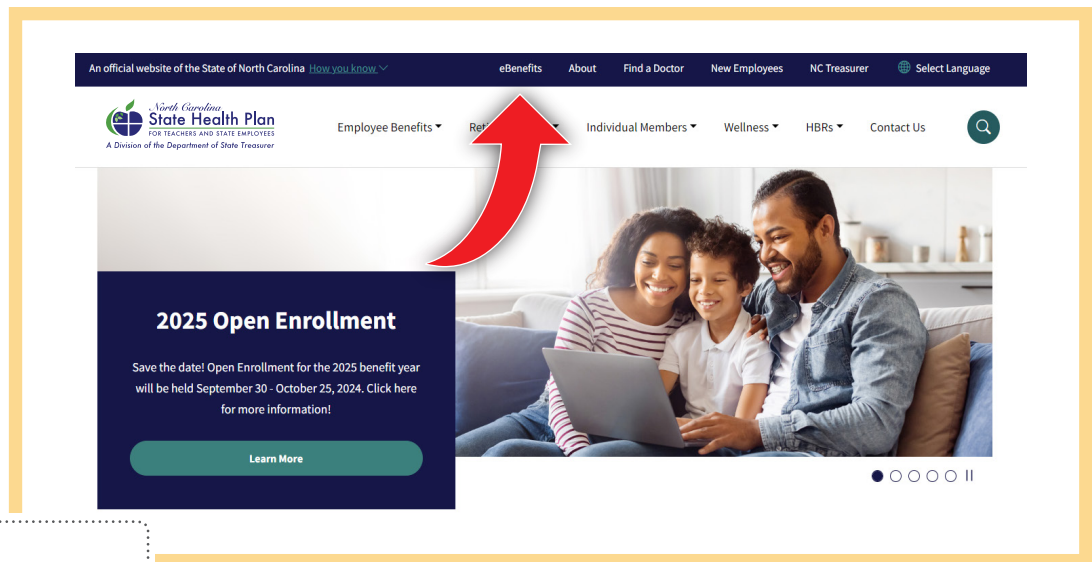


How to Request a New State Health Plan ID Card

(For Members on the 70/30, 80/20 & HDHP Plans)



GO TO
www.SHPNC.org
 CLICK ON eBenefits

Go to the State Health Plan's website **www.SHPNC.org** and click eBenefits.



SELECT
 Appropriate
 Benefits System

3

SELECT
Aetna

Manage Account

- Login Information
- Medicare
- Life Change
- Select or Update Primary Care Provider - 2024

My Documents

- Document Center
- Confirmation Statement

Quick Links

- Aetna
- Allstate
- CVS Caremark
- EyeMed Vision Care

Have you experienced a life change that requires you to edit your benefits?

Whether you have recently had a baby or experienced another event that requires you to edit your benefits, we are here to help. Let us walk you through any changes in order to ensure that your coverage best fits your needs.

[Get Started >](#)

Your benefits at a glance

- Medical Base PPO Plan
- NCFlex Accident.. 2024 NCFlex
- NCFlex Dental 2024 NCFlex Low

Once you are logged into eBenefits, click Aetna under Quick Links.

4

SELECT
ID Cards

English | Inbox | Notifications | ID Cards | Account | Search

Home | Claims | Benefits | Find Care & Pricing | Prescriptions | Health & Wellness | Support

Welcome, Ignacio

Find Care & Pricing

- Find a Provider
- Get Quick Care
- Manage my Primary Care
- Find a Pharmacy
- Find a Dentist

Plan Overview

Medical Coverage

Maximum Savings Tier

Out-of-Pocket Max - \$12,900

Full coverage starts after you spend \$12,900 on services that count toward your out-of-pocket max.

\$0 Spent | \$12,900.00 Remaining

- What's Covered
- ID Cards**
- Spending Tracker

Prescription Coverage

Claims View All Claims

- A Drn Facility Pending

Prior Authorization View All

On the Aetna Home screen, select ID Cards.
Please note, you can access this in two locations.

The screenshot shows the Aetna website interface. At the top, there are navigation links for English, Inbox, Notifications, ID Cards, Account, and Search. Below this is the Aetna logo and a menu with Home, Claims, Benefits, Find Care & Pricing, Prescriptions, and Health. The main content area is titled 'ID Cards' and shows the member name 'Ignacio Bowgren'. Under 'Available Cards: Medical', there is a preview of a medical ID card for Michelle Q Sample-Testcard. Below the card preview are two buttons: 'Request ID Card' and 'Print ID card'. Two red arrows point from the left towards these buttons.

5

CHOOSE
Request ID Card,
OR Print ID Card

Choose to Request an ID Card by mail; or to Print an ID Card.

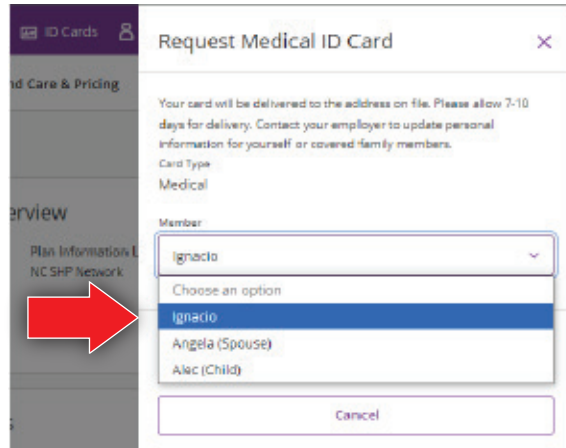
This screenshot shows a dropdown menu with three options: 'Request ID Card', 'Share Via Email', and 'Print ID card'. The 'Print ID card' option is selected and highlighted in a light purple color. A red arrow points from the left towards the 'Print ID card' option. Below the dropdown, two buttons are visible: 'Print ID card' and 'Print all ID cards'.

6

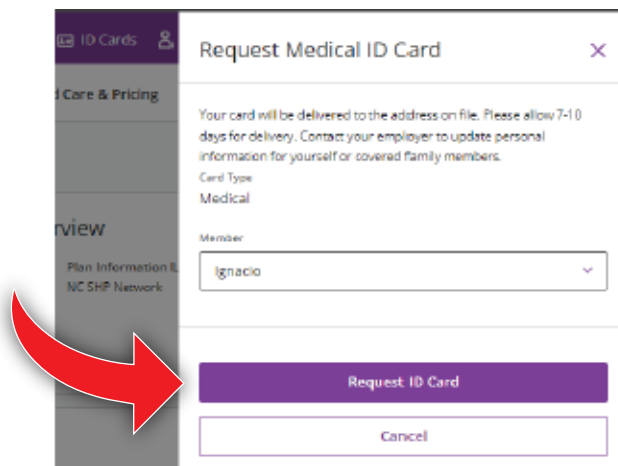
SELECT
Print ID Card(s)

Select Print ID Card to print an ID Card for the displayed member. OR, you can select Print all ID Cards to print an ID Card for every member of the plan.

If you choose Request ID Card



The screenshot shows the 'Request Medical ID Card' form. The 'Member' dropdown menu is open, showing options: 'Ignacio', 'Choose an option', 'Angela (Spouse)', and 'Alec (Child)'. A red arrow points to the 'Ignacio' option.

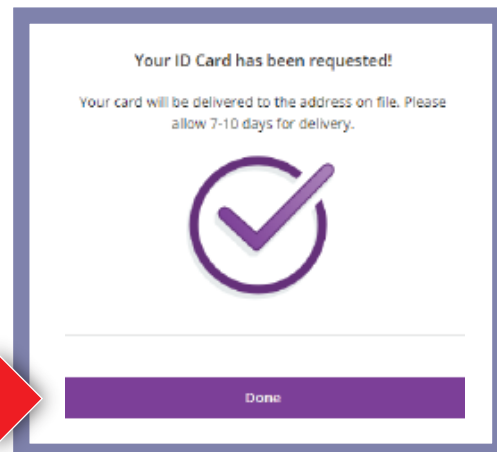


The screenshot shows the 'Request Medical ID Card' form with the 'Request ID Card' button highlighted in purple. A red arrow points to this button.

7

SELECT
Request ID Card

Select needed member from dropdown if multiple members are covered. Please note, you can only select one member at a time. Then, select Request ID Card. Click DONE when finished.



The confirmation screen displays the message: 'Your ID Card has been requested!' followed by 'Your card will be delivered to the address on file. Please allow 7-10 days for delivery.' A large checkmark icon is centered on the screen. A red arrow points to the 'Done' button at the bottom.