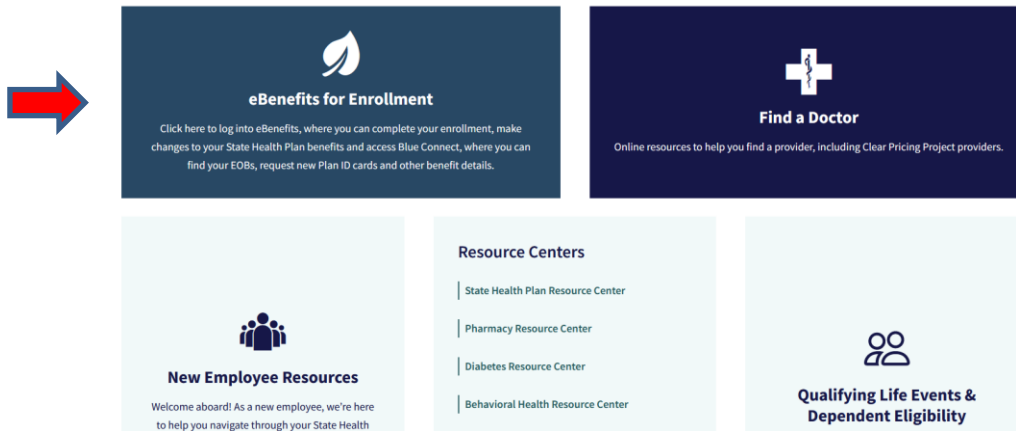


How to Complete 2024 Open Enrollment Online via eBenefits (Non-Medicare Retirees)

1. Go to the State Health Plan’s website at www.shpnc.org. Click **eBenefits** blue box.



2. Click **Retirees Using the ORBIT System**.

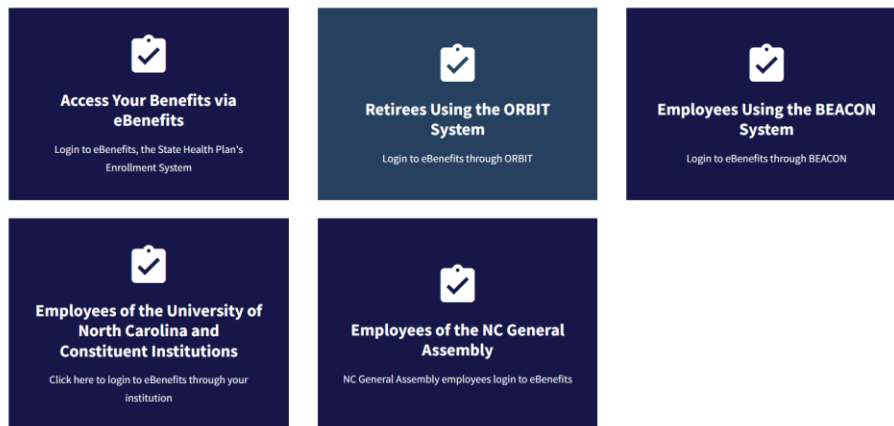
eBenefits is the Gateway to your Enrollment

To log into eBenefits, click the button below for **YOUR enrollment system**. If your employer is not listed, select the "eBenefits" button below or contact your HR representative for assistance.

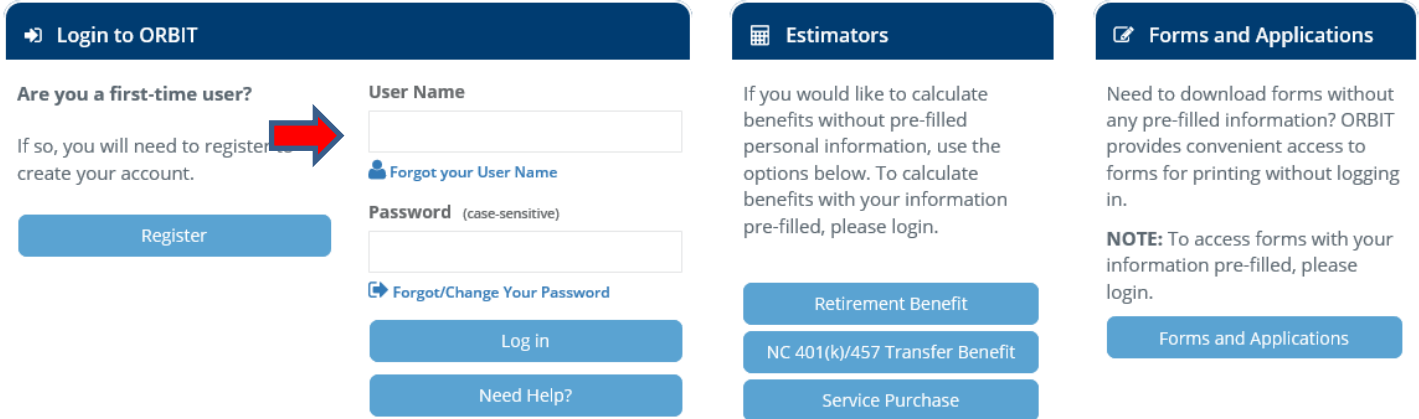
Once you're logged into eBenefits, you can complete your **OPEN ENROLLMENT**, make changes and access your benefit information through BlueConnect, where you can find your EOBs and order new ID cards.

Important Note Regarding Passwords:

If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead you have the option to reset your password. Simply click "Reset your account" then "I can't remember my password." From there you will be prompted to a screen that will ask you to enter your username so a passcode can be sent to the email address you have in eBenefits.

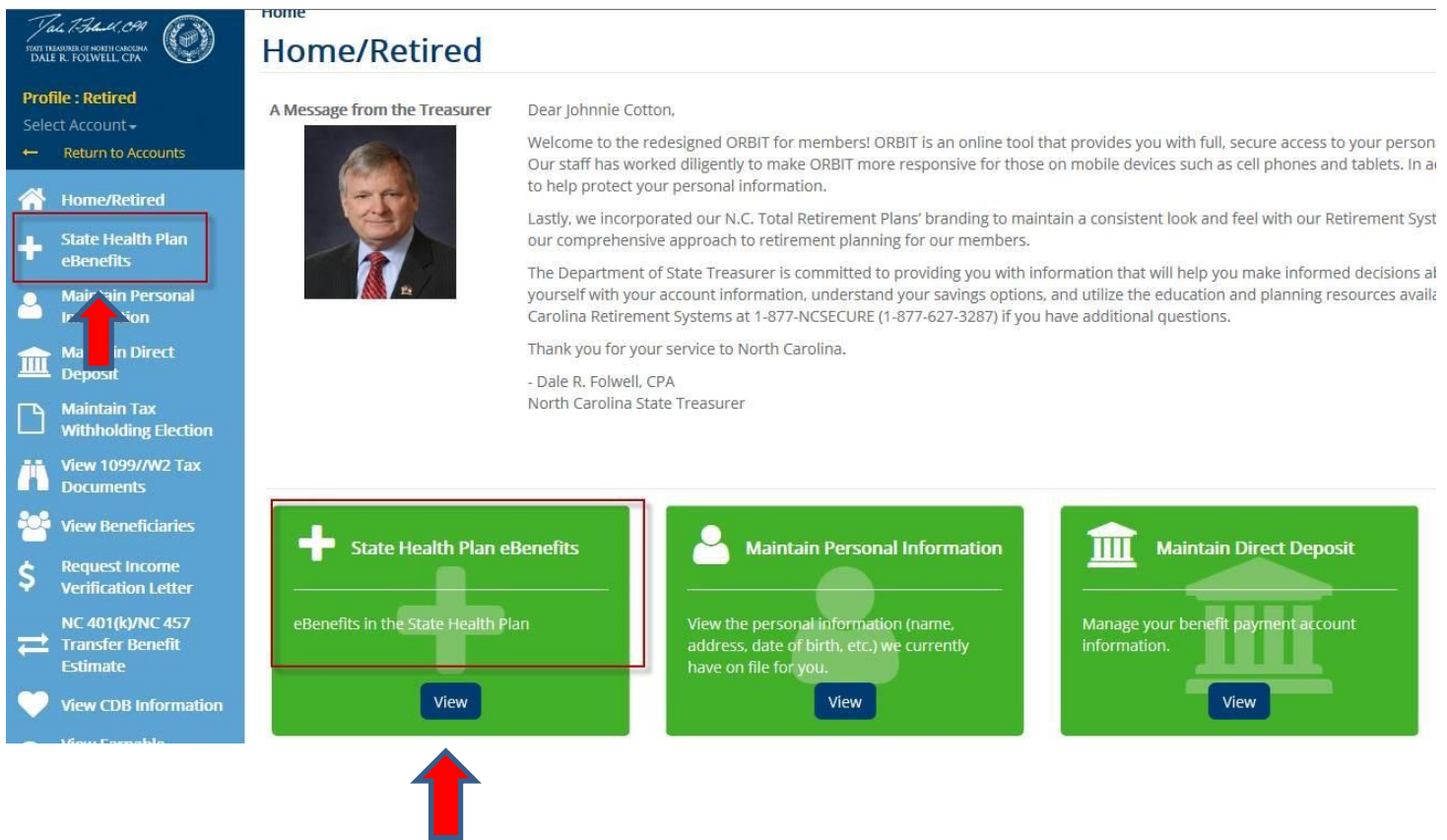


- Enter your **ORBIT Username and Password** and then click **Log in**. If you can't remember your username and password, follow the steps to reset your username or password.



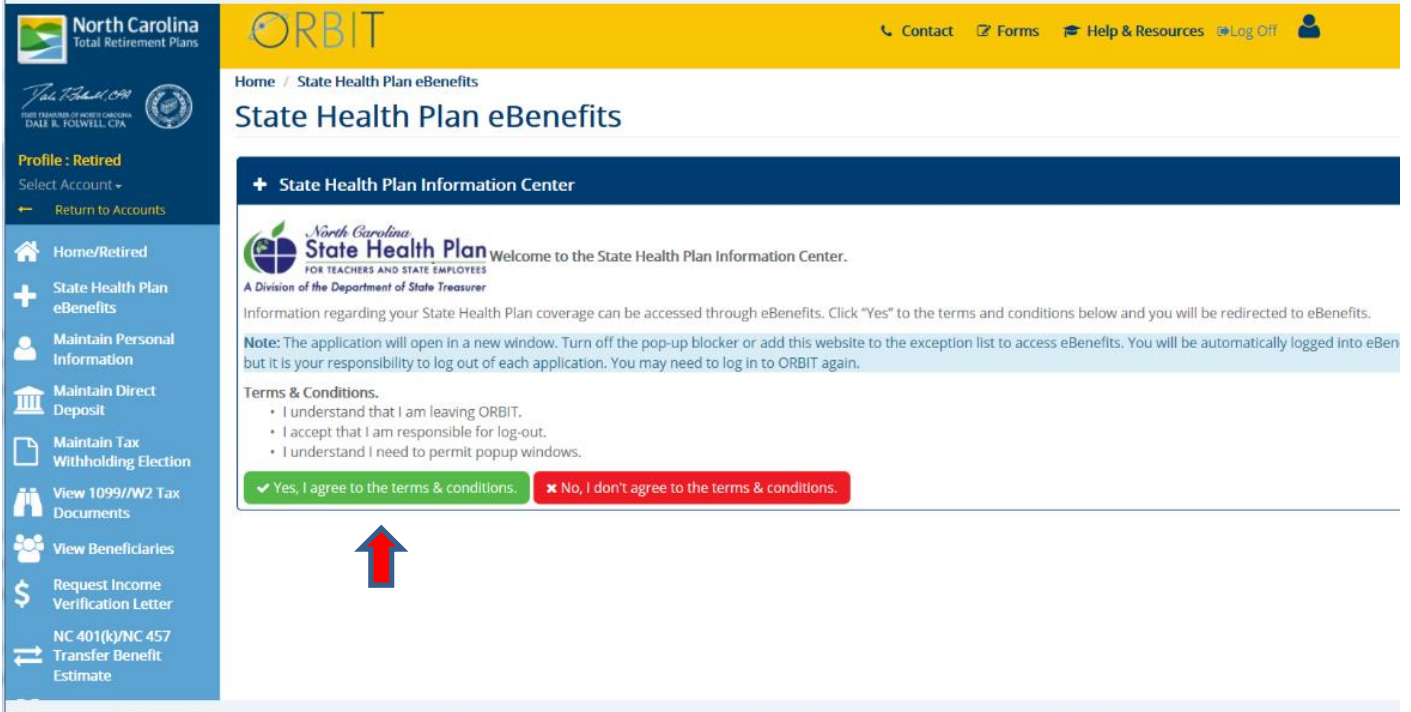
The screenshot shows the ORBIT login interface. On the left, there is a 'Login to ORBIT' button. Below it, a question asks 'Are you a first-time user?' with a red arrow pointing to a 'Register' button. The main login area has fields for 'User Name' and 'Password (case-sensitive)', with links for 'Forgot your User Name' and 'Forgot/Change Your Password'. Below these fields are 'Log in' and 'Need Help?' buttons. To the right, there are three main sections: 'Estimators' with buttons for 'Retirement Benefit', 'NC 401(k)/457 Transfer Benefit', and 'Service Purchase'; and 'Forms and Applications' with a 'Forms and Applications' button. A note states: 'NOTE: To access forms with your information pre-filled, please login.'

- Once logged in to your ORBIT account, select the **State Health Plan eBenefits** menu item on the left side of the screen or in the green box below.



The screenshot shows the ORBIT dashboard for a retired user. The left sidebar contains a navigation menu with 'State Health Plan eBenefits' highlighted by a red box and a red arrow. The main content area features a message from the Treasurer, Dale R. Folwell, CPA, and three large green action buttons: 'State Health Plan eBenefits', 'Maintain Personal Information', and 'Maintain Direct Deposit'. The 'State Health Plan eBenefits' button is also highlighted with a red box and a red arrow pointing to it from below.

- You will be asked to agree to the **Terms and Conditions** to continue. Please be sure to turn off your pop-up blocker or accept pop-ups from this website. You will not be able to continue until this has been completed.




North Carolina Total Retirement Plans | ORBIT | Contact | Forms | Help & Resources | Log Off

Home / State Health Plan eBenefits

State Health Plan eBenefits

State Health Plan Information Center


North Carolina State Health Plan
 FOR TEACHERS AND STATE EMPLOYEES
 A Division of the Department of State Treasurer

Welcome to the State Health Plan Information Center.


Information regarding your State Health Plan coverage can be accessed through eBenefits. Click "Yes" to the terms and conditions below and you will be redirected to eBenefits.

Note: The application will open in a new window. Turn off the pop-up blocker or add this website to the exception list to access eBenefits. You will be automatically logged into eBenefits but it is your responsibility to log out of each application. You may need to log in to ORBIT again.

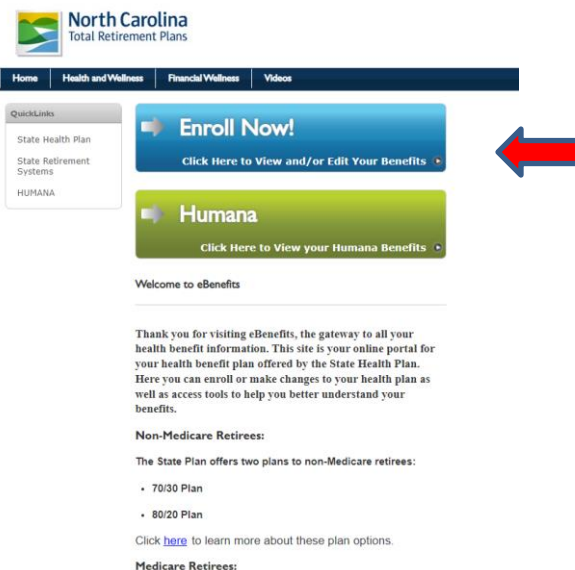
Terms & Conditions.

- I understand that I am leaving ORBIT.
- I accept that I am responsible for log-out.
- I understand I need to permit popup windows.

Yes, I agree to the terms & conditions.
 No, I don't agree to the terms & conditions.



- After clicking on "Yes I agree to the terms & conditions" you will see the screen below and may begin the enrollment process by clicking on "Enroll Now."



North Carolina Total Retirement Plans | Home | Health and Wellness | Financial Wellness | Videos

QuickLinks: State Health Plan, State Retirement Systems, HUMANA

Enroll Now!
 Click Here to View and/or Edit Your Benefits

Humana
 Click Here to View your Humana Benefits

Welcome to eBenefits

Thank you for visiting eBenefits, the gateway to all your health benefit information. This site is your online portal for your health benefit plan offered by the State Health Plan. Here you can enroll or make changes to your health plan as well as access tools to help you better understand your benefits.

Non-Medicare Retirees:

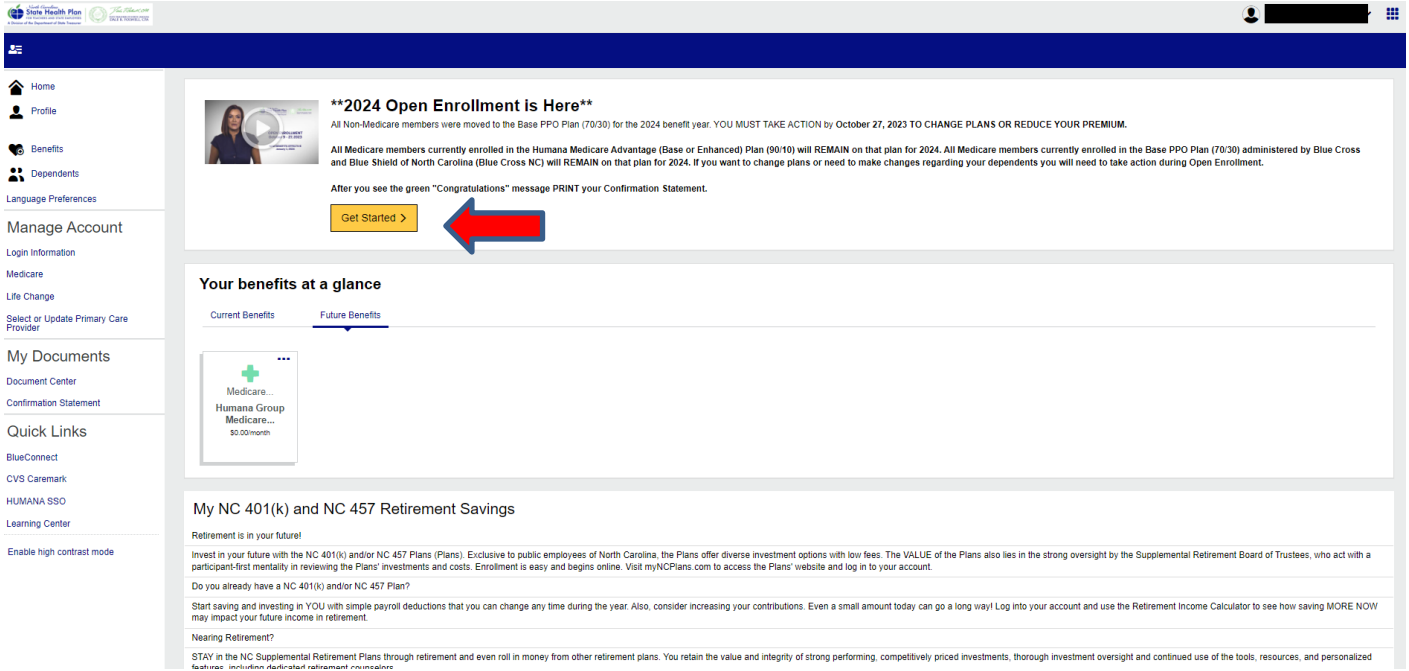
The State Plan offers two plans to non-Medicare retirees:

- 70/30 Plan
- 80/20 Plan

Click [here](#) to learn more about these plan options.

Medicare Retirees:

- Once you are in eBenefits, you will see a link under “Manage Account” where you can **Select or Update your Primary Care Provider** information right on the Home Page. Then click **Get Started**.



****2024 Open Enrollment is Here****
All Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2024 benefit year. YOU MUST TAKE ACTION by October 27, 2023 TO CHANGE PLANS OR REDUCE YOUR PREMIUM.
All Medicare members currently enrolled in the Humana Medicare Advantage (Base or Enhanced) Plan (90/10) will REMAIN on that plan for 2024. All Medicare members currently enrolled in the Base PPO Plan (70/30) administered by Blue Cross and Blue Shield of North Carolina (Blue Cross NC) will REMAIN on that plan for 2024. If you want to change plans or need to make changes regarding your dependents you will need to take action during Open Enrollment.
After you see the green "Congratulations" message PRINT your Confirmation Statement.
[Get Started >](#)

Your benefits at a glance

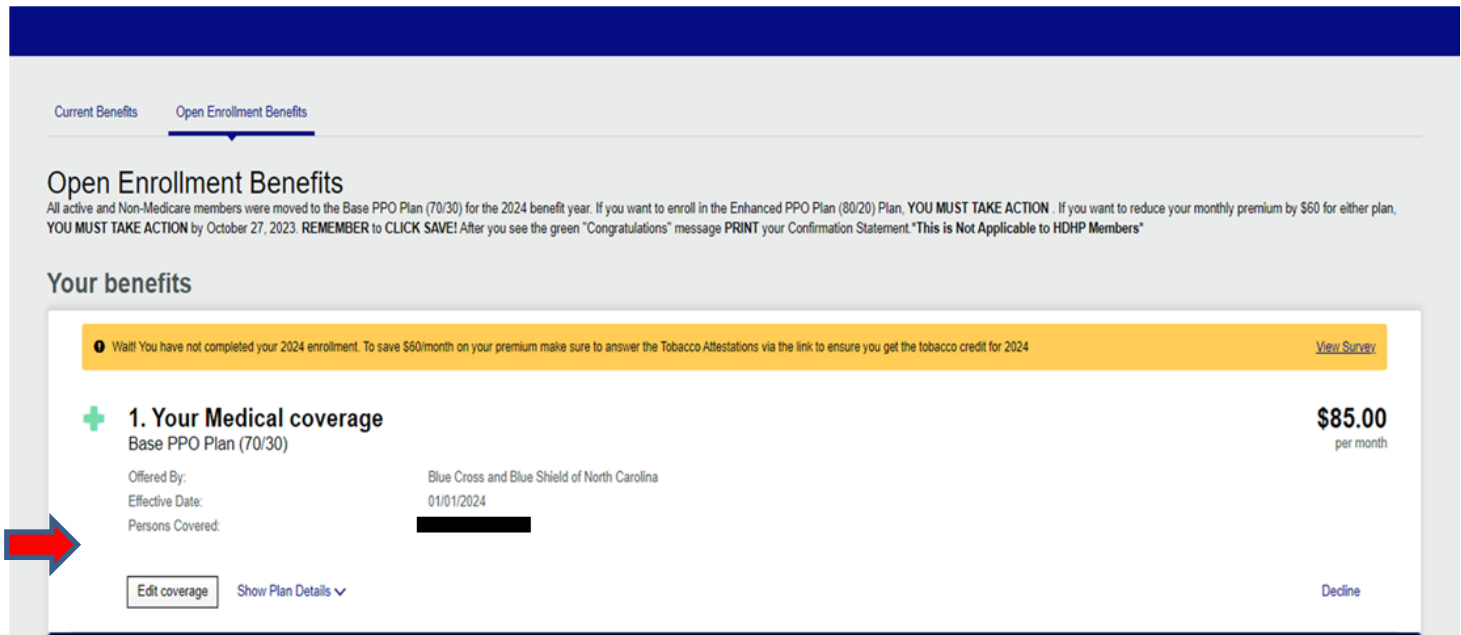
Current Benefits | Future Benefits

Medicare...
Humana Group Medicare...
\$0.00/month

My NC 401(k) and NC 457 Retirement Savings

Retirement is in your future!
Invest in your future with the NC 401(k) and/or NC 457 Plans (Plans). Exclusive to public employees of North Carolina, the Plans offer diverse investment options with low fees. The VALUE of the Plans also lies in the strong oversight by the Supplemental Retirement Board of Trustees, who act with a participant-first mentality in reviewing the Plans' investments and costs. Enrollment is easy and begins online. Visit myNCPlans.com to access the Plans' website and log in to your account.
Do you already have a NC 401(k) and/or NC 457 Plan?
Start saving and investing in YOU with simple payroll deductions that you can change any time during the year. Also, consider increasing your contributions. Even a small amount today can go a long way! Log into your account and use the Retirement Income Calculator to see how saving MORE NOW may impact your future income in retirement.
Nearing Retirement?
STAY in the NC Supplemental Retirement Plans through retirement and even roll in money from other retirement plans. You retain the value and integrity of strong performing, competitively priced investments, thorough investment oversight and continued use of the tools, resources, and personalized features including dedicated retirement counselors.

8. Click **Edit Coverage**.



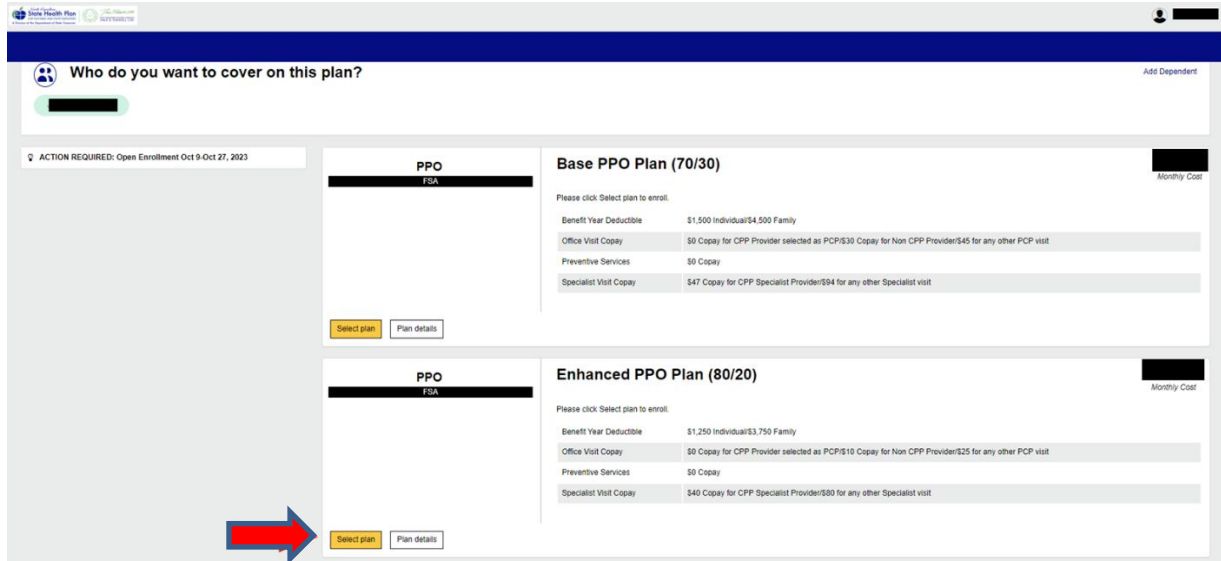
The screenshot shows the 'Open Enrollment Benefits' section of a web portal. At the top, there are tabs for 'Current Benefits' and 'Open Enrollment Benefits'. Below the tabs, a heading reads 'Open Enrollment Benefits' followed by a paragraph of instructions: 'All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2024 benefit year. If you want to enroll in the Enhanced PPO Plan (80/20) Plan, YOU MUST TAKE ACTION. If you want to reduce your monthly premium by \$60 for either plan, YOU MUST TAKE ACTION by October 27, 2023. REMEMBER to CLICK SAVE! After you see the green "Congratulations" message PRINT your Confirmation Statement. *This is Not Applicable to HDHP Members*'. Below this is a section titled 'Your benefits'. A yellow warning banner states: 'Wait! You have not completed your 2024 enrollment. To save \$50/month on your premium make sure to answer the Tobacco Attestations via the link to ensure you get the tobacco credit for 2024'. Below the banner, the first benefit is listed: '1. Your Medical coverage' with a green plus icon. Underneath, it specifies 'Base PPO Plan (70/30)' and a monthly premium of '\$85.00 per month'. Further details include 'Offered By: Blue Cross and Blue Shield of North Carolina', 'Effective Date: 01/01/2024', and 'Persons Covered: [REDACTED]'. At the bottom of this card, there are two buttons: 'Edit coverage' and 'Show Plan Details'. A red arrow points to the 'Edit coverage' button.

9. Select **Open Enrollment** as the reason for making your change. Then click **Next**.



The screenshot shows a 'Medical' selection screen with a progress indicator at the top: 'PROFILE - BENEFITS - CHECKOUT'. The main heading is 'Medical' and the instruction is 'Please select a reason for changing your benefit coverage.' Below this, a question asks 'You are making a change to benefit elections. Why are you making this change?'. There are two radio button options: 'Open Enrollment' (which is selected and has a red arrow pointing to it) and 'Life or family change (marriage, birth, death, loss of other coverage, etc.)'. Below the options, it states 'You must have a qualifying life or family change to change coverage.' and a note: 'Note: All changes to your benefits must be approved by your Health Benefits Representative before they become effective.' At the bottom, there are three buttons: 'Next', 'Previous', and 'Cancel'. A red arrow points to the 'Next' button.

10. Choose a health plan option and click **Select Plan**. Please note: All Non-Medicare members have been moved to the Base PPO Plan (70/30). If you want to select the Enhanced PPO Plan (80/20), scroll down to that plan and click **Select Plan**. If you need to add a dependent, click on the **Add Dependent** link and follow the instructions.



Who do you want to cover on this plan? Add Dependent

ACTION REQUIRED: Open Enrollment Oct 9-Oct 27, 2023

Plan Name	Benefit Year Deductible	Office Visit Copay	Preventive Services	Specialist Visit Copay
PPO				
Base PPO Plan (70/30)	\$1,500 Individual/\$4,500 Family	\$0 Copay for CPP Provider selected as PCP/\$30 Copay for Non CPP Provider/\$45 for any other PCP visit	\$0 Copay	\$47 Copay for CPP Specialist Provider/\$94 for any other Specialist visit
Enhanced PPO Plan (80/20)	\$1,250 Individual/\$3,750 Family	\$0 Copay for CPP Provider selected as PCP/\$10 Copay for Non CPP Provider/\$25 for any other PCP visit	\$0 Copay	\$40 Copay for CPP Specialist Provider/\$80 for any other Specialist visit

11. On the Tobacco Attestation page, select the appropriate answer. This is necessary if you want to reduce your premium in the Enhanced PPO Plan (80/20) only. The Base PPO Plan (70/30) remains premium-free for eligible retirees. Then click **Next**.

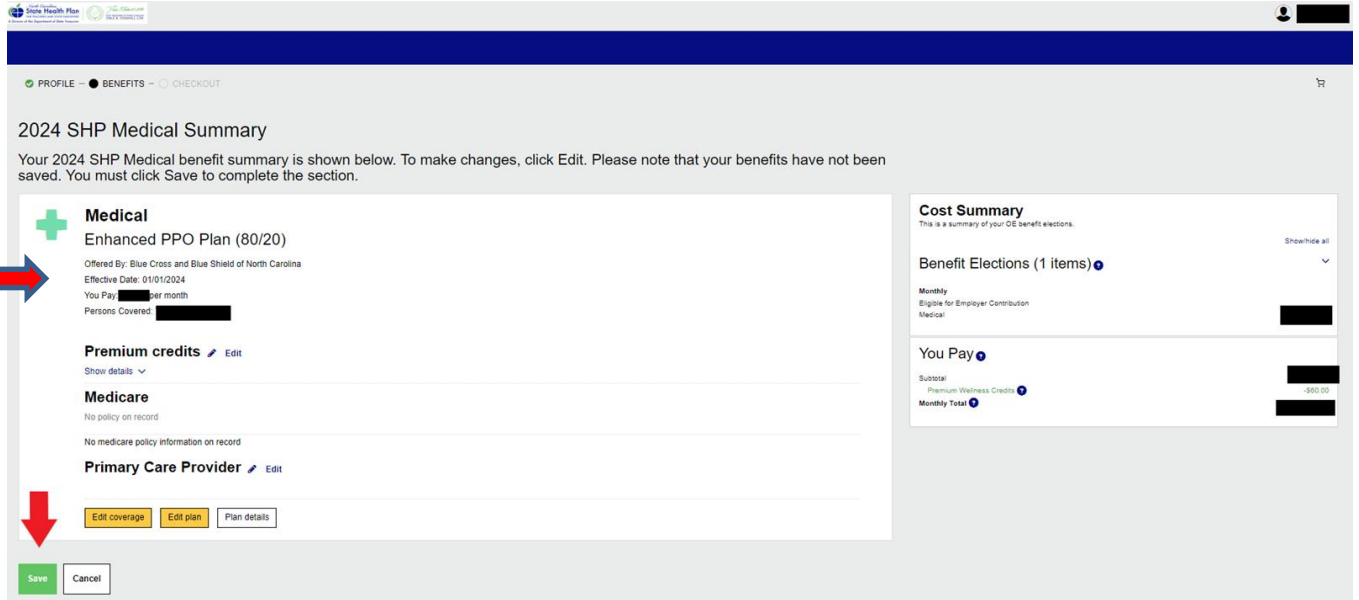
> **Tobacco Attestation (Premium Credit \$60)** ▼ \$13.85 per week

I attest that I am NOT a tobacco user (includes cigarettes, cigars, pipes, chewing tobacco, snuff, vaping or any product containing nicotine). Or if I am a tobacco user, I agree to complete at least one tobacco cessation counseling session by November 30, 2023. (Please note: You may lose your \$60 monthly premium credit if you do not visit a Primary Care Provider for a tobacco cessation counseling session as agreed by November 30, 2023.) As part of this attestation, I understand that making a false statement, representation or attestation could result in my termination from State Health Plan coverage. I also agree to cooperate with the Plan in any efforts to verify my tobacco status.

Select the appropriate response below:

- I am NOT a tobacco user
- I AM a tobacco user, BUT I agree to visit my for at least one tobacco cessation counseling session by 11/30/2023
- I AM a tobacco user

12. Once your plan has been selected, click **Save**. Make sure you have a Primary Care Provider (PCP) selected. [Click here](#) to find out more about the savings you can receive by selecting a Clear Pricing Project PCP.



2024 SHP Medical Summary

Your 2024 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.

Medical

Enhanced PPO Plan (80/20)

Offered By: Blue Cross and Blue Shield of North Carolina
Effective Date: 01/01/2024
You Pay: ██████ per month
Persons Covered: ██████

Premium credits [Edit](#)
Show details ▾

Medicare

No policy on record

No medicare policy information on record

Primary Care Provider [Edit](#)

[Edit coverage](#) [Edit plan](#) [Plan details](#)

Cost Summary

This is a summary of your CE benefit elections.

[Showhide all](#)

Benefit Elections (1 items) [Showhide all](#) ▾

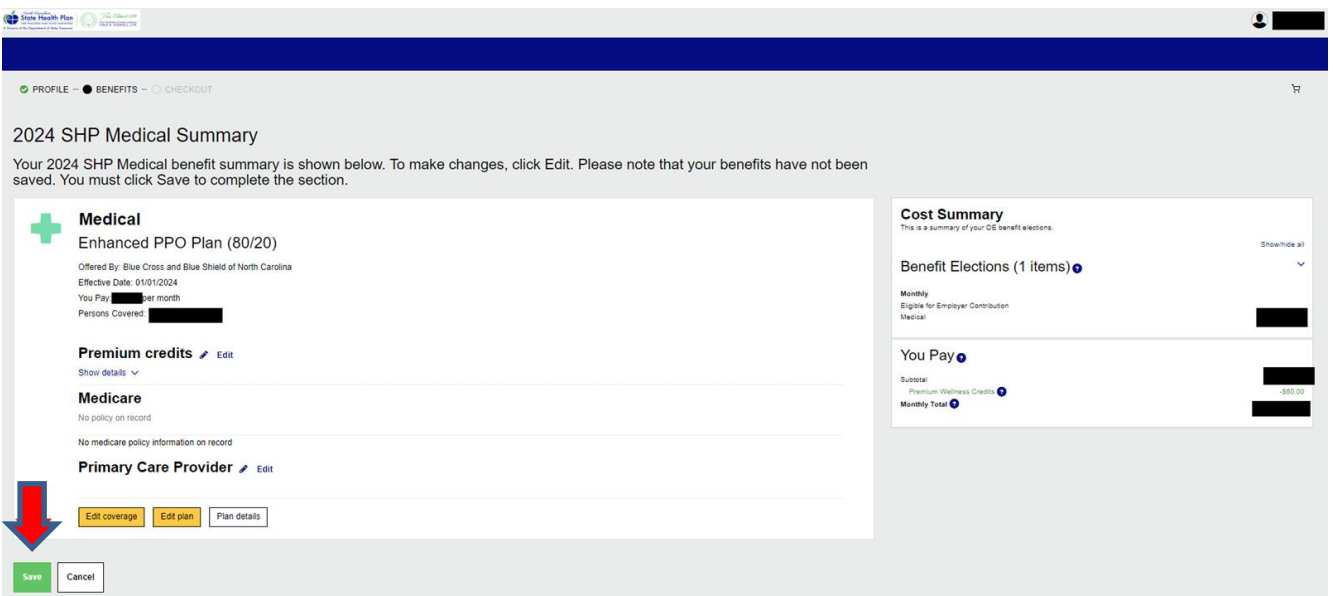
Monthly
Eligible for Employer Contribution
Medical ██████

You Pay

Subtotal ██████
Premium Wellness Credits [+](#) ██████
Monthly Total [+](#) ██████

[Save](#) [Cancel](#)

13. Click **Save Changes** to confirm your elections and return to the Home page.



2024 SHP Medical Summary

Your 2024 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.

Medical

Enhanced PPO Plan (80/20)

Offered By: Blue Cross and Blue Shield of North Carolina
Effective Date: 01/01/2024
You Pay: ██████ per month
Persons Covered: ██████

Premium credits [Edit](#)
Show details ▾

Medicare

No policy on record

No medicare policy information on record

Primary Care Provider [Edit](#)

[Edit coverage](#) [Edit plan](#) [Plan details](#)

Cost Summary

This is a summary of your CE benefit elections.

[Showhide all](#)

Benefit Elections (1 items) [Showhide all](#) ▾

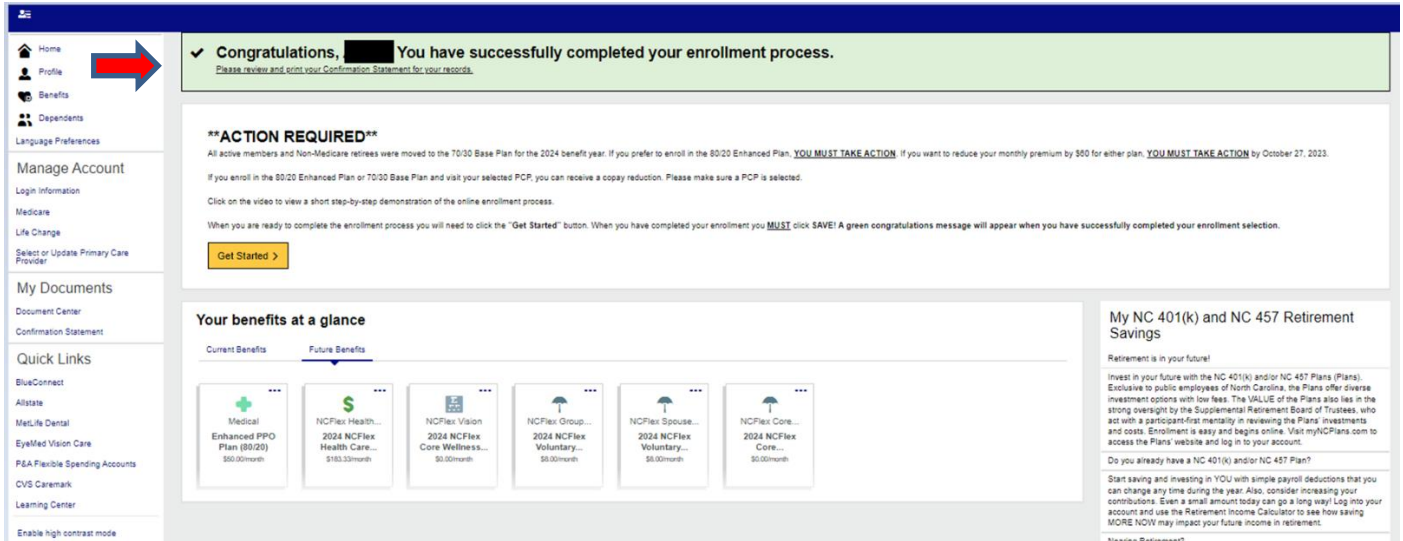
Monthly
Eligible for Employer Contribution
Medical ██████

You Pay

Subtotal ██████
Premium Wellness Credits [+](#) ██████
Monthly Total [+](#) ██████

[Save](#) [Cancel](#)

14. A green congratulations message will appear once you have successfully completed your enrollment. Click on the **“Confirmation Statement”** to access a printable version of all your benefits for your records.

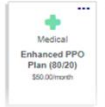
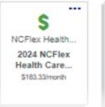
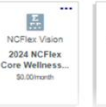
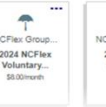




✓ **Congratulations, [redacted] You have successfully completed your enrollment process.**
Please review and print your Confirmation Statement for your records.

****ACTION REQUIRED****
All active members and Non-Medicare retirees were moved to the 70/30 Base Plan for the 2024 benefit year. If you prefer to enroll in the 80/20 Enhanced Plan, **YOU MUST TAKE ACTION**. If you want to reduce your monthly premium by \$60 for either plan, **YOU MUST TAKE ACTION** by October 27, 2023. If you enroll in the 80/20 Enhanced Plan or 70/30 Base Plan and visit your selected PCP, you can receive a copay reduction. Please make sure a PCP is selected.
Click on the video to view a short step-by-step demonstration of the online enrollment process.
When you are ready to complete the enrollment process you will need to click the "Get Started" button. When you have completed your enrollment you **MUST** click **SAVE!** A green congratulations message will appear when you have successfully completed your enrollment selection.

[Get Started >](#)

Your benefits at a glance

Current Benefits	Future Benefits
	
	
	

My NC 401(k) and NC 457 Retirement Savings
Retirement is in your future!
Invest in your future with the NC 401(k) and/or NC 457 Plans (if any). Exclusive to public employees of North Carolina, the Plans offer diverse investment options with low fees. The VALUE of the Plans also lies in the strong oversight by the Supplemental Retirement Board of Trustees, who act with a participant-first mentality in reviewing the Plans' investments and costs. Enrollment is easy and begins online. Visit myNCPlans.com to access the Plans' website and log in to your account.
Do you already have a NC 401(k) and/or NC 457 Plan?
Start saving and investing in YOU with simple payroll deductions that you can change any time during the year. Also, consider increasing your contributions. Even a small amount today can go a long way! Log into your account and use the Retirement Income Calculator to see how saving MORE NOW may impact your future income in retirement.
Nearino Retirement?

Need Assistance? Please call the Eligibility and Enrollment Support Center at 855-859-0966. During Open Enrollment, the Support Center is offering extended hours: Monday-Friday 8 a.m. - 10 p.m. and Saturdays 8 a.m. - 5 p.m.