



# Get ready for the NC State Health Plan

Beginning January 1, 2025, Aetna® will administer the North Carolina State Health Plan network. Members will need to re-choose a primary care provider (PCP) during open enrollment September 30 through October 25, 2024.

## What's changing?

### New member ID cards with unique ID numbers

NC State Health Plan members will have unique ID cards. ID numbers will start with "N" and be followed by either 11 letters or 11 alphanumeric characters (for example, NABCDEFGHI6P).

Here's what the card looks like:

<p><b>Andrew Jamestest</b> ID: <b>NAKKNWA46AAG</b> WAKE COUNTY PUBLIC SCHOOLS Group No: <b>0192685</b>    Eff Date: <b>01/01/2025</b> Enhanced PPO Plan (80/20) NC SHP Network Choice POS II RXBIN: <b>0044336</b>    RXPCN: <b>ADV</b>    RXGRP: <b>RX0274</b> SELF INSURED <small>Paid for by YOU and other NC Taxpayers</small></p>		<table border="1"> <tr> <th>Provider Type</th> <th>CPP*</th> <th>Non CPP</th> </tr> <tr> <td>Selected PCP*</td> <td>\$ 0</td> <td>\$10</td> </tr> <tr> <td>Phy/Occ/Spch Thpy/Chiro</td> <td>\$26</td> <td>\$52</td> </tr> <tr> <td>Specialist</td> <td>\$40</td> <td>\$80</td> </tr> <tr> <td>Behavioral Health</td> <td>\$ 0</td> <td>\$25</td> </tr> <tr> <td>Urgent Care</td> <td></td> <td>\$70</td> </tr> <tr> <td>Hosp/ER</td> <td>\$300 + Ded &amp; 20%</td> <td></td> </tr> <tr> <td colspan="3"><small>*If PCP not selected, in-network copay \$25</small></td> </tr> <tr> <td colspan="3"><small>*CPP: Clear Pricing Project</small></td> </tr> <tr> <th>Other Info</th> <th>INN</th> <th>OON</th> </tr> <tr> <td>Ind Deductible</td> <td>\$ 1,250</td> <td>\$ 2,500</td> </tr> <tr> <td>Ind OOP Max</td> <td>\$ 4,890</td> <td>\$ 9,780</td> </tr> <tr> <td>Family Deductible</td> <td>\$ 3,750</td> <td>\$ 7,500</td> </tr> <tr> <td>Family OOP Max</td> <td>\$14,670</td> <td>\$29,340</td> </tr> <tr> <td colspan="3"><b>Primary Care Provider (PCP)</b></td> </tr> <tr> <td colspan="3">None Selected</td> </tr> <tr> <td colspan="2"><b>North Carolina Preferred +</b></td> <td><b>NAP</b></td> </tr> </table>	Provider Type	CPP*	Non CPP	Selected PCP*	\$ 0	\$10	Phy/Occ/Spch Thpy/Chiro	\$26	\$52	Specialist	\$40	\$80	Behavioral Health	\$ 0	\$25	Urgent Care		\$70	Hosp/ER	\$300 + Ded & 20%		<small>*If PCP not selected, in-network copay \$25</small>			<small>*CPP: Clear Pricing Project</small>			Other Info	INN	OON	Ind Deductible	\$ 1,250	\$ 2,500	Ind OOP Max	\$ 4,890	\$ 9,780	Family Deductible	\$ 3,750	\$ 7,500	Family OOP Max	\$14,670	\$29,340	<b>Primary Care Provider (PCP)</b>			None Selected			<b>North Carolina Preferred +</b>		<b>NAP</b>
Provider Type	CPP*	Non CPP																																																			
Selected PCP*	\$ 0	\$10																																																			
Phy/Occ/Spch Thpy/Chiro	\$26	\$52																																																			
Specialist	\$40	\$80																																																			
Behavioral Health	\$ 0	\$25																																																			
Urgent Care		\$70																																																			
Hosp/ER	\$300 + Ded & 20%																																																				
<small>*If PCP not selected, in-network copay \$25</small>																																																					
<small>*CPP: Clear Pricing Project</small>																																																					
Other Info	INN	OON																																																			
Ind Deductible	\$ 1,250	\$ 2,500																																																			
Ind OOP Max	\$ 4,890	\$ 9,780																																																			
Family Deductible	\$ 3,750	\$ 7,500																																																			
Family OOP Max	\$14,670	\$29,340																																																			
<b>Primary Care Provider (PCP)</b>																																																					
None Selected																																																					
<b>North Carolina Preferred +</b>		<b>NAP</b>																																																			

<b>Third Party Administrator:</b> 	<b>Pharmacy Benefits Administrator:</b> 
<b>Benefits &amp; Claims Number</b> <b>Eligibility &amp; Enrollment</b> <b>Behavioral Health</b> <b>Provider Relations/Precert</b> <b>Pharmacy Help Desk</b> <b>CVS Caremark</b>	<b>1-833-690-1037</b> <b>1-855-859-0966</b> <b>1-800-424-4047</b> <b>1-888-632-3862</b> <b>1-800-364-6331</b> <b>1-888-321-3124</b>
<b>Aetna Life Insurance Company</b> <b>Submit Claims To:</b> <b>PO Box 14079</b> <b>Lexington, KY 40512-4079</b>	<b>PAYER NUMBER 60054 0155</b> <b>Talk to a doctor 24/7:</b> <b>1-855-TELADOC or Teladoc.com</b> <b>www.SHPNC.org</b>
<small>Aetna provides administrative services only for the self funded plan, and assumes no financial risk for claims. Claims may be subject to review. Members are responsible for obtaining the prior review/cert for professional and/or outpatient services for non-participating providers.</small>	

## Search the NC State Health Plan Network

The NC State Health Plan Network only includes providers who join the Clear Pricing Project (CPP) and the Aetna Choice POS II network. CPP providers are identified with an apple badge.

Search at [Go.aetna.com/ncshpprovider](https://Go.aetna.com/ncshpprovider).

# What you can do now to get ready

## We can help you with the next steps

### Step 1: Join our network

Not currently in the Aetna Choice® POS II network? We're excited to have you come onboard. We'll walk you through the steps to request participation with us.

Visit [Go.Aetna.com/joinournetwork](https://Go.Aetna.com/joinournetwork) to get started today.

### Step 2: Join the Clear Pricing Project

Already part of our network? You can join the Clear Pricing Project (CPP) now. Or, if you're a current CPP provider, you'll need to re-enroll in the CPP with Aetna to continue as a CPP provider. You only need to join the CPP once for your tax ID number (TIN). All providers practicing under that TIN will be part of the CPP.

Visit [Go.Aetna.com/joincpp](https://Go.Aetna.com/joincpp) to join today.

Visit [Go.Aetna.com/ncshp](https://Go.Aetna.com/ncshp) to see more ways you can get ready for the North Carolina State Health Plan, such as:

- Making sure your provider profile information is accurate and up to date
- Credentialing advanced practice providers within your office
- Signing up for email updates



### Need help?

Email our network management team at [NorthCarolinaNetwork@aetna.com](mailto:NorthCarolinaNetwork@aetna.com) or call us at [1-800-353-1232](tel:1-800-353-1232) (TTY: 711).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

[Aetna.com](https://Aetna.com)

©2024 Aetna Inc.  
3736601-01-01 (7/24)

 North Carolina  
State Health Plan  
FOR TEACHERS AND STATE EMPLOYEES  
A Division of the Department of State Treasurer  
Treasurer Dale R. Folwell, CPA

 aetna®