



North Carolina
State Health Plan
 FOR TEACHERS AND STATE EMPLOYEES

A Division of the Department of State Treasurer

Contact List for Health Benefit Representatives

Questions Regarding		Vendor	Phone #
1	Group Billing	BCBSNC	800-245-7319 or stateppoinvoice@bcbsnc.com
2	Benefit and Medical Claim Questions	BCBSNC	888-234-2416
3	Annual Enrollment Questions	Benefitfocus	HBR Support: 800-422-5249, create a case via One Place 365, or contact your Account Manager
4	Enrollment & Eligibility Questions	Benefitfocus	
5	Troubleshooting Enrollment System	Benefitfocus	
6	Retiree Enrollment Questions	Benefitfocus	
7	Reduction In Force (RIF) Enrollments (initial 12 months)	Benefitfocus	
8	Reduction In Force (RIF) Enrollments (post initial 12 months)	Benefitfocus	
9	Direct Bill Premium Billing Questions	iTEDIUM	877-679-6272
10	COBRA Enrollment	iTEDIUM	877-679-6272
11	COBRA Notices	iTEDIUM	877-679-6272
12	COBRA Premium Billing Questions	iTEDIUM	877-679-6272
13	BEACON Questions	Best Shared Services	866-622-3784 (<i>Statewide</i>) 919-707-0707 (Raleigh area)
14	Questions regarding NOCC (<i>Notice of Creditable Coverage</i>) Letters	Benefitfocus	HBR Support: 800-422-5249, create a case via One Place 365, or contact your Account Manager
15	Traditional Rx Benefit and Claims Questions	CVS Caremark	888-321-3124
16	High Deductible Health Plan Enrollment	iTEDIUM	855-552-6272 or hbrsupport@itedium.com