

Your **NORTH CAROLINA** **STATE HEALTH PLAN**

2022 OPEN ENROLLMENT DECISION GUIDE

OCTOBER 11-29, 2021



"As State Treasurer, I'm honored to work on your behalf to lower health care costs for people that teach, protect and otherwise serve the state of North Carolina. In 2022, we will continue to fight to get rid of secret health care contracts to protect the State Health Plan's financial future and promote quality and affordable health care through our Clear Pricing Project.

I'm pleased that we have frozen premiums for the fourth year in a row! With your help, we will continue to fight for lower costs, transparency, higher quality and access to health care. I encourage you to review your options in this Decision Guide and take action."

Dale R. Folwell, CPA • State Treasurer

Open Enrollment is the time to review your current coverage and decide which health plan option best meets your needs for the upcoming benefit year.

IMPORTANT HIGHLIGHTS ABOUT YOUR 2022 BENEFITS

- **No premium** increases for the 4th year in a row!
- Members who select a **Clear Pricing Project Provider** as their Primary Care Provider will continue to enjoy a **\$0 copay!**
- Members will continue to enjoy a reduced copay when visiting a Clear Pricing Project Specialist!
- Preferred and non-preferred insulin continues to have a **\$0 copay for a 30-day supply!**
- In-network Preventive Services remain covered at **100% – no copay or deductible – on either plan!**

The choices you make during Open Enrollment are for benefits that will be effective from January 1, 2022, through December 31, 2022. Once you choose your benefit plan, you may not elect to switch plans until the next Open Enrollment period. The coverage type you select (for example, employee-only) will remain in effect until the next benefit year, unless you experience a qualifying life event. A list of qualifying life events is included in your Benefit Booklet, available on the State Health Plan website at www.shpnc.org.

ACTION REQUIRED! All members will be automatically enrolled in the 70/30 PPO Plan, which will have an \$85 employee-only premium. You can reduce this premium by \$60 to a \$25 employee-only premium by completing the tobacco attestation.

Members who wish to enroll in the 80/20 PPO Plan or who wish to reduce their monthly premium in either the 80/20 PPO Plan or the 70/30 PPO Plan by completing the tobacco attestation will need to **TAKE ACTION** during Open Enrollment.



A Look at Your 2022 Options

For 2022, the State Health Plan will continue to offer two Preferred Provider Organization (PPO) plans administered through Blue Cross and Blue Shield of North Carolina (Blue Cross NC). As a reminder, Blue Cross NC is the Plan's third-party administrator for the North Carolina State Health Plan Network. They process medical claims and offer a provider network, but taxpayers like you pay for your coverage.

THE 80/20 PPO PLAN

- The 80/20 Plan is a PPO plan where you pay 20% coinsurance for eligible in-network services after you meet your deductible. For some services (i.e., office visits, urgent care or emergency room visits), you pay a copay.
- The 80/20 PPO Plan has a combined medical and pharmacy out-of-pocket maximum, which totals \$4,890 (in-network/subscriber-only coverage). This means that once you reach this amount, your Plan benefit will pick up 100% of covered in-network expenses for the rest of the benefit year.
- Preventive services performed by an in-network provider are covered at 100%. This means that for your annual physical or preventive screenings, like a colonoscopy, **THERE WILL BE NO COPAY!**

THE 70/30 PPO PLAN

- The 70/30 Plan is a PPO plan where you pay 30% coinsurance for eligible in-network expenses after you meet your deductible. For some services (i.e., office visits, urgent care or emergency room visits), you pay a copay.
- The 70/30 PPO Plan has a combined medical and pharmacy out-of-pocket maximum, which totals \$5,900 (in-network/subscriber-only coverage). This means that once you reach this amount, your Plan benefit will pick up 100% of in-network covered expenses for the rest of the benefit year.
- Preventive services performed by an in-network provider are covered at 100%! This means that for your next annual physical or preventive screenings, like a colonoscopy, **THERE WILL BE NO COPAY!**

Both plans allow you the flexibility to visit providers — in- or out-of-network — and receive benefits; however, you pay less when you visit an in-network provider. Don't forget the savings you could see when you visit a Clear Pricing Project (CPP) provider! See more details on the following pages.

There are no significant benefit changes for 2022. 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 that you will have changes in your prescription coverage in 2022.

ID CARD UPDATE: Regardless of the action you take during Open Enrollment, ALL members will receive a new State Health Plan ID card prior to January 1, 2022. Due to a system update, your 2021 ID card **WILL NOT** work after December 31, 2021, so it is imperative that you destroy your 2021 ID card and begin using your **NEW** card beginning January 1, 2022.

Provider Type	CPP	Non CPP
Selected PCP*	\$0	\$30
Phys/Occu/Spch Therapy/Chiro	\$36	\$72
Specialist	\$47	\$94
Behavioral Health	\$0	\$45
Urgent Care	\$100	
ER	\$337 + Ded & 30%	

Other Info	INN	OON
Ind Deductible	\$1,500	\$3,000
Ind OOP Max	\$5,900	\$11,800
Family Deductible	\$4,500	\$9,000
Family OOP Max	\$16,300	\$32,600

* If PCP not selected, in-network copay \$45
 CPP: Clear Pricing Project
 INN: In-network/OON: Out-of-network
 OOP: Out-of-pocket

Subscriber: JOHN A SAMPLE 01
 Member:
 Subscriber ID: **SMPL0001**
 Your Group: _____
 Date issued: **01/01/2021** Group No: **SR1009**
 RXBIN: **000000** RXPCN: **000** RXGRP: **000000**
 Primary Care Provider (PCP)
 Dr. PCP
 123 Anywhere Street
 123-456-7890
NC SHP Network 70/30 Plan
 Paid for by YOU and other NC Taxpayers

Clear Pricing Project Cost Savings!

As a State Health Plan member, you have access to the North Carolina State Health Plan Network, which is made up of providers who signed up for the Plan’s Clear Pricing Project (CPP), and Blue Cross NC’s Blue Options network. CPP providers have agreed to make health care more affordable and transparent. The Plan will continue to offer visits with no copay or significant copay reductions for members who visit a CPP provider in 2022.

The screenshot shows the BlueCross BlueShield of North Carolina website interface. At the top, there's a search bar with 'All Primary Care Providers' entered. Below the search bar, there are several filter tabs: 'All Specialties', 'All Tiers/Designations', 'All People & Places', 'All Genders', 'All Patient Ratings', 'Blue Quality Programs', and 'More Filters'. A 'VIEW ONLY' button and a checkbox for 'Accepting New Patients' are visible. The main content area shows a provider profile for 'Kids First Pediatrics Of Raleigh Pllc'. A green callout box with a white border points to a 'Clear Pricing Project Provider' badge on the provider's profile, with the text: 'To locate a CPP provider, visit the Plan’s website at www.shpnc.org and click “Find a Doctor.” Then look for “Clear Pricing Project Provider” next to a provider’s name. Compare the difference and check out the savings!’

CLEAR PRICING PROJECT PROVIDER COPAY COMPARISON CHART

PROVIDER	80/20 PPO PLAN	70/30 PPO PLAN
Primary Care Provider (PCP)	CPP PCP on ID card \$0 Non-CPP PCP on ID card \$10 Other PCP \$25	CPP PCP on ID card \$0 Non-CPP PCP on ID card \$30 Other PCP \$45
Behavioral Health Provider	CPP Providers \$0 Non-CPP Provider \$25	CPP Providers \$0 Non-CPP Provider \$45
Specialist	CPP Specialists \$40 Non-CPP Specialists \$80	CPP Specialists \$47 Non-CPP Specialists \$94
Speech, Occupational, Chiropractor and Physical Therapy	CPP Providers \$26 Non-CPP Providers \$52	CPP Providers \$36 Non-CPP Providers \$72

2022 State Health Plan Comparison

WHAT YOU PAY				
PLAN DESIGN FEATURES	80/20 PPO PLAN		70/30 PPO PLAN	
	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK
Annual Deductible	\$1,250 Individual \$3,750 Family	\$2,500 Individual \$7,500 Family	\$1,500 Individual \$4,500 Family	\$3,000 Individual \$9,000 Family
Coinsurance	20% of eligible expenses after deductible is met	40% of eligible expenses after deductible is met and the difference between the allowed amount and the charge	30% of eligible expenses after deductible is met	50% of eligible expenses after deductible is met and the difference between the allowed amount and the charge
Out-of-Pocket Maximum (Combined Medical and Pharmacy)	\$4,890 Individual \$14,670 Family	\$9,780 Individual \$29,340 Family	\$5,900 Individual \$16,300 Family	\$11,800 Individual \$32,600 Family
Preventive Services	\$0 (covered by the Plan at 100%)	N/A	\$0 (covered by the Plan at 100%)	N/A
Office Visits	CPP PCP on ID card \$0 Non-CPP PCP on ID card \$10 Other PCP \$25	40% after deductible is met	CPP PCP on ID card \$0 Non-CPP PCP on ID card \$30 Other PCP \$45	50% after deductible is met
Specialist Visits	CPP Specialist \$40 Other Specialists \$80	40% after deductible is met	CPP Specialist \$47 Other Specialists \$94	50% after deductible is met
Speech, Occupational, Chiro & Phys. Therapy	CPP Provider \$26 Other Provider \$52	40% after deductible is met	CPP Provider \$36 Other Provider \$72	50% after deductible is met
Urgent Care	\$70		\$100	
Emergency Room (Copay waived w/ admission or observation stay)	\$300 copay, then 20% after deductible is met		\$337 copay, then 30% after deductible is met	
Inpatient Hospital	\$300 copay, then 20% after deductible is met	\$300 copay, then 40% after deductible is met	\$337 copay, then 30% after deductible is met	\$337 copay, then 50% after deductible is met
Tier 1 (Generic)	\$5 copay per 30-day supply		\$16 copay per 30-day supply	
Tier 2 (Preferred Brand & High-Cost Generic)	\$30 copay per 30-day supply		\$47 copay per 30-day supply	
Tier 3 (Non-preferred Brand)	Deductible/coinsurance		Deductible/coinsurance	
Tier 4 (Low-Cost Generic Specialty)	\$100 copay per 30-day supply		\$200 copay per 30-day supply	
Tier 5 (Preferred Specialty)	\$250 copay per 30-day supply		\$350 copay per 30-day supply	
Tier 6 (Non-preferred Specialty)	Deductible/coinsurance		Deductible/coinsurance	
Preferred Blood Glucose Meters (BGM) and Supplies*	\$5 copay per 30-day supply		\$10 copay per 30-day supply	
Preferred and Non-Preferred Insulin	\$0 copay per 30-day supply		\$0 copay per 30-day supply	
Preventive Medications	\$0 (covered by the Plan at 100%)		\$0 (covered by the Plan at 100%)	

PCP: Primary Care Provider *This does not include Continuous Glucose Monitoring Systems or associated supplies. Preferred Continuous Glucose Monitoring Systems and associated supplies are considered a Tier 2 member copay.

Understanding Your Pharmacy Coverage

The State Health Plan (Plan) utilizes a custom, closed formulary (drug list). The formulary indicates which drugs are not covered by the Plan. All drugs that are on the formulary are grouped into tiers. Your medication's tier and plan determine your portion of the drug cost.

A formulary exclusion exception process is available for Plan members who, per their provider, have a medical necessity to remain on an excluded, or non-covered, medication. If a member's exception request is approved for an excluded drug, that drug will be placed on Tier 3 or Tier 6 and will be subject to the applicable cost share.

Once you meet your deductible, you will be responsible for the coinsurance amount until you reach your out-of-pocket maximum. Medications that are subject to coinsurance in most cases will result in higher out-of-pocket costs to members. You are encouraged to speak with your provider about generic medication options, which may save you money!

IMPORTANT NOTE ON TIER 3 & TIER 6 MEDICATIONS

On both plans, Tier 3 and Tier 6 non-preferred medications do not have a defined copay but are subject to your specific plan's deductible/coinsurance. This means that you will have to pay the full cost of the medication until you meet your deductible.

PHARMACY BENEFIT RESOURCES

These tools include information based on the 2021 formulary and are subject to change prior to January 1, 2022.

- **Drug Lookup Tool:** an online tool that allows you to search for a medication to determine if it is a covered drug and get an estimated out-of-pocket cost.
- **Preferred Drug List:** a list of preferred medications, noting which drugs require prior approval.
- **Comprehensive Formulary List:** a complete list of covered medications and their tier placement.
- **Preventive Medication List (70/30 and 80/20 PPO Plans):** medications on this list are covered at 100%, which means there is no out-of-pocket cost to you.
- **Specialty Drug List:** a complete list of all medications available through CVS Specialty. The formulary or drug list is updated throughout the year, on a quarterly basis; so, there is always a possibility that the coverage status of your medication(s) could change, which may affect your out-of-pocket costs.
- **The Plan's Pharmacy Benefit Manager, CVS Caremark,** is another valuable resource as you navigate through your decisions. CVS Customer Service can be reached at 888-321-3124, or you can log in to your own account at www.caremark.com. Remember to always discuss your prescription options with your health care provider to find the most cost-effective therapy.

Your Monthly Premiums

TOBACCO ATTESTATION PREMIUM REDUCTION

2022 MONTHLY PREMIUMS

For the 4th year in a row, **there are no premium increases!** The monthly premiums listed apply only to Active subscribers. Monthly premiums for all members can be found on the Plan's website at www.shpnc.org.

2022 MONTHLY PREMIUM RATES*		
	80/20 PPO PLAN	70/30 PPO PLAN
Subscriber Only	\$50	\$25
Subscriber + Child(ren)	\$305	\$218
Subscriber + Spouse	\$700	\$590
Subscriber + Family	\$720	\$598

*Assumes completion of tobacco attestation.

TOBACCO ATTESTATION REMINDERS:

- Tobacco users can attend a tobacco cessation counseling session at a CVS MinuteClinic or a Primary Care Provider's (PCP) office for FREE to receive a lower premium for 2022! You have until November 30, 2021, to complete a counseling session.
- Remember, this action is **ONLY** for tobacco users who want to reduce their monthly premium by \$60 per month in 2022 (the premium credit only applies to the employee-only premium). If you are **NOT** a tobacco user, you will simply need to complete an attestation online during Open Enrollment to receive the premium credit.
- If you combine your tobacco cessation visit with another service, there may be a copay.
- Since members can see a PCP for the tobacco cessation counseling session, waivers are not given to members who live more than 25 miles away from a CVS MinuteClinic.
- Even if you completed the tobacco attestation during last year's Open Enrollment, you **must** make a new attestation during this year's Open Enrollment period to receive the \$60 premium credit for the 2022 Plan benefit year.
- After you visit a CVS MinuteClinic or a PCP for your tobacco cessation session, the provider will submit a claim on your behalf. To ensure you receive credit for your visit, you should upload your office visit summary to the "Document Center" located in eBenefits, the Plan's enrollment system. Make sure to request a copy of your visit summary during your counseling session.

Subscriber-Only Monthly Premium	80/20 PPO PLAN	70/30 PPO PLAN
	\$110	\$85
* Attest to being a non-tobacco user or agree to visit a Primary Care Provider or CVS MinuteClinic (by Nov. 30, 2021) for at least one cessation counseling session to earn a monthly premium credit of \$60.	-\$60	-\$60
Total Monthly Subscriber-Only Premium (With Credit)	\$50	\$25

Open Enrollment To Do List

- ✔ Visit www.shpnc.org for more information about your 2022 benefits. Utilize the resources to assist you with your decision making. You'll find a plan comparison, rate sheets, videos and Benefit Booklets.
- ✔ Participate in a webinar regarding Open Enrollment. These webinars will review your 2022 options and offer the opportunity to ask questions. Reserve your spot by visiting www.shpnc.org.
- ✔ When you're ready to enroll or change your plan, starting October 11, 2021, visit www.shpnc.org and click eBenefits.
- ✔ Log into the eBenefits system. You may be required to create an account if you are a first-time user.
- ✔ Review your dependent information and make changes, if needed. If you are adding a new dependent, you will need to provide Social Security numbers and will be prompted to upload required documentation.
- ✔ Elect your plan: 80/20 PPO Plan or 70/30 PPO Plan.
- ✔ Complete the tobacco attestation to reduce your monthly premium.
- ✔ Make sure your Primary Care Provider information is up to date. Remember you can save even more by selecting a Clear Pricing Project PCP!
- ✔ Review the benefits you've selected. If you are OK with your elections, you will be prompted to **SAVE** your enrollment.
- ✔ After you have made your choices, and they are displayed for you to review and print, you **MUST** scroll down to the bottom and click **SAVE** or your choices will not be recorded!
- ✔ Print your confirmation statement for your records.

OPEN ENROLLMENT WEBINARS

These are brief webinars designed to ensure you understand your health plan options for 2022. Visit www.shpnc.org to register for a date and time that is convenient to you!

WEBINAR DATES	WEBINAR TIMES
September 23	12:30 p.m. & 4 p.m.
September 28	10 a.m. & 4 p.m.
October 4	11:30 a.m. & 4 p.m.
October 8	2 p.m.
October 14	12 p.m.
October 18	12:30 p.m. & 4 p.m.
October 21	10:30 a.m.
October 25	4 p.m.

HEALTH & WELLNESS RESOURCES

The State Health Plan continues to offer telephonic coaching for disease and case management for members with the following conditions: chronic obstructive pulmonary disease (COPD), congestive heart failure, coronary artery disease, diabetes, asthma, cerebrovascular disease, and peripheral artery disease.

Case management is also provided for members with complex health care needs and with conditions such as chronic and end stage renal disease. If you are eligible for these services, you will receive notification.

Forgot Password for eBenefits? For members that log in directly to eBenefits (not through an employer portal) you can reset your password yourself and **DO NOT** need to call the Eligibility and Enrollment Support Center to reset your password.

If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead, you have the option to reset your password. Simply click "Reset your account" on the log-in page, and then click "I can't remember my password." From there, you will be prompted to a screen that will ask you to enter your username, so a passcode can be sent to the email address you have in eBenefits.

Get Connected with BlueConnect

State Health Plan subscribers have access to BlueConnect, a secure online resource to help you manage your health plan and maximize your benefits. With BlueConnect, registered users can complete a variety of self-service tasks online, 24 hours a day, without ever picking up the phone.

- Find a provider and read provider reviews
- View your claim status and where you are in meeting your deductible
- View your Health Care Summary Report
- Order new ID cards
- Medical Estimator Cost Tool
- View your Explanation of Benefits (EOB), to understand the details of your claims
- Research health and wellness topics to help you make more informed health care decisions
- Register for Blue365® Discount Program, which includes:
 - Gym memberships and fitness gear
 - Vision and hearing care
 - Weight loss and nutrition programs
 - Travel and family activities
 - Mind/body wellness tools and resources
 - Financial tools and programs

To Access BlueConnect: Visit the State Health Plan's website at www.shpnc.org and click eBenefits to log into eBenefits, the Plan's enrollment system. Once you're logged into eBenefits, you will see a BlueConnect Quick Link on the left menu.

REMEMBER: ACTION REQUIRED!

All members will be automatically enrolled in the 70/30 PPO Plan, which will have an \$85 employee-only premium. You can reduce this premium by \$60 to a \$25 employee-only premium by completing the tobacco attestation. Members who wish to enroll in the 80/20 PPO Plan or who wish to reduce their monthly premium in either the 80/20 Plan or the 70/30 PPO Plan by completing the tobacco attestation will need to **TAKE ACTION** during Open Enrollment, October 11-29, 2021.

**DON'T WAIT UNTIL THE LAST MINUTE!
TAKE ACTION BEGINNING OCTOBER 11!**

Eligibility and Enrollment Support Center: 855-859-0966

During Open Enrollment, the Eligibility and Enrollment Support Center will offer extended hours.

Monday–Friday: 8 a.m.–10 p.m., Saturdays: 8 a.m.–5 p.m.

STAY IN TOUCH

Don't miss out on State Health Plan information! We have several ways you can stay informed!



Follow us on Facebook
facebook.com/SHPNC/



TEXT "Join" to 76971 to receive State Health Plan general information via text



Sign up for Member Focus, the State Health Plan's monthly e-newsletter



Legal Notices

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Original Effective Date: April 14th, 2003

Revised Effective Date: June 10, 2021

Introduction

A federal law, the Health Insurance Portability and Accountability Act (HIPAA), requires that we protect the privacy of identifiable health information that is created or received by or on behalf of the Plan. This notice describes the obligations of the Plan under HIPAA, how medical information about you may be used and disclosed, your rights under the privacy provisions of HIPAA, and how you can get access to this information. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your health and claims records
- Correct your health and claims records
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information if we:

- Answer coverage questions from your family and friends
- Provide disaster relief
- Market our services or sell your information

Our Uses and Disclosures

We may use and share your information as we:

- Help manage the health care treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you. Get a copy of health and claims records.

- You can ask to see or get a copy of your

health and claims records and other health information we have about you. Ask us how to do this.

- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- Ask us to correct health and claims records
- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.
- Request confidential communications
- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will consider all reasonable requests, and must say "yes" if you tell us you would be in danger if we do not.
- Ask us to limit what we use or share
- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say "no" if it would affect your care.
- Get a list of those with whom we've shared information
- You can ask for a list (accounting) of the times we've shared your health information (including medical records, billing records, and any other records used to make decisions regarding your health care benefits) for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except: (1) disclosures for purposes of treatment, payment, or health care operations; (2) disclosures made to you; (3) disclosures made pursuant to your authorization; (4) disclosures made to friends or family in your presence or because of an emergency; (5) disclosures for national security purposes; and (6) disclosures incidental to otherwise permissible disclosures.
- To request an accounting, you must submit a written request to the Privacy Contact identified in this Notice. Your request must state a time period of no longer than six (6) years.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter

to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling **1-877-696-6775**, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you

have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
 - Share information in a disaster relief situation
- If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*
- In these cases we never share your information unless you give us written permission:
- Marketing purposes, including when you provide your mobile phone number for the express purpose of enrolling in the Plan's texting program. See "SMS Texting Terms and Conditions" for details.
 - Sale of your information

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Help manage the health care treatment you receive

We can use your health information and share it with professionals who are treating you.

Example: The Plan may disclose your health information so that your doctors, pharmacies, hospitals, and other health care providers may provide you with medical treatment.

Run our organization

We can use and disclose your information to run our organization (healthcare operations), improve the quality of care we provide, reduce healthcare costs, and contact you when necessary.

Example: The Plan may use and disclose your information to determine the budget for the following year, or to set premiums.

We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

Example: We use health information about you to develop better services for you.

Pay for your health services

We can use and disclose your health information as we pay for your health services.

Example: We share information about you with CVS Caremark to coordinate payment for your prescriptions.

Administer your plan

We may disclose your health information

to your health plan sponsor for plan administration.

Example: Your employer's Health Benefit Representative is provided information to help you understand your health benefits, and help make sure you are enrolled.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research. Research done using Plan information must go through a special review process. We will not use or disclose your information unless we have your authorization, or we have determined that your privacy is protected.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests and work with a medical examiner or funeral director

- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Other Uses and Disclosures

Some uses and disclosures of your will be made only with your written authorization. For example, your written authorization is required in the following instances: (i) any use or disclosure of psychotherapy notes, except as otherwise permitted in 45 C.F.R. 164.508(a)(2); (ii) any use or

disclosure for "marketing," except as otherwise permitted in 45 C.F.R. 164.508(a)(3); (iii) any disclosure which constitutes a sale of PHI. If you authorize the Plan to use or disclose your PHI, you may revoke the authorization at any time in writing. However, your revocation will only stop future uses and disclosures that are made after the Plan receive your revocation. It will not have any effect on the prior uses and disclosures of your PHI.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

The Plan has the right to change this notice at any time. The Plan also has the right to make the revised or changed notice effective for medical information the Plan already has about you as well, as any information received in the future. The Plan will post a copy of the current notice at www.shpnc.org. You may request a copy by calling **919-814-4400**.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with the Plan or with the Secretary of the Department of Health and Human Services. You will not be penalized or retaliated against for filing a complaint.

To file a complaint with the Plan, contact the Privacy Contact identified in this Notice.

To file a complaint with the Secretary of the Department of Health and Human Services Office for Civil rights use this contact information:

U.S. Department of Health and Human Services

200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

File complaint electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Privacy Contact

The Privacy Contact at the Plan is:

State Health Plan
Attention: HIPAA Privacy Officer
3200 Atlantic Avenue Raleigh, NC 27604
919-814-4400

Enrollment in the Flexible Benefit Plan (under IRS Section 125) for the State Health Plan

Your health benefit coverage can only be changed (dependents added or dropped) during

the Open Enrollment period or following a qualifying life event. These events include, but are not limited to the following:

- Your marital status changes due to marriage, death of spouse, divorce, legal separation, or annulment.
- You increase or decrease the number of your eligible dependents due to birth, adoption, placement for adoption, or death of the dependent.
- You, your spouse, or your eligible dependent experiences an employment status change that results in the loss or gain of group health coverage.
- You, your spouse, or your dependents become entitled to Medicare, or Medicaid.
- Your dependent ceases to be an eligible dependent (e.g., the dependent child reaches age 26).
- You, your spouse, or your dependents commence or return from an unpaid leave of absence such as Family and Medical Leave or military leave.
- You receive a qualified medical child support order (as determined by the plan administrator) that requires the plan to provide coverage for your children.
- If you or your dependents change your country of permanent residence by moving to or from the United States, you or your dependents will have 30 days from the date of entering or exiting the United States to change your health benefit plan election.
- If you, your spouse or dependents experience a cost or coverage change under another group health plan for which an election change was permitted, you may make a corresponding election change under the Flex Plan (e.g., your spouse's employer significantly increases the cost of coverage and as a result, allows the spouse to change his/her election).
- If you change employment status such that you are no longer expected to average 30 hours of service per week but you do not lose eligibility for coverage under the State Health Plan (e.g., you are in a stability period during which you qualify as full time), you may still revoke your election provided that you certify that you have or will enroll yourself (and any other covered family members) in other coverage providing minimum essential coverage (e.g., the marketplace) that is effective no later than the first day of the second month following the month that includes the date the original coverage is revoked.
- You may prospectively revoke your State Health Plan election if you certify your intent to enroll yourself and any covered dependents in the marketplace for coverage that is effective beginning no later than the day immediately following the last day of the original coverage that is revoked.
- You or your children lose eligibility under Medicaid or a state Children's Health Insurance Program. In this case you must request enrollment within 60 days of losing eligibility.
- If you, your spouse or your dependent loses eligibility for coverage (as defined by HIPAA) under any group health plan or health insurance coverage (e.g., coverage in the individual market, including the marketplace), you may change your participation election.

In addition, even if you have one of these events, your election change must be “consistent” with the event, as defined by the IRS. Consequently, the election change that you desire may not be permitted if not consistent with the event as determined by IRS rules and regulations. When one of these events occurs, you must complete your request through your online enrollment system within 30 days of the event (except as described above). If you do not process the request within 30 days, you must wait until the next Open Enrollment to make the coverage change.

Notice of HIPAA Special Enrollment Rights

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing towards your or your dependents’ other coverage). However, you must request enrollment within 30 days after your or your dependents’ other coverage ends (or after the employer stops contributing toward the other coverage).

If you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents. However, you must request enrollment within 30 days after the marriage, birth, adoption, or placement for adoption. If you decline enrollment for yourself or for an eligible dependent (including your spouse) while Medicaid coverage or coverage under a state children’s health insurance program is in effect, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage. However, you must request enrollment within 60 days after your or your dependents’ coverage ends under Medicaid or a state children’s health insurance program. If you or your dependents (including your spouse) become eligible for a state premium assistance subsidy from Medicaid or through a state children’s health insurance program with respect to coverage under this plan, you may be able to enroll yourself and your dependents in this plan. However, you must request enrollment within 60 days after your or your dependents’ determination of eligibility for assistance.

To request special enrollment or obtain more information, contact the Eligibility and Enrollment Support Center at **855-859-0966**.

Notice Regarding Mastectomy- Related Services

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women’s Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy- related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance;

- Prostheses; and
 - Treatment of physical complications of the mastectomy, including lymphedema.
- These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under your elected plan.

Notice of Patient Protections for Non-Grandfathered Plans

The following notice applies to plans offered by the North Carolina State Health Plan for Teachers and State Employees (“the Plan”) that are not considered to be a “grandfathered health plan” under the Patient Protection and Affordable Care Act. The Plan generally allows the designation of a primary care provider. You have the right to designate any primary care provider who participates in our network and who is available to accept you or your family members. For children, you may designate a pediatrician as the primary care provider. For information on how to select a primary care provider, and for a list of the participating primary care providers, contact Customer Service.

You do not need prior authorization from the Plan or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact Customer Service.

Notice Regarding Availability of Health Insurance Marketplace Coverage Options (Employer Exchange Notice)

To assist you as you evaluate options for you and your family, this notice provides basic information about the Health Insurance Marketplace (“Marketplace”). The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers “one-stop shopping” to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium. You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn’t meet certain standards. The savings on your premium that you are eligible for depends on your household income. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer’s health plan. However, you may be eligible for a tax credit that lowers your monthly premium, or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the

coverage your employer provides does not meet the “minimum value” standard set by the Affordable Care Act, you may be eligible for a tax credit. An employer-sponsored health plan meets the “minimum value standard” if the plan’s share of the total allowed benefit costs covered by the plan is no less than 60% of such costs. It is important to note, if you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution to the employer- offered coverage. Also, this employer contribution, as well as your employee contribution to employer- offered coverage, is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis. For more information about your coverage offered by your employer, please review the summary plan description or contact Customer Service. The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit **HealthCare.gov** for more information, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

Notice Regarding Your Rights and Protections Against Surprise Medical Bills
When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn’t in your health plan’s network. “Out-of-network” describes providers and facilities that haven’t signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called “balance billing.” This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit. “Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider

You are protected from balance billing for: Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan’s in-network cost-sharing amount (such as copayments and coinsurance). You can’t be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written

consent and give up your protections not to be balanced billed for these post-stabilization services.

Certain services at an in-network hospital or ambulatory surgical center

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can't** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other services at these in-network facilities, out-of-network providers can't balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get care out-of-network. You can choose a provider or facility in your plan's network.

When balance billing isn't allowed, you also have the following protections:

- You are only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay out-of-network providers and facilities directly.
- Your health plan generally must:
 - o Cover emergency services without

requiring you to get approval for services in advance (prior authorization).

- o Cover emergency services by out-of-network providers.
- o Base what you owe the provider or facility (cost-sharing) on what it would pay an in network provider or facility and show that amount in your explanation of benefits.
- o Count any amount you pay for emergency services or out-of-network services toward your deductible and out-of-pocket limit.

If you believe you've been wrongly billed, you may contact the U.S. Department of Health and Human Services regarding enforcement of federal balance or surprise billing protection laws and the North Carolina Department of Insurance regarding enforcement of North Carolina balance or surprise billing protection laws (Phone: **855-408-1212**; Address: 325 N. Salisbury Street, Raleigh, NC 27603).

Visit hhs.gov for more information about your rights under federal law.

Visit ncdoi.gov for more information about your rights under North Carolina law.

Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be

eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit www.healthcare.gov.

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial **1-877-KIDS NOW** or www.insurekidsnow.gov to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and **you must request coverage within 60 days of being determined eligible for premium assistance**. If you have questions about enrolling in your employer plan, contact the Department of Labor at www.askebsa.dol.gov or call **1-866-444-EBSA (3272)**.

If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of July 31, 2021. Contact your State for more information on eligibility.

ALABAMA – Medicaid	CALIFORNIA – Medicaid
Website: http://myalhipp.com/ Phone: 1-855-692-5447	Website: Health Insurance Premium Payment (HIPP) Program http://dhcs.ca.gov/hipp Phone: 916-445-8322 Email: hipp@dhcs.ca.gov
ALASKA – Medicaid	COLORADO – Health First Colorado (Colorado's Medicaid Program) & Child Health Plan Plus (CHP+)
The AK Health Insurance Premium Payment Program Website: http://myakhipp.com/ Phone: 1-866-251-4861 Email: CustomerService@MyAKHIPP.com Medicaid Eligibility: http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx	Health First Colorado Website: https://www.healthfirstcolorado.com/ Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711 CHP+: https://www.colorado.gov/pacific/hcpf/child-health-plan-plus CHP+ Customer Service: 1-800-359-1991/ State Relay 711 Health Insurance Buy-In Program (HIBI): https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program HIBI Customer Service: 1-855-692-6442
ARKANSAS – Medicaid	FLORIDA – Medicaid
Website: http://myarhipp.com/ Phone: 1-855-MyARHIPP (855-692-7447)	Website: https://www.flmedicaidprecovery.com/flmedicaidprecovery.com/hipp/index.html Phone: 1-877-357-3268

GEORGIA – Medicaid	MINNESOTA – Medicaid
Website: https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp Phone: 678-564-1162 ext 2131	Website: https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp Phone: 1-800-657-3739
INDIANA – Medicaid	MISSOURI – Medicaid
Healthy Indiana Plan for low-income adults 19-64 Website: http://www.in.gov/fssa/hip/ Phone: 1-877-438-4479 All other Medicaid Website: https://www.in.gov/medicaid/ Phone: 1-800-457-4584	Website: http://www.dss.mo.gov/mhd/participants/pages/hipp.htm Phone: 573-751-2005
IOWA – Medicaid and CHIP (Hawki)	MONTANA – Medicaid
Medicaid Website: https://dhs.iowa.gov/ime/members Medicaid Phone: 1-800-338-8366 Hawki Website: http://dhs.iowa.gov/Hawki Hawki Phone: 1-800-257-8563 HIPP Website: https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp HIPP Phone: 1-888-346-9562	Website: http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP Phone: 1-800-694-3084
KANSAS – Medicaid	NEBRASKA – Medicaid
Website: https://www.kancare.ks.gov/ Phone: 1-800-792-4884	Website: http://www.ACCESSNebraska.ne.gov Phone: 1-855-632-7633 Lincoln: 402-473-7000 Omaha: 402-595-1178
KENTUCKY – Medicaid	NEVADA – Medicaid
Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP) Website: https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx Phone: 1-855-459-6328 Email: KIHIPP.PROGRAM@ky.gov KCHIP Website: https://kidshealth.ky.gov/Pages/index.aspx Phone: 1-877-524-4718 Kentucky Medicaid Website: https://chfs.ky.gov	Medicaid Website: https://dhcnp.nv.gov Medicaid Phone: 1-800-992-0900
LOUISIANA – Medicaid	NEW HAMPSHIRE – Medicaid
Website: www.medicaid.la.gov or www.ldh.la.gov/lahipp Phone: 1-888-342-6207 (Medicaid hotline) or 1-855-618-5488 (LaHIPP)	Website: https://www.dhhs.nh.gov/oii/hipp.htm Phone: 603-271-5218 Toll free number for the HIPP program: 1-800-852-3345, ext 5218
MAINE – Medicaid	NEW JERSEY – Medicaid and CHIP
Enrollment Website: https://www.maine.gov/dhhs/ofi/applications-forms Phone: 1-800-442-6003 TTY: Maine relay 711 Private Health Insurance Premium Webpage: https://www.maine.gov/dhhs/ofi/applications-forms Phone: 1-800-977-6740 TTY: Maine relay 711	Medicaid Website: http://www.state.nj.us/humanservices/dmahs/clients/medicaid/ Medicaid Phone: 609-631-2392 CHIP Website: http://www.njfamilycare.org/index.html CHIP Phone: 1-800-701-0710
MASSACHUSETTS – Medicaid and CHIP	NEW YORK – Medicaid
Website: https://www.mass.gov/info-details/masshealth-premium-assistance-pa Phone: 1-800-862-4840	Website: https://www.health.ny.gov/health_care/medicaid/ Phone: 1-800-541-2831

NORTH CAROLINA – Medicaid		TEXAS – Medicaid	
Website: https://medicaid.ncdhhs.gov/ Phone: 919-855-4100		Website: http://gethipptexas.com/ Phone: 1-800-440-0493	
NORTH DAKOTA – Medicaid		UTAH – Medicaid and CHIP	
Website: http://www.nd.gov/dhs/services/medicalserv/medicaid/ Phone: 1-844-854-4825		Medicaid Website: https://medicaid.utah.gov/ CHIP Website: http://health.utah.gov/chip Phone: 1-877-543-7669	
OKLAHOMA – Medicaid and CHIP		VERMONT– Medicaid	
Website: http://www.insureoklahoma.org Phone: 1-888-365-3742		Website: http://www.greenmountaincare.org/ Phone: 1-800-250-8427	
OREGON – Medicaid		VIRGINIA – Medicaid and CHIP	
Website: http://healthcare.oregon.gov/Pages/index.aspx http://www.oregonhealthcare.gov/index-es.html Phone: 1-800-699-9075		Website: https://www.coverva.org/en/famis-select https://www.coverva.org/en/hipp Medicaid Phone: 1-800-432-5924 CHIP Phone: 1-800-432-5924	
PENNSYLVANIA – Medicaid		WASHINGTON – Medicaid	
Website: https://www.dhs.pa.gov/providers/Providers/Pages/Medical/HIPP-Program.aspx Phone: 1-800-692-7462		Website: https://www.hca.wa.gov/ Phone: 1-800-562-3022	
RHODE ISLAND – Medicaid and CHIP		WEST VIRGINIA – Medicaid	
Website: http://www.eohhs.ri.gov/ Phone: 1-855-697-4347 or 401-462-0311 (Direct Rite Share Line)		Website: http://mywvhipp.com/ Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)	
SOUTH CAROLINA – Medicaid		WISCONSIN – Medicaid and CHIP	
Website: https://www.scdhhs.gov Phone: 1-888-549-0820		Website: https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm Phone: 1-800-362-3002	
SOUTH DAKOTA - Medicaid		WYOMING – Medicaid	
Website: http://dss.sd.gov Phone: 1-888-828-0059		Website: https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/ Phone: 1-800-251-1269	

To see if any other states have added a premium assistance program since July 31, 2021, or for more information on special enrollment rights, contact either:

U.S. Department of Labor
 Employee Benefits Security Administration
www.dol.gov/agencies/ebsa
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services
 Centers for Medicare & Medicaid Services
www.cms.hhs.gov
1-877-267-2323, Menu Option 4, Ext. 61565

Nondiscrimination and Accessibility Notice

The State Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The State Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The State Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- The State Health Plan website is Americans with Disabilities Act (ADA) compliant for the visually impaired.
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Civil Rights Coordinator identified below (the "Coordinator"):
State Health Plan Compliance Officer
919-814-4400

If you believe that the State Health Plan has failed to provide these services or discriminated against you, you can file a grievance with the Coordinator. You can file a grievance in person or by mail, fax, or email. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, available at:

U.S. Department of Health and Human Services
 200 Independence Avenue SW
 Room 509F, HHH Building
 Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

File complaint electronically at:
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
 Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>



State Health Plan
3200 Atlantic Avenue
Raleigh, NC 27604

2022 Open Enrollment Decision Guide

OPEN IMMEDIATELY!

OPEN ENROLLMENT
OCTOBER 11-29, 2021

SHP104-Active

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **919-814-4400**.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **919-814-4400**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **919-814-4400**.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **919-814-4400**.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **919-814-4400**.

تدع اسماء تامدخ ناف، تغلل ركذا شدرحت تنك اذا! تطوولم
مقرب لصتا. اناملاب لكل رفاوتت قيوغلل
919-814-4400.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **919-814-4400**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **919-814-4400**.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **919-814-4400**.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સંવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **919-814-4400**.

ប្រយ័ត្ន: ប៊ីសិនជាអ្នកនិយាយភាសាខ្មែរ, សំដៅជំនួយផ្លូវភាសា ជាយមិនគិតលុយនូវ គឺអាចមានសំរាប់ប៊ីអ៊ុនក។ ចូរ ទូរស័ព្ទ **919-814-4400**.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **919-814-4400**.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। **919-814-4400**.

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໄດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທລ **919-814-4400**.

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **919-814-4400**.

Contact Us

Eligibility and Enrollment Support Center
(eBenefits questions):
855-859-0966

Extended hours during Open Enrollment:
Monday-Friday: 8 a.m.-10 p.m.
Saturdays: 8 a.m.-5 p.m.

Blue Cross and Blue Shield of NC
(benefits and claims):
888-234-2416

CVS Caremark
(pharmacy benefit questions):
888-321-3124