



NORTH CAROLINA Office of
State Human Resources



NCFlex Employee Session – First of Year Benefit Reminders

January 2022

Agenda

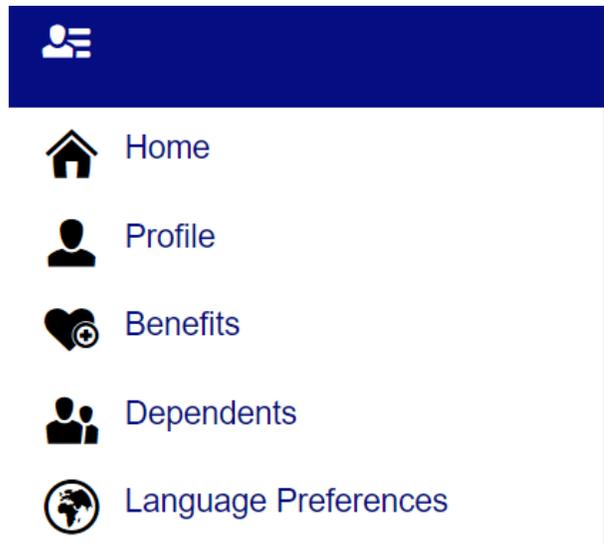
- Checking your paystub for accuracy of benefit premiums
- Updating Beneficiaries
- Mid-Year benefit changes
- 1099s you may receive
- Helpful benefit websites and who to contact
- Trending NCFlex Questions

Check your Premium Deductions

- Choices made during open enrollment (last October) became effective 1/1/2022
 - Unless Evidence of Insurability (EOI) was required, then the benefit will become effective the 1st of the month after approval
- Visit <https://www.shpnc.org/ebenefits> to log into your enrollment account for viewing your confirmation statement, and what you chose during open enrollment
- **State Health Plan** deductions are taken out the month before (premiums come out in **December for January** coverage).
 - Premium amounts can be found: shpnc.org – employee benefits – choose 80/20 or 70/30 – look under “Plan Rate Sheets”
 - If paid semi-monthly or bi-weekly, divide premium in 1/2
- **NCFlex** deductions are taken out the month they are for (premiums come out in **January for January** coverage)
 - Premium amounts can be found: ncflex.org – scroll down to employee guides and rate sheets box – look for monthly or semi-monthly rates – also rate sheets in Spanish, Burmese, and Karen
 - For FSAs – divide the yearly amount you chose by 12 or 24 to come up with your rate per pay period

Updating Beneficiaries

- Beneficiaries for NCFlex Benefits are designated on the enrollment platform (<https://www.shpnc.org/ebenefits> and choose your location)
 - Can be named for Cancer, Critical Illness, AD&D, and Group Term Life
- Once logged in, click on “Benefits” in the upper left hand corner:



Updating Beneficiaries cont.

- You will be taken to a list of your current benefits, scroll down to the benefit you want to change the beneficiary for and click “Edit” beside of the beneficiary(ies) listed or click “Add” if no beneficiary is designated yet:

+ Your NCFlex Cancer coverage **\$25.16**
per month

2022 NCFlex High Option Cancer

Effective Date: 01/01/2022

Persons Covered: [REDACTED]

Beneficiaries: [REDACTED] [Edit](#)

[Edit coverage](#) [Show Plan Details](#) ▼

Updating Beneficiaries cont.

- On the next screen, you can edit, add, or remove a beneficiary. Make sure the box is checked on the left if using that person. Make sure the Allocation for both Primary and Secondary equals 100%

NCFlex Cancer: Beneficiary information

Please select the beneficiaries for this benefit, specifying whether they are Primary or Secondary as well as the allocation percentage(s).

Note: When replacing an existing beneficiary with a new one, first deselect the beneficiary, add the new beneficiary, then adjust the allocation percentage accordingly.

Use	Name	Relationship	Date of Birth	SSN/ID	Beneficiary Type	Allocation %	Actions
<input checked="" type="checkbox"/>	[Redacted]	spouse	12/22/1978		Primary	100	Edit
<input checked="" type="checkbox"/>	[Redacted]	Child	08/26/2013	[Redacted]	Secondary	50	Edit
<input checked="" type="checkbox"/>	[Redacted]	Child	11/18/2016	[Redacted]	Secondary	50	Edit

Add Beneficiary

Please Note:

Secondary beneficiaries will receive proceeds in the event that all primary beneficiaries are no longer living.

Next Previous Cancel

Updating Beneficiaries cont.

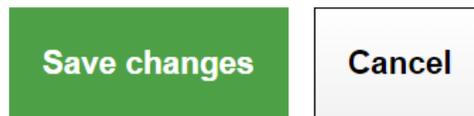
- Once done, click “Next”



- And then click “Save” on the next page



- You will be taken back to a list of your benefits, where you can edit another benefit’s beneficiary(ies) or you can click “Save Changes” if done



Updating Beneficiaries outside of NCFlex

- If participating in TSERS, your beneficiaries are designated by logging into ORBIT
 - <https://orbit.myncretirement.com/>
 - Depending on your years of service, you may be able to make changes directly in the system, or you may have to complete a form
- If you participate in a Prudential plan (such as 401k, 457, or 403b), log into your account to update beneficiaries
 - <https://ncplans.retirepru.com/>
- For other employer sponsored plans, check with your HR department

Mid-Year Benefit Changes

- Outside of Open Enrollment, changes to your benefit plans (Medical and NCFlex) can only be made if you experience a life event
 - You have 30 days from the date of the event to make changes
- Log into your enrollment platform
 - <https://www.shpnc.org/ebenefits> and choose your location
- The first screen will ask if you've experienced a life change, click "Get Started"

Have you experienced a life change that requires you to edit your benefits?

Whether you have recently had a baby or experienced another event that requires you to edit your benefits, we are here to help. Let us walk you through any changes in order to ensure that your coverage best fits your needs.

Get Started >

Mid-Year Benefit Changes cont.

- On the next screen you will be asked the reason for your change and the date of the life event, and will be shown benefits you are able to change with that event

Did you recently experience a life event?

Life events are significant moments (e.g. birth of a child) that might require you to make a change to your benefits. A life event is often, but not always, required to make changes to most benefits.

Select a Life Event

The life event you select will help determine which benefits can be edited.

Select reason for change *

Enter the date of this life event *

Birth allows changes to only these benefits:

- | | | |
|-------------------------------|------------------------------|-------------------------------|
| Medical | NCFlex Health Care FSA | NCFlex Dependent Day Care FSA |
| NCFlex Accident Plan | NCFlex Cancer | NCFlex Critical Illness |
| NCFlex Dental | NCFlex Vision | NCFlex Group Term Life |
| NCFlex Spouse Group Term Life | NCFlex Child Group Term Life | NCFlex Core AD&D |
| NCFlex Voluntary AD&D | Voluntary Disability | NCFlex Tricare Supplement |

For most life events, plan changes will be effective the 1st of the month following the life event.

For birth or adoption, some of the plans will be effective on the date of birth/adoption, such as Medical, HCFSA, and Child Term Life.

Mid-Year Benefit Changes - Documentation

- For most life events, you will need to upload documentation within 30 days showing proof of that event
- For information on documentation required by NCFlex, visit <https://oshr.nc.gov/state-employee-resources/benefits/ncflex/qualifying-life-events> and click **“NCFlex Required Documentation for Qualifying Life Events”**
- For information on documentation required by the State Health Plan, visit <https://www.shpnc.org/ebenefits>, scroll down and click **“List of Required Documentation for Dependent Eligibility”**
 - The State Health Plan also requires you to verify your dependents, if adding to your plan
- Documentation for both plans (NCFlex and SHP) typically follow the same rules

NCFlex Benefits and 1099s

- If enrolled in the **Critical Illness** plan or **Accident** plan, if you received a payout of \$600 or greater in 2021, you should be receiving a 1099 from Allstate (for Critical Illness) and/or Voya (for Accident)
- If you have questions about how to properly file this on your taxes, please contact a tax professional
- In some cases, your medical bills may be able to offset some of the money you received from the plan(s)

Helpful Benefit Websites and Contacts

- Many benefit questions can be answered by your HR office
 - If you do not know who you contact is, email us and we can connect you – ncflex@nc.gov
- Retirement System - <https://www.myncretirement.com/>
 - In the “Member Education” section, find recorded webinars as well as handbooks on how your retirement works
- State Health Plan – shpnc.org and click “Contact Us”
 - The site also has a section for “Employee Benefits” which has benefit books and rate sheets
 - The “Contact Us” section has the number for enrollment help, but also number for BCBS who can answer questions about claims and coverage
- Prudential Retirement (401k, 457, 403b) - <https://ncplans.retirepru.com/>

Helpful Benefit Websites and Contacts cont.

- SHIIP – <https://www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip>
 - Free and unbiased information and counseling on Medicare
 - Long-term care insurance resources
- Supplemental benefit options after retirement
 - NCFlex benefits – www.ncflex.org and click “[NCFlex Continuation Options at Separation of Employment](#)”
 - Pierce Insurance (contracts with the Retirement System) - <https://ncretiree.com/>
 - North Carolina Retired Governmental Employees’ Association - <https://ncrgea.com/>
- NCFlex benefits – www.ncflex.org has information on all of our benefits including certificates, claims forms, and contact info for vendors
 - You can contact us directly at ncflex@nc.gov

Common NCFlex Benefit Questions

How do I access my FSA account?

- ncflex.padmin.com on a desktop or any smart device
- P&A mobile app
- In the enrollment system, on first screen, under “Quick Links”, choose “P&A Group”
- Call P&A at 1-866-916-3475

What are some eligible Health Care FSA items and where can I find a list?

- Out-of-pocket dental, vision, and medical expenses, over-the-counter medicines, acupuncture, diabetic supplies
- PPE such as face masks, hand sanitizer, and sanitizing wipes
- To find a list, go to www.ncflex.org, click the tile for FSAs, click “Claims Forms...” and find the document “NCFlex Sample List of FSA Eligible Expenses” and “FSA Eligibility List by FSA Store”
- Search FSASore.com for ideas on over-the-counter eligible items as well as other medical supplies

Common NCFlex Benefit Questions cont.

How do I file a claim?

- Go to www.ncflex.org, click the tile of the benefit you need to file a claim for, click the link for “claim forms, plan documents, etc.”, look for claim forms and/or instructions on how to file a claim
- Each individual plan page also has contact info for the vendor if you have questions

How long do I have to file a claim?

- Some benefits such as the Accident plan have limits listed in the certificate, but still try filing even if the time has passed.
- For FSAs, typically the deadline will be March 31 of the following year, however, you can find the 2020, 2021 and 2022 deadlines on the [2022 FAQs document](#)
- For the Cancer plan, there is no limit for both a cancer claim and/or wellness claim

Is COVID considered a Critical Illness?

- 16• Not at this time

Common NCFlex Benefit Questions cont.

How to I get a new ID Card (Dental, Vision)?

- For both accounts, you can log into your account online or call MetLife or EyeMed (this info is found on the Dental and Vision pages on www.ncflex.org and on the back of your guide):
 - For Dental: mybenefits.metlife.com or 1-855-676-9441
 - For Vision: www.eyemedvisioncare.com/NCFlex or 1-866-248-1939

I've lost my NCFlex Convenience Card – how do I get a new one?

- You can log directly into your P&A account from the P&A Group App or online at ncflex.padmin.com or you can call P&A Group at 1-866-916-3475
- You can email us at ncflex@nc.gov
- You can also order additional cards for your spouse or dependent 18 years of age and older

Questions?