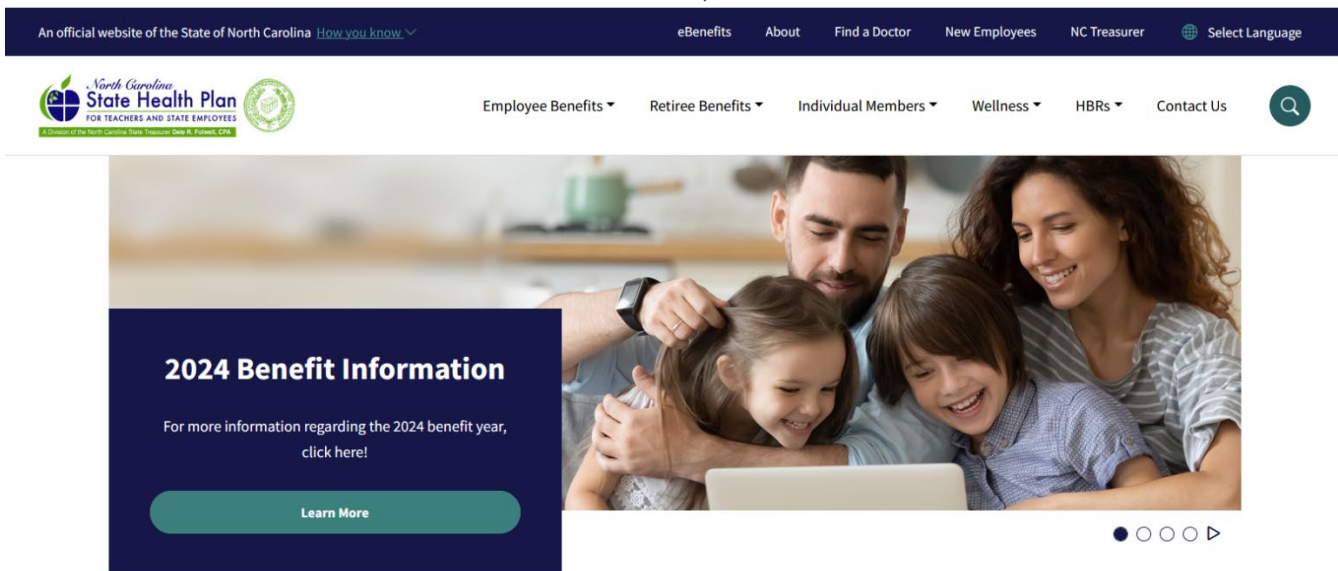



## Need to Select or Update Your Primary Care Provider?


Selecting or updating your Primary Care Provider (PCP) in eBenefits, the Plan's enrollment system, is now easier than ever. Remember, it takes 5-7 days for changes to be made and a new member ID card to be issued.


### Follow the steps below to select or update your PCP:


1. Go to the State Health Plan website at [www.shpnc.org](http://www.shpnc.org) and click on **eBenefits** at the top of the landing page. Then, click on the applicable orange button.




  
**Access Your Benefits via eBenefits**  
Login to eBenefits, the State Health Plan's Enrollment System

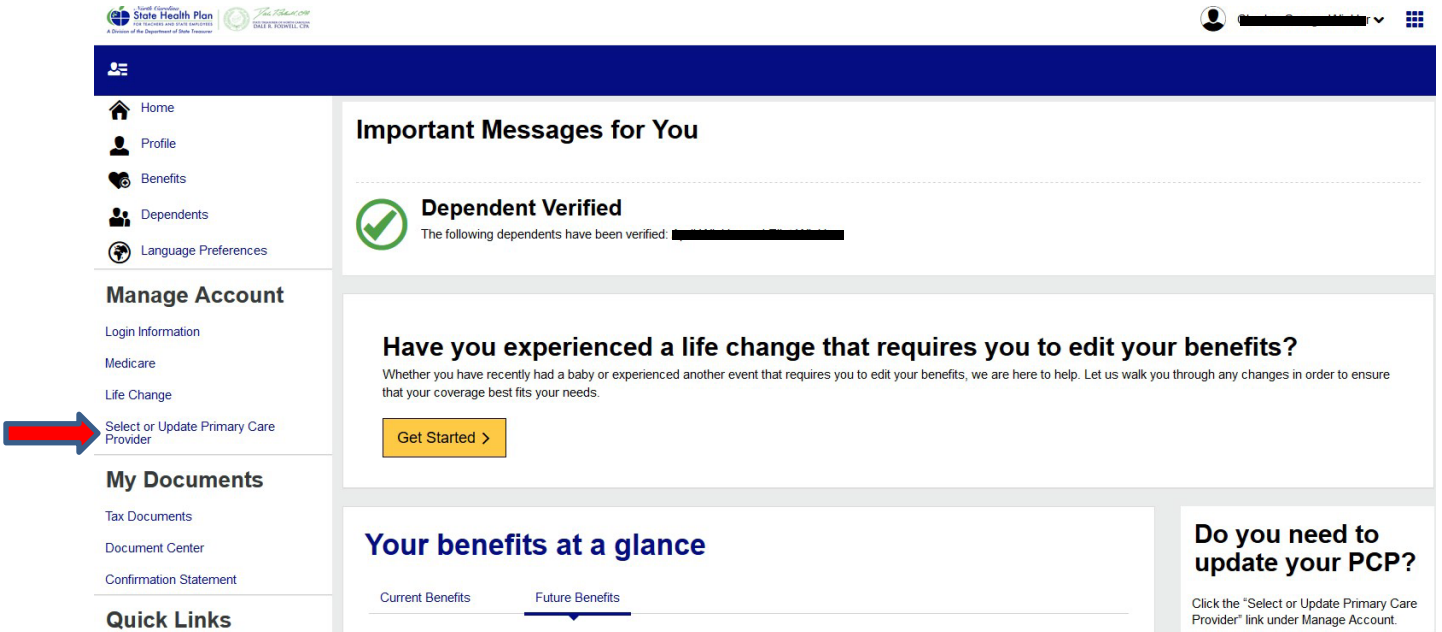
  
**Retirees Using the ORBIT System**  
Login to eBenefits through ORBIT

  
**Employees Using the BEACON System**  
Login to eBenefits through BEACON

  
**Employees of the University of North Carolina and Constituent Institutions**  
Click here to login to eBenefits through your institution

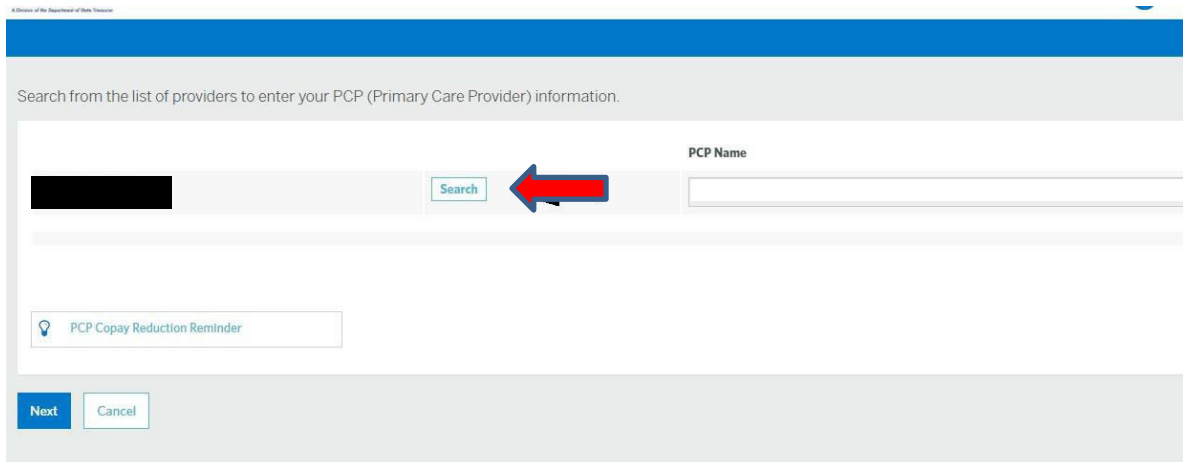
  
**Employees of the NC General Assembly**  
NC General Assembly employees login to eBenefits

- Once you are logged in on the eBenefits home page, on the left-hand menu, there will be a **Select or Update Primary Care Provider** link. Click this link.



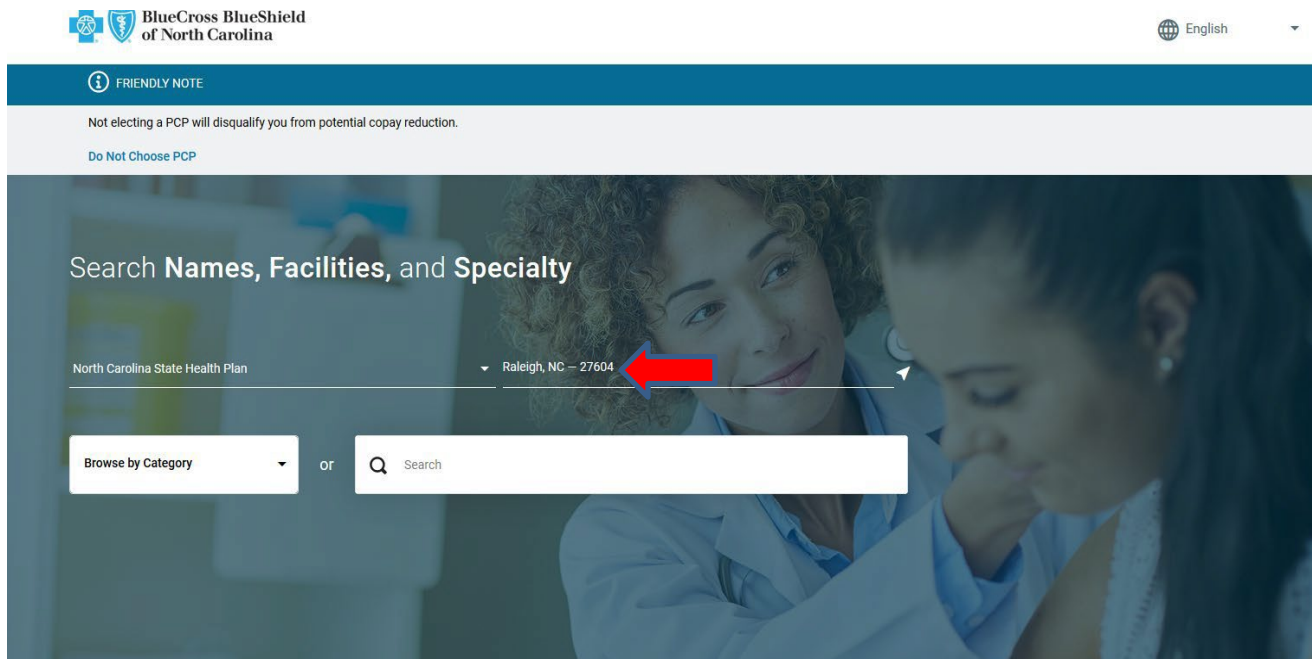
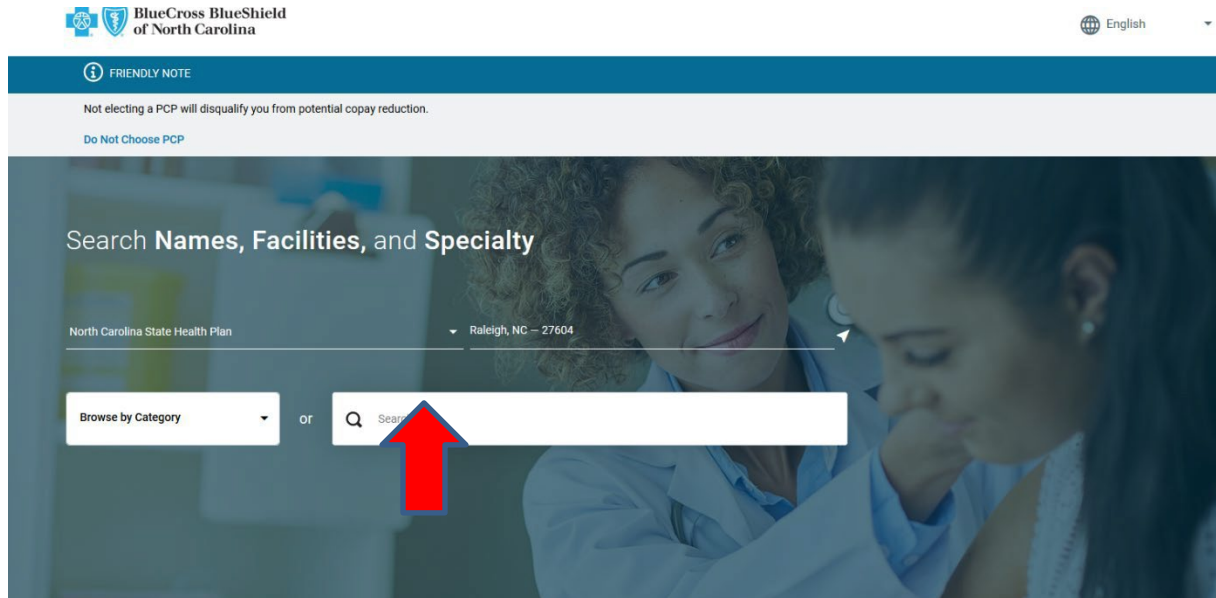
The screenshot shows the eBenefits home page. On the left-hand menu, under the 'Manage Account' section, the link 'Select or Update Primary Care Provider' is highlighted with a red arrow. The main content area features a 'Dependent Verified' message, a 'Have you experienced a life change...' prompt with a 'Get Started' button, and 'Your benefits at a glance' section with 'Current Benefits' and 'Future Benefits' tabs. A 'Do you need to update your PCP?' prompt is also visible.

- Select **Search**.

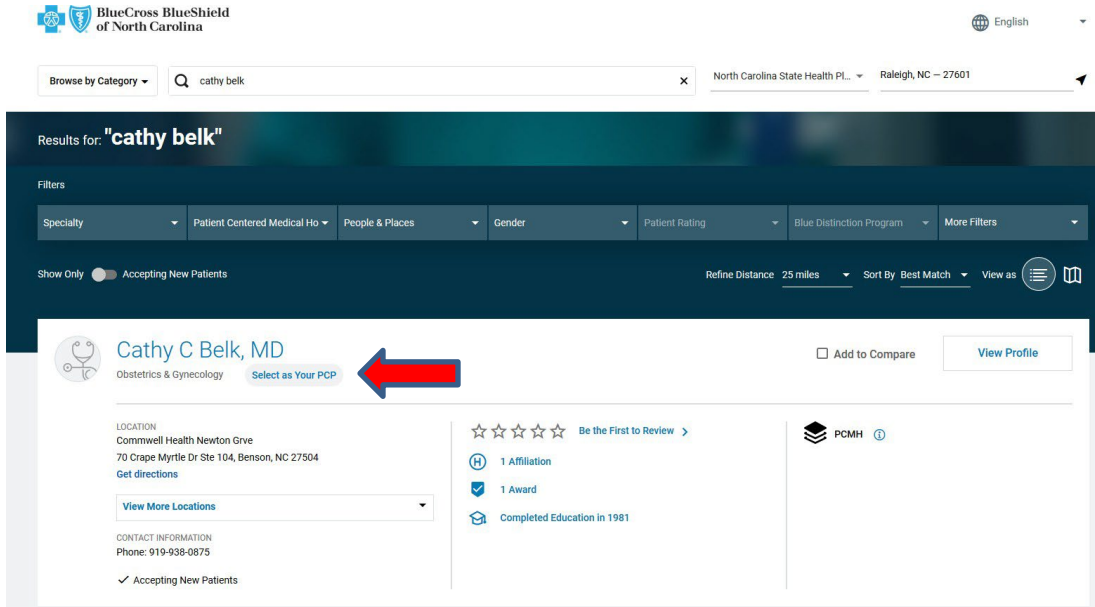


The screenshot shows the PCP search interface. The search bar is empty, and the 'Search' button is highlighted with a red arrow. Below the search bar, there is a 'PCP Name' input field and a 'Next' button.

This will bring you to the Blue Cross NC website where you can search for provider name, facility and specialty. If you do not already know the provider or facility you want, you can also search for one by location. Type in the location you would like to search.

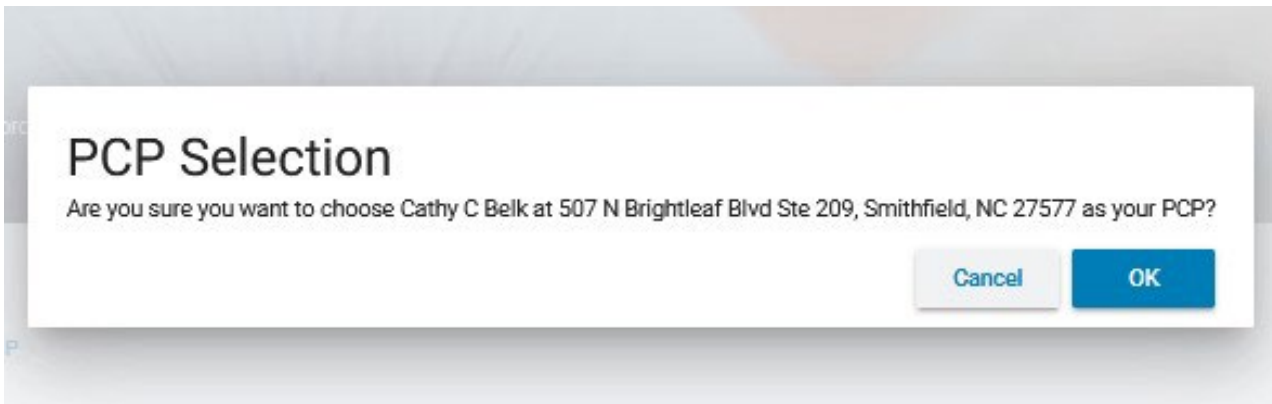


4. Select the desired provider by clicking **Select as PCP**.



The screenshot shows the BlueCross BlueShield of North Carolina provider search interface. At the top, there is a search bar with the text "cathy belk" and a location filter for "North Carolina State Health Plan, Raleigh, NC - 27601". Below the search bar, the results for "cathy belk" are displayed. A red arrow points to the "Select as Your PCP" button next to the provider's name, "Cathy C Belk, MD". The provider's profile includes their specialty (Obstetrics & Gynecology), location (Commwell Health Newton Grve, 70 Cape Myrtle Dr Ste 104, Benson, NC 27504), contact information (Phone: 919-938-0875), and a "View Profile" button. There are also filters for "Specialty", "Patient Centered Medical Ho", "People & Places", "Gender", "Patient Rating", and "Blue Distinction Program".

5. Select **OK**.



The screenshot shows a confirmation dialog box titled "PCP Selection". The text inside the dialog asks, "Are you sure you want to choose Cathy C Belk at 507 N Brightleaf Blvd Ste 209, Smithfield, NC 27577 as your PCP?". There are two buttons at the bottom: "Cancel" and "OK". A red arrow points to the "OK" button.

6. This will bring you back to eBenefits with this provider now listed as your PCP, then click **Next**.

Search from the list of providers to enter your PCP (Primary Care Provider) information.

<input type="text"/>	<input type="button" value="Search"/>	PCP Name <input type="text"/>
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7. Click **Next** on the Provider Summary page.

Provider Summary

<input type="text"/>	PCP Name <input type="text"/>
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8. Select **Next** on the Tobacco Attestation page.

> **Tobacco Attestation (Premium Credit \$60)**

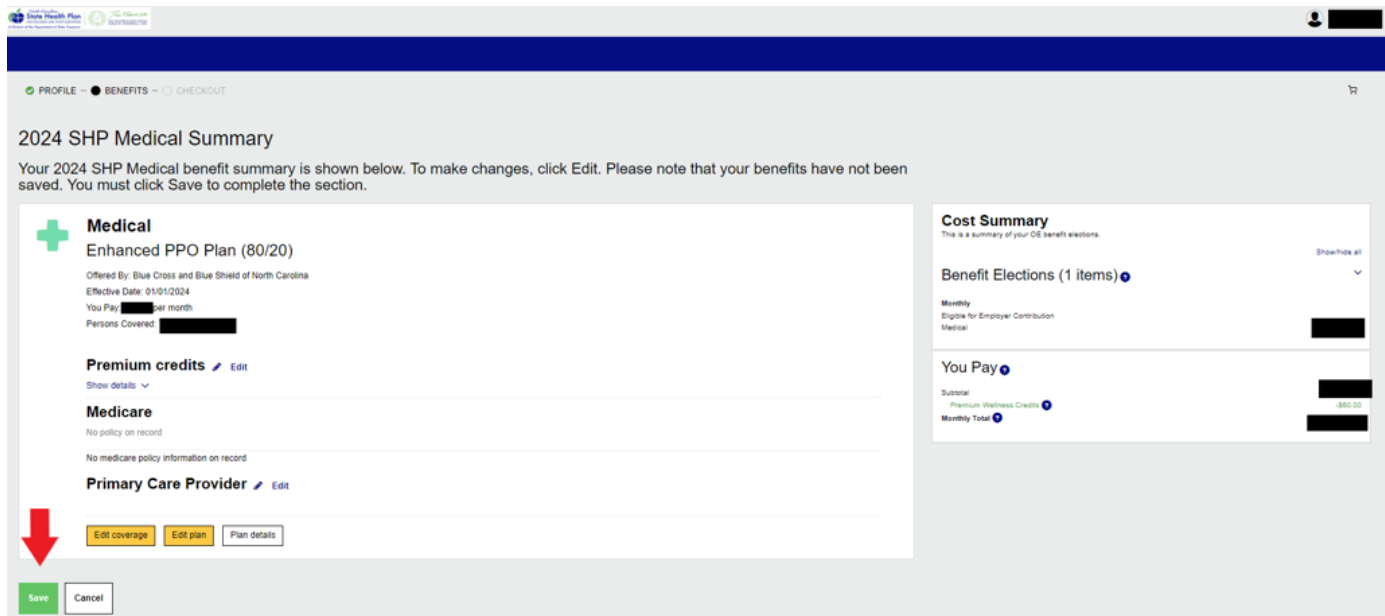
✓ \$13.85 per week

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

9. Select **Save** on Medical Summary 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: [redacted] per month

Persons Covered: [redacted]

**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](#)

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

**Cost Summary**

This is a summary of your OE benefit elections.

[Show/hide all](#)

**Benefit Elections (1 items)**

Monthly Eligible for Employer Contribution Medical [redacted]

**You Pay**

Subtotal Premium Waiver Credits [redacted] \$50.00

Monthly Total [redacted]

This will bring you back to eBenefits with this Provider now listed as your PCP.