



DPS Employees' Insurance Reference Guide for 2018

State Health Plan

The State Health Plan for Teachers and State Employees offers two health plan choices administered by Blue Cross and Blue Shield of North Carolina, the Traditional 70/30 plan and the Enhanced 80/20 plan.

CVS/Caremark – Pharmacy Benefit Manager (PBM) for SHP Prescription Drug program.

Enrollments / Cancellations: Employees can enroll/cancel via My Data/ESS in the Integrated HR-Payroll System/ SAP (formerly Beacon) or by calling Benefitfocus at 855-859-0966. Please see your Health Benefits Representative (HBR) for information regarding valid Qualifying Life Events (QE) and Open Enrollment Information. (See NOTE* on last page concerning cancellations for the State Health Plan and NCFlex Benefits.)

Insurance Type	Coverage	Insurance Company / Vendor	Phone Numbers	Websites	Contact / Email for more Information
State Health Plan (SHP)	Health Insurance: -PPO Traditional (70/30) -PPO Enhanced (80/20)	BCBS	BCBS PPO: 1-888-234-2416	www.statehealthplan.state.nc.us - or - www.shpnc.org	Benefitfocus at 1-855-859-0966, or BEST Shared Services at 1-866-622-3784 or 919-707-0707, or your work location HBR, or DPS Central HR: 919-716-3800
CVS/Caremark	Prescription Drug Benefit Plan	Administered by BCBS. CVS/Caremark is the Pharmacy Benefit Manager (PBM)	CVS/Caremark: 1-888-321-3124	www.caremark.com -or- www.shpnc.org	For Prescription or Pharmacy Information visit: www.caremark.com



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NCFlex Benefit Programs

NC Flex offers a variety of State insurance plans administered through OSHR that employees can choose to enroll in as a supplement to the State Health Plan medical insurance. Premiums are taken on a pre-tax basis, resulting in a reduction in taxable income. For additional information on each plan, please visit www.ncflex.org.

Enrollments / Cancellations: Employees can enroll/cancel via My Data/ESS in the Integrated HR-Payroll System/ SAP (formerly Beacon) or by calling Benefitfocus at 855-859-0966. Please see your Health Benefits Representative (HBR) for information regarding valid Qualifying Life Events (QLE) and Open Enrollment Information. (See NOTE* on last page concerning cancellations for the State Health Plan and NCFlex Benefits.)

Insurance Type	Coverage	Insurance Company / Vendor	Phone Numbers	Websites	Contact / Email for more Information
NCFlex	Dental	MetLife	Customer Service: 1-855-676-9441	www.metlife.com/mybenefits	Benefitfocus at 1-855-859-0966, or BEST Shared Services at 1-866-622-3784 or 919-707-0707, or your work location HBR, or DPS Central HR: 919-716-3800
NCFlex	Vision	EyeMed	Customer Service: 1-866-248-1939	www.eyemedvisioncare.com/NCFlexoe	See above
NCFlex	Cancer & Critical Illness	American Heritage – (Allstate)	Customer Service: 1-866-232-1517 Claims info: 1-800-521-3535	www.AllstateBenefits.com	See above
NCFlex	Accident, AD&D & Group Term Life	VOYA	Customer Service: 1-877-464-5111 Fax Claims: 1-612-467-8721	www.voya.com	See above
NCFlex	Healthcare & Dependent Day Care	P&A Group	Customer Service: 1-866-916-3475 Fax Claims: 1-877-213-8917	www.padmin.com	See above
NCFlex	Tricare	Selman & Co/ Transamerica	Custom Service: 1-800-638-2610 Option 1	www.selmantricareresource.com	See Above or Email: memberservices@selmanco.com



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Agency Specific Plans					
These benefits are not part of the NC State Government benefits (State Health Plan, Savings Plans or NC Flex). These are agency specific benefits with current contracts through the Agency Insurance Committee. There are several plans on this list that are prior vendors whose contracts have expired but may still involve employee payroll deductions.					
Insurance Type	Coverage	Insurance Company / Vendor	Phone Numbers	Websites	Contact / Email for more Information
MetLife Dental/ Current Contract	Dental	MetLife	Customer Service: 1-800-942-0854 Fax: 919 324-6240	www.Metlife.com/mybenefits	Your work location HBR or Doris Martin in DPS Payroll: 919-716-3300
Monumental / No Contract	Life	Monumental Life	1-800-693-6500		Monumental Life: 1-800-693-6500 or Harold Councilman at 919-733-7952
Colonial/ Current Contract	Disability, Accident Life, Cancer, Gunshot Wound Hospital, Confinement	Colonial	1-888-732-6248	www.coloniallife.com	Colonial: 1-888-732-6248 DPS Central HR: 919-716-3800 DPS Payroll: 919-716-3300
Protective Life Insurance/ No Contract	Life	Protective Life	1-800-866-9933 1-800-334-1217	www.protective.com	Protective Life: 1-800-334-1217 or DPS Payroll: 919-716-3300
Prudential Long Term Care / No Contract	Long Term Care	Prudential	1-800-732-0416 - or - 1-800-284-9648		Prudential Account Manager: 1-973-548-6236
AFLAC/ No Contract	Cancer Accident	AFLAC	1-919-719-6352	Progressive Benefits Solutions	AFLAC: 1-919-719-6352 or DPS Central HR: 919-716-3800
Pierce Insurance/ Current Contract	Disability Life Critical Care Heart & Stroke		1-800-421-3142	www.pierceins.com	Pierce Insurance: 1-800-421-3142 or DPS Payroll: 919-716-3300



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Savings Plans

NC Teachers' and State Employees' Retirement System (TSERS) – Permanent employees contribute 6% of their salary as a condition of employment to the Retirement System;

NC 401k Plan & NC Deferred Compensation Plan (457) – Supplemental Savings Plan services sponsored by the State of NC, administered by the NC Dept of State Treasurer, and provided by Prudential Retirement that employees may choose to contribute in to supplement their state retirement benefit.

Enrollments / Cancellations: Employees can enroll/cancel via the Prudential member website, by contacting a Prudential customer service rep or by submitting the applicable form to the Prudential vendor directly. Please see your HBR for the appropriate form.

Insurance Type	Coverage	Insurance Company / Vendor	Phone Numbers	Websites	Contact / Email for more Information
NC Teachers & State Employees' Retirement Plan	Retirement/ Savings Plan (TSERS)	NC Department of State Treasurer	1-877-733-4191	https://orbit.myncretirement.com/Orbit/Info/Pages/ApplicationsAndForms.aspx	NC State Retirement Division: 1-877-733-4191 or DPS Central HR: 919-716-3800
401K	Savings Plan	Prudential	1-866-627-5267	www.NCPlans.prudential.com	Prudential: 1-866-627-5267 Or Visit: www.NCPlans.prudential.com or DPS Central HR: 919-716-3800
Deferred Comp (457B)	Savings Plan	Prudential	1-866-627-5267	www.NCPlans.prudential.com	Prudential: 1-866-627-5267 or Visit: www.NCPlans.prudential.com or DPS Central HR: 919-716-3800



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Miscellaneous Plans

These benefits are not part of the NC State Government benefits (State Health Plan, Savings Plans or NC Flex) or part of the agency specific benefits currently contracted through the Agency Insurance Committee. These plans may be prior vendors whose agency contracts have expired but still involve employee payroll deductions.

Enrollments / Cancellations: To enroll and/or cancel an enrollment, employees must contact the vendor directly.

Insurance Type	Coverage	Insurance Company / Vendor	Phone Numbers	Websites	Contact / Email for more Information
National College Savings Program	College Savings Plan	College Foundation	1-800-600-3453	www.NC529.org www.CFNC.org/savings	Contact: 1-800-600-3453 or Visit: www.CFNC.org/savings
SEANC	State Employees Assoc. of NC	Administered by SEANC	919-833-6436 1-800-222-2758	www.seanc.org	SEANC is not contracted through the DPS Insurance Committee. Employees need to contact SEANC directly for information on the specific products they offer.

***NOTE:** Cancellations of, or changes to the State Health Plan and NC Flex can only be done during annual enrollment or if the employee experiences a qualifying life event (QLE) change. For qualifying life status changes, employees need to provide their facility HBR with supporting documentation to verify the life event prior to making the change. Please see your work location HBR /HR designee for appropriate cancellation/change procedures.