

NC DEPARTMENT OF INSURANCE

Advisory Memorandum

To: All Insurers of Health Benefit Plans¹ Subject to North Carolina's External Review Law
North Carolina State Health Plan

From: Susan D. Nestor, MSN, RN
Director, Health Insurance Smart NC

Date: October 17, 2016

Subject: Removal of Fax Number in Health Insurance Smart NC Program Contact Information

Effective December 1, 2016, the insurer notice of the Health Insurance Smart NC Program (Program) contact information should **no longer list the Program's fax number**. This change is being made due to the increased number of misdirected faxes being received by the Program.

Pursuant to North Carolina General Statutes §§ 58-50-61(h), 58-50-61(k)(6), 58-50-62(e)(1)(f), 58-50-62(f)(1)(c), 58-50-62(h)(9) and 58-50-77(a) requires insurers to notify insureds of the availability of assistance from the Health Insurance Smart NC Program, including the telephone and address of the Program. Consumers will continue to have access to the Program's fax number by calling the Program's toll free phone number or accessing the Smart NC website information.

The Programs contact information should read as follows:

By Mail:

North Carolina Department of Insurance
Health Insurance Smart NC
1201 Mail Service Center
Raleigh, NC 27699-1201
Toll Free Telephone: (855) 408-1212
www.ncdoi.com/smart

In Person:

For the physical address for Health Insurance Smart NC, please visit the web-page:
<http://www.ncdoi.com/smart>
Toll Free Telephone: (855) 408-1212

The deletion of the fax number is an administrative change and does not require an evidentiary filing of compliance with this memorandum. For questions, please contact Susan Nestor, Director, Health Insurance Smart NC at 919-814-9912 or susan.nestor@ncdoi.gov

¹ Defined in G.S. 58-50-61