

Vance County Human Resources Office

VANCE COUNTY ADMINISTRATION BLDG.
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April 26, 2024

Dear Vance County Group Health Plan Participants:

Please note that effective July 1, 2024, Vance County will be transitioning to Aetna for our healthcare coverage under the North Carolina League of Municipalities (NCLM), our current medical plan provider using the Medcost network.

Our plan through the NCLM is changing to Aetna one month before our plan normally renews each year. This means that one month of claims will be paid by Aetna for the month of July 2024.

Any deductible amounts met between August 1, 2023 – June 30, 2024, will be credited to your deductible and out of pocket effective July 1, 2024, when our plan begins.

The current policy will go from July 1, 2024 – June 30, 2025, and will renew on July 1, 2025.

We encourage you to get any covered services under your current plan with Medcost as soon as possible so that as much of your deductible can be applied in the month of June when Aetna receives the report from Medcost.

Those amounts will be all claims that have been processed by the end of May. Deductibles paid in June will be applied as soon as possible after June when all claims process under Medcost.

More information will follow about Aetna, their customer service, and large network in the coming weeks as well as during open enrollment.

Please call me should you have any questions.

Sincerely,

Argretta R. Johen

Argretta R Johen, IPMA-SCP
HR Director, Vance County

How do I find a participating provider?

- Visit "[Find a Doctor, Dentist or Hospital | Aetna](#)" on [Aetna.com/docfind](#), and under "Guests," choose "Plan from an employer".
- Enter your home location (ZIP, city, county, or state) to access providers specific to plan benefits then set range of miles around home location (up to 100-mile radius).
- Select the plan option Managed Choice POS (Open Access)
- Search by provider name or provider type.
 - You'll also have the option to search by category: Medical Doctors & Specialists, Hospitals & Facilities, Urgent Care, Walk-In Clinics, Pharmacies, Behavioral Health, Dental Care, Vision, Labs & Testing, Alternative Medicine, Durable Medical Equipment, Common Procedures & Conditions, Institutes of Quality/Institutes of Excellence.
- Explore providers in list view or map view.

What Pharmacy can I use?

CVS Pharmacy® – Members can pick up their prescription at one of 9,800+ locations.

The network also includes all major chains and most independent pharmacies.

How to find pharmacies in your network

- Visit [Find a Doctor, Dentist or Hospital | Aetna](#)
- Click "Find a Pharmacy"
- Select Search for by Location
- In the Search field select "Pharmacies"
- In the Type field select "Retail Pharmacy Location"
- Next, input zip code and distance
- Your 'plan' is the "Aetna Extended Day Supply Network"

