

Advisory Memorandum

To: All Insurance Companies Subject to North Carolina's External Review Law
North Carolina State Health Plan
Third-Party Administrators

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

Date: July 11, 2014

Subject: Change in Telephone Number for Health Insurance Smart NC Program

Effective August 1, 2014, the telephone number for the Health Insurance Smart NC Program (Smart NC) will change. This memo serves to communicate those changes (changes are bolded and underlined), and to respond to any questions prior to the effective date.

Pursuant to North Carolina General Statutes §§ 58-50-61(h), 58-50-62(c), 58-50-62(f)(1)(c), 58-50-62(h)(8) and 58-50-77(a) require insurers to notify insureds of the availability of assistance from the Health Insurance Smart NC Program, including the telephone and address of the Program.

Effective August 1, 2014, notices required under these statutes shall use the following contact information and **new phone number**:

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

The following two phone numbers are to be **deleted** from any notices to insureds:
(919) 807-6860
(877) 885-0231

To facilitate this administrative change for insurers subject to the External Review Law, as defined in North Carolina General Statute § 58-50-61(a)(7), the Life and Health Division will not require insurers to re-file the amended notices for previously approved policy forms. Insurers must administratively change the telephone number for Health Insurance Smart NC Program in previously approved forms by October 1, 2014. For new forms not previously filed for approval, insurers must make appropriate changes before submitting the new policy form to the Life and Health Division for approval.

As part of the oversight and monitoring duties of North Carolina General Statute § 58-56-26(c), insurers contracting with a Third Party Administrator for the payment of claims will be responsible for providing a copy of this Advisory Memorandum to their contracted Third Party Administrator. Insurers will be held responsible for ensuring the contracted Third Party Administrator has complied with the change in telephone number for notices required under the External Review Law through the semi-annual audit process outlined in the aforementioned general statute.

Questions regarding the **new phone number and deleted numbers** should be addressed to Susan D. Nestor, Director, Health Insurance Smart NC, by email to Susan.Nestor@ncdoi.gov. Questions regarding policy forms and notification of Third Party Administrators should be addressed to the Life and Health Division, by email to LHinbox@ncdoi.gov.