



December 5, 2006

Dear State Health Plan Member:

In 2005, the North Carolina State Health Plan established a pilot primary care center and pharmacy in Canton. The State Health Plan Primary Care Center was managed by CHD Meridian. Over the past two years, the center has been popular, but its capacity has been limited.

Based on a careful review of the pilot program and its ability to benefit a broad population of members in a cost-effective manner, the State Health Plan has decided to close the center.

Effective March 1, 2007, you will need to choose a new primary care physician and pharmacy in your community.

The State Health Plan joins CHD Meridian in thanking the medical team at the primary care center for their dedication to our members for the duration of the pilot program.

Please be assured that the State Health Plan is committed to providing a smooth transition and continuity of care for you and other members who currently use the primary care center and pharmacy in Canton. Most physicians in your area take State Health Plan insurance. Your full insurance benefits continue to be available to you, even though the State Health Plan Primary Care Center is closing.

For assistance in finding a provider in your area, you may call:

- NC *SmartChoice*SM Blue OptionsSM PPO plans 1-888-234-2416
- Indemnity plan 1-800-422-4658.

For online services, be sure to visit www.shpnc.org and click on "Find a Doctor."

For participating pharmacies in the area:

- Please call Medco Customer Service at 1-800-336-5933.
- Or visit, www.shpnc.org and click on "Pharmacy"

For ease in transferring to a new provider, we encourage you to complete the enclosed medical release form. You may want to personally obtain your medical records or have them sent directly to your new primary care provider. For questions about your medical records, please call the primary care center at 828-235-8413.

There will be an annual enrollment in the spring of 2007, offering you an opportunity to revisit your health plan options. In an effort to provide State Health Plan members with products that focus on choice and affordability, three Preferred Provider Organization (PPO) options will be available to Plan members, along with the indemnity plan, during the annual enrollment.

Be sure to explore the resources offered by NC Health*Smart*, our healthy living initiative, at www.shpnc.org, or call 1-800-817-7044. Resources include health coaching for your personal medical problems and targeted risk reduction programs.

Our Customer Relations Team is ready to assist you with your questions and concerns throughout the transition and may be reached at 919-881-2300. I appreciate your continued support of our Plan.

Sincerely,

A handwritten signature in black ink, appearing to read "George C. Stokes". The signature is fluid and cursive, with a large initial "G" and "S".

George C. Stokes
Executive Administrator

