#) to see how the State Health Plan supports you in your healthcare journey.

National Donate Life Month honors living organ and tissue donors for saving and healing lives! Anyone of any age and with any medical condition can register their decision to give the gift of life.

- Every 9 minutes another person is added to the national waiting list.
- 17 people die each day waiting for an organ transplant.
- 1 donor can heal up to 75 lives through eye & tissue donation.
- More than 3,000 North Carolinians are waiting for a lifesaving organ transplant.

Every donation brings hope and transforms lives! Visit www.honorbridge.org for more information on sharing the gift of life. Register to become an organ donor at: www.donatelife.net

Connect with us on **facebook**



Follow us on **Instagram**



Agrodolce Zucchini
and Chicken Pasta

GET THE RECIPE! >



Healthy Ways to
Cope with Stress

LEARN MORE! >



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Eligibility and Enrollment Questions: 855-859-0966

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

