

# DST POLICIES AND PROCEDURES

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<b>DST Reference:</b>	<b>SHP-PRO-7001-SHP</b>
<b>Title:</b>	<b>Procedure to Request Benefit Changes</b>
<b>Chapter:</b>	<b>SHP Board of Trustees</b>
<b>Current Effective Date:</b>	<b>March 18, 2021</b>
<b>Original Effective Date:</b>	<b>November 6, 2013</b>

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**Applies to:** NC Department of State Treasurer – SHP Division

**Keywords:** Board of Trustees, benefits, coverage, presentation, meeting, changes

## Purpose

The purpose of this procedure is to provide a process for the public to communicate with the Board of Trustees of the State Health Plan for Teachers and State Employees (“the Board”) regarding requests for changes to member benefits coverage. This procedure is specifically targeted towards groups, members or individuals that may represent the interest of certain segments of State Health Plan membership as it relates to their health and health care.

## Procedure

In fulfilling the State Health Plan’s mission to improve the health and health care of North Carolina teachers, state employees, retirees, and their dependents, this procedure establishes a means by which members, individuals or groups can propose changes in benefits coverage to the Board. Time will be reserved at each Board meeting for public comment. Such time may be limited by the Chairperson.

## Implementation

- Individuals, members, or groups wishing to request changes to benefits must sign up for the public comment period prior to the start of the Board meeting.
- If the Board meeting is hosted in person and open for public attendance, then a sign-up sheet will be available prior to the start of the meeting to request to present to the Board.
- If the Board meeting is hosted virtually, in whole or in part, then requests to present public comment must be received at least three State business days prior to the Board meeting via email to the Plan’s Executive Administrator at [Lorraine.Munk@nctreasurer.com](mailto:Lorraine.Munk@nctreasurer.com).
- Requests submitted to the Board for consideration in no way obligates the Chairperson to allow the requestor to address the Board, nor is the Board obligated to take any action pursuant to the request.
- If allowed to present, individuals, members or groups who have registered to speak during the public comment period will come before the Board, at the designated time, to state their requested change or public comment.

## Enforcement

The Executive Administrator of the State Health Plan shall have the authority to interpret and apply this procedure. This procedure may be modified at any time.

## Related Statutes, Rules, and Policies

Bylaws for the North Carolina State Health Plan Board of Trustees.

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## Revision/Review History

Version	Date Approved	Description of Changes
1.0	11/6/13	Initial Procedure
1.1	4/7/2017	Technical Changes, updated mailing address, removed references to prior calendar years in appendix
1.2	4/26/2018	Technical changes – designated contact point change.
2.0	3/18/2021	Updated policy to reflect revised Board Bylaws, added language accommodating virtual meetings; removed Appendix A

*For questions or clarification on any of the information contained in this policy, please contact the procedure owner or designated contact point: [Senior Director, Plan Integration Caroline.Smart@nctreasurer.com](mailto:Senior_Director_Plan_Integration_Caroline.Smart@nctreasurer.com). For general questions about department-wide policies and procedures, contact the [DST Policy Coordinator](#).*