

MEMBER ALERT

Brought to you by the State Health Plan for Teachers and State Employees

January 2012

Important Changes for eBenefitsNow Policy Update: Newborn Coverage Effective Date

Employees were previously given the option to either add a newborn to their health plan effective the first of the month in which the baby was born or the first of the month following the date of birth.

Since this option caused much confusion, eBenefitsNOW will now automatically add the newborn the first of the month in which the baby was born.

Example: When adding a newborn to a health plan with a birth date of January 25, 2012, eBenefitsNOW will automatically make the effective date January 1, 2012.

If members would like to change the effective date from January 1 to February 1, the employee must request an exception by sending an email to benefits@wcpss.net.

The State Health Plan will then make a determination regarding the effective date of coverage. State Health Plan changes and exceptions must be requested within thirty (30) days of a life event. Requests requiring a State Health Plan determination must be submitted within a timely manner.

To avoid problems, all electronic change requests and exception requests must be received within thirty (30) days of a life event. Any request that is not submitted accordingly does not have to be honored. Change requests must be submitted electronically as paper requests will be rejected.

Important Reminder

If a newborn is not a well baby, employees choosing to change the effective date to the first of the month following the date of birth will be responsible for any claims incurred prior to the effective date of coverage.

Employees should always refer to the State Health Plan benefits booklet for coverage determination. Questions regarding coverage or claims may be addressed directly to the State Health Plan.

State Health Plan Customer Service (888) 234-2416
Benefits Booklet: www.shpnc.org

