



Enrollment Exception Overview

Exceptions

- The exceptions process allows HBRs to submit requests to make enrollment changes that are outside of the State Health Plan's rules and regulations.
- The exceptions request process is not intended for arbitrary requests and will be handled on a case-by-case basis. The Plan will take into consideration the reason for the request, if the request is submitted within a reasonable amount of time, and whether or not granting an approval will be in conflict with state and federal laws.
- Exceptions are submitted via the Plan's website:
<https://shpapplicationportal.shpnc.org/ExceptionSubmission/>
- For more information see the Plan's website:
<https://www.shpnc.org/hbrs/exceptions-process>

Exception Webpage

- The landing page for exceptions will give you the latest overview of the exceptions submitted by employing unit.

Exceptions Group Reporting and Request Submissions

Alert - This page has been updated with Group Exceptions Request Reporting.

Please use the blue button below titled "Submit New Exception Request" to be taken to the submission form.

Exception Requests by Group and Request Type - 2024

Month(s) to View: [Submit New Exception Request](#)

| Group Name | Change Effective Date | Change Termination Date | Medicare Enrollment | Non-Payment Reinstatement | Open Enrollment | Other | Premium Credit | Rehired Retiree | Reinstatement | Retroactive Addition | Retroactive Termination | Total |
|---|-----------------------|-------------------------|---------------------|---------------------------|-----------------|-----------|----------------|-----------------|---------------|----------------------|-------------------------|------------|
| <input type="checkbox"/> Department of Adult Correction | | | | 9 | 9 | | | | 25 | 4 | 2 | 49 |
| <input type="checkbox"/> Charlotte Mecklenburg Schools | | | | | 2 | | | | 30 | 7 | 2 | 41 |
| <input type="checkbox"/> Health Human Services | 1 | | | 7 | 11 | | 2 | | 10 | 9 | | 40 |
| <input type="checkbox"/> Wake County Public Schools | | | | 2 | 20 | 1 | | | 1 | 11 | 3 | 38 |
| <input type="checkbox"/> Winston-Salem Forsyth Schools | 1 | | | | 4 | 1 | 1 | | 10 | 5 | 2 | 24 |
| <input type="checkbox"/> Durham Public Schools | | | | | 4 | | | | 6 | 11 | 1 | 22 |
| <input type="checkbox"/> Department of Transportation | 1 | | | | 5 | 2 | | | 8 | 1 | 1 | 18 |
| <input type="checkbox"/> UNC Chapel Hill | | | 1 | 2 | 3 | | | | 4 | 6 | 2 | 18 |
| <input type="checkbox"/> UNC Health Care | | 1 | | 4 | 4 | | | | 3 | 6 | | 18 |
| <input type="checkbox"/> East Carolina University | | | | | 5 | | | | 2 | 8 | 2 | 17 |
| <input type="checkbox"/> NC State University | 1 | | | | 4 | 1 | | | 2 | 1 | 6 | 15 |
| <input type="checkbox"/> UNC Greensboro | | | | | 3 | | 2 | | 9 | 1 | | 15 |
| <input type="checkbox"/> Appalachian State University | 1 | | | 1 | 3 | | 1 | | 3 | 3 | 1 | 13 |
| <input type="checkbox"/> Judicial Branch | | | | | 5 | | 1 | | 2 | 2 | 2 | 12 |
| <input type="checkbox"/> Guilford County Schools | | | | | 4 | | | 1 | | 5 | 1 | 11 |
| <input type="checkbox"/> Lee County Schools | | 1 | | | | | | | 6 | 4 | | 11 |
| <input type="checkbox"/> Department of Public Safety | 1 | | | | 5 | | | | 2 | 2 | | 10 |
| <input type="checkbox"/> NC Central University | | 1 | | | | | | | 3 | 6 | | 10 |
| <input type="checkbox"/> UNC Charlotte | | | | | 5 | 1 | | | 2 | 2 | | 10 |
| Total | 24 | 20 | 4 | 36 | 155 | 12 | 22 | 8 | 222 | 175 | 53 | 731 |

*Multiple Request Type selections on submissions will cause higher totals for a group

Click *Submit New Exception*

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Exceptions

Complete each field in the form.

State Health Plan Exception Request Submission

Enter HBR Information

Group *

HBR Contact Name *

HBR Email *

Please double check your email address to insure proper delivery of email about this exception

Enter Member Information

Member Name *

Member SSN/ID *

Enter Exception Information

Urgent:
 No Yes

Request Type *

Other Exception Type Information:

Error Type *

Other Error Type:

Requested Effective Date:

Reason for Exception *

<https://www.shpnc.org/notice-privacy-practices>

Important Notes:

- 1) Items with a * are required fields and will ensure the request can be processed in a timely manner.
- 2) Please remember that exception requests can only be submitted by an HBR. Requests submitted by a member will be denied.
- 3) If the member does not have a social security number or other ID yet, please enter N/A.
- 4) In the reason field, please enter a detailed description for why this exception is needed.
- 5) Any supporting documentation should be uploaded to the member's document center record in eBenefits.

[Submit Exception Request Form](#)

Exceptions Important Reminders

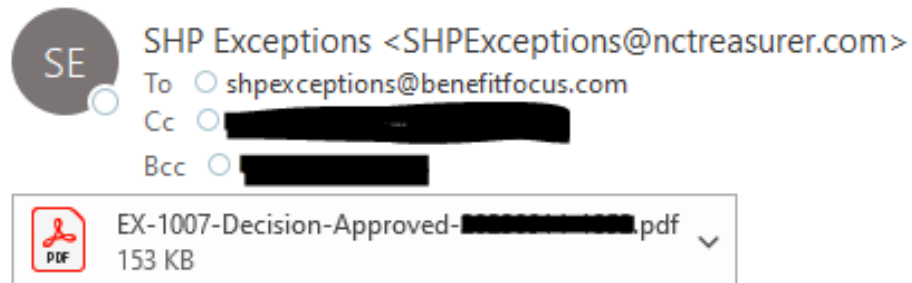
- Exceptions need to document the extenuating circumstances that prevented the action from taking place within the existing rules and regulations.
- You will receive an email confirmation that the exception has been submitted. If you do not receive this, the exception was not submitted or the email address was entered incorrectly while completing the form.
- All appropriate documentation must be loaded in eBenefits for the exception to be reviewed. If required documentation is missing, the exception will be denied with instructions to submit a new exception after uploading the documents.



Exceptions - Approvals

- In the event an exception is approved, the affected vendor(s) are notified to update their system with the exception information. The HBR is notified that the exception has been reviewed.
- The Plan is unable to provide any information other than what has been included in the exception form.

ENCRYPT - State Health Plan of NC - Exception Decision Approved for Submission EX- [REDACTED]



Please review the attached exception and update your system(s) appropriately.

Sincerely,
State Health Plan of NC

Exceptions - Denials



- In the event an exception is denied, the bottom of the form will outline the next steps available to the member, which could be either appeal or OAH depending on the scenario.
- The Plan is unable to provide any information other than what has been included in the exception form.

Exceptions - Denials

- An appeal scenario will have the following on the exception form:

| APPEALING THE ENROLLMENT EXCEPTION REQUEST DETERMINATION | |
|--|---|
| <p>1. Members not satisfied with the determination made regarding their enrollment exception request may submit an appeal of the determination made within sixty (60) days of the notice of the denial of an enrollment exception request. Appeals should be made in writing to one of the following:</p> | |
| <p>US Mail: NC State Health Plan Customer Experience – Appeal 3200 Atlantic Avenue Raleigh, NC 27604</p> | <p>E-Mail: PPO.inquiries@nctreasurer.com</p> |
| <p>2. Appeals should include all contact information to include address, phone number, and email address along with any relevant information that the member believes should be considered by the State Health Plan in reviewing the appeal.</p> | |
| <p>3. The State Health Plan will contact the member directly in writing regarding whether the appeal is granted or denied. If denied, the letter will provide information regarding the ability to file a grievance with the Office of Administrative Hearings. The Plan's decision will be made within fifteen (15) State business days of receipt of the appeal.</p> | |

Exceptions - Denials

- An OAH contested case hearing will reflect:

APPEALING THE ENROLLMENT EXCEPTION REQUEST DETERMINATION

1. If the member would like to challenge the Plan's decision in this matter, they may be able to file a petition for a Contested Case Hearing with the North Carolina Office Administrative Hearings (OAH).
2. The petition must be filed with OAH within sixty days of the date of this denial 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 <https://www.oah.nc.gov>

OAH Mailing Address: NC Office of Administrative Hearings
1711 New Hope Church Road
Raleigh, NC 27609-6285

3. If the member files a petition, they must serve a copy of the petition on:

Benjamin Garner, General Counsel
North Carolina Department of State Treasurer
3200 Atlantic Avenue
Raleigh, NC 27604

FAQs

- **Should I file an exception?**

- If the member had extenuating circumstances which prevented them from completing the action with the allowable framework, an exception should be filed for the member. Exceptions should not be filed in any other scenario.

- **Why was the exception denied?**

- See the information in the Denial Reason(s) and Decision/Review notes for details on the determination.

- **What if I want to add information to an exception that has already been reviewed?**

- A new exception with the new information must be filed.

- **Should I submit an exception for an issue related to medical claims or pharmacy claims or participating provider or cost or benefits, etc.?**

- No. Exceptions are for enrollment issues only.

- **The member decided they do not want the exception after it has been reviewed. What do I do?**

- A new exception with the new information must be filed.