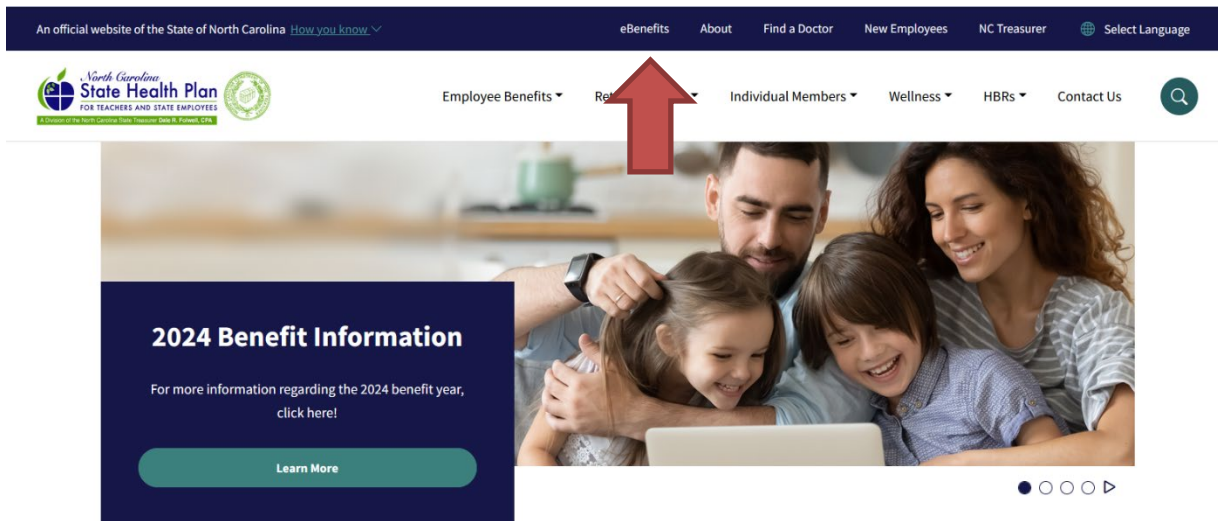# Step-by-Step Enrollment Instructions for New Employees

1. Once your Health Benefits Representative has created a personal record for you in the eBenefits system, go to the State Health Plan's website at www.shpnc.org and click eBenefits located near the top center of the home screen.

2. Select the appropriate box to access eBenefits. eBenefits is the Plan's online enrollment system and gateway to all your benefit information. You will also have access to the BlueConnect (medical claims) portal and CVS Caremark, your pharmacy portal.

   - If you are employed by any of the organizations in the boxes, click one to enroll. If not, click Access your Benefits via eBenefits (the first box).
   - Enter your Username and Password. Login ID: Your first name, the first initial of your last name and the last 4 digits of your Social Security number. Initial Password: Your Social Security number without spaces or dashes.
   - Example for employee John Doe with SSN 111-22-3333: Login ID is JohnD3333 and Password is 111223333. If you have transferred from another agency and already had an account in eBenefits, please check with your HBR to verify your login information.
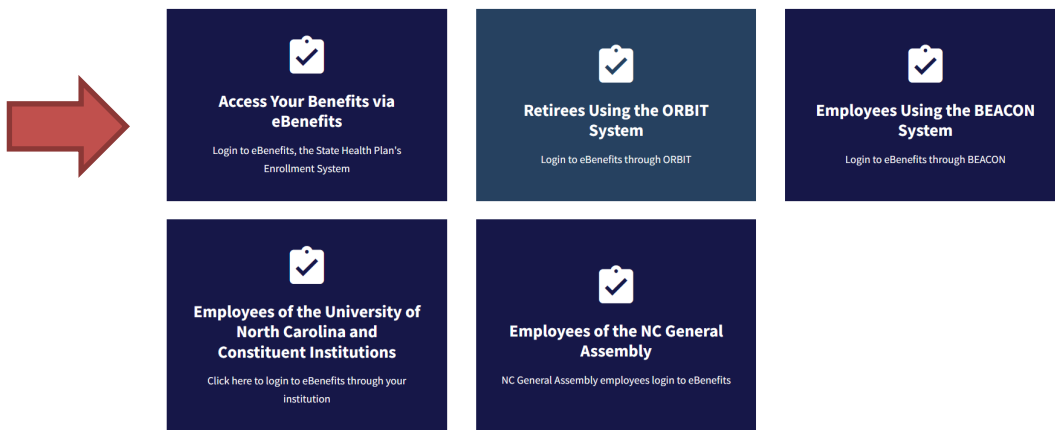
eBenefits is the Gateway to your Enrollment

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.

Access Your Benefits via eBenefits	Retirees Using the ORBIT System	Employees Using the BEACON System
Login to eBenefits, the State Health Plan's Enrollment System	Login to eBenefits through ORBIT	Login to eBenefits through BEACON

Employees of the University of North Carolina and Constituent Institutions	Employees of the NC General Assembly
Click here to login to eBenefits through your institution	NC General Assembly employees login to eBenefits

3. Change your password.
   - You will be prompted to change your password as soon as you log in.
   - After you select Save, you will also be asked to select your secret questions and answers.
   - Select Save again and Next.

Your Account

Change your username, password and secret questions.

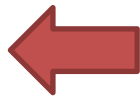**Username**

Current username

OET3333

Edit

Password

New password *
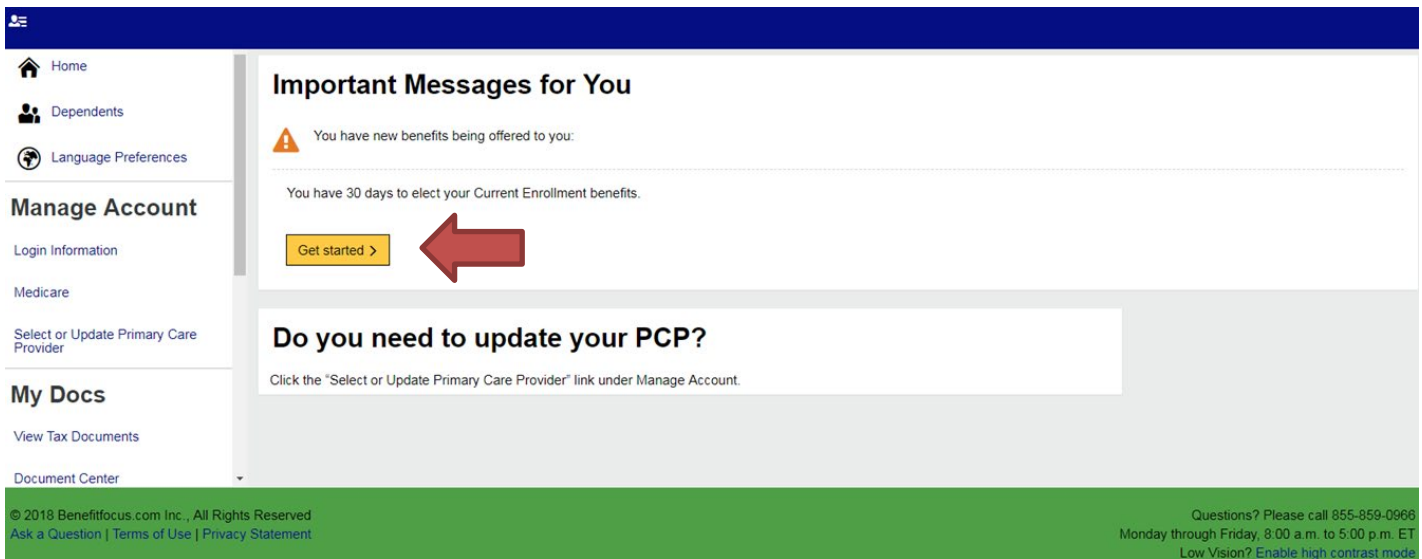
Confirm new password *

Save   Cancel

Your Password must contain 8-15 characters, at least 1 number, and at least 1 upper case and 1 lower case letter. Your password cannot contain more than 2 of the same characters in a row or your Login ID.
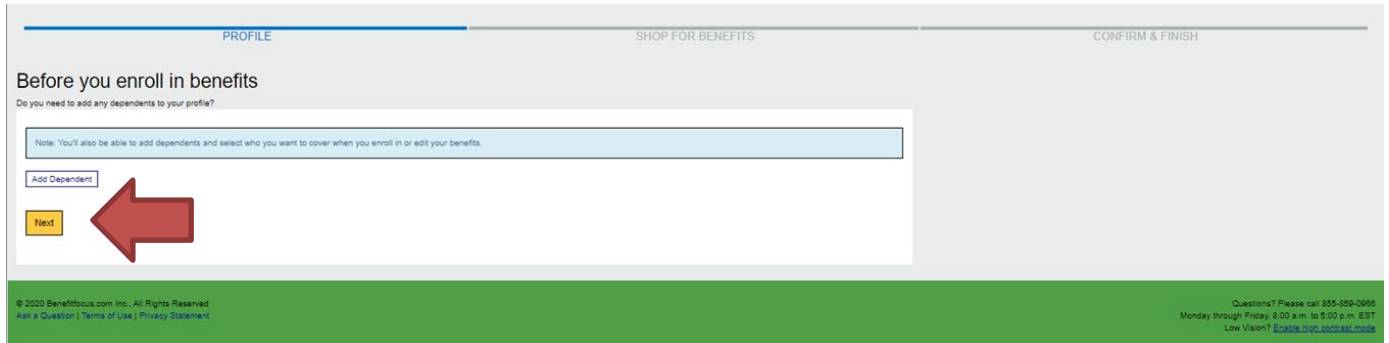
Secret questions

Edit

4. When you have arrived at the Member Home Page at login, you will be able to get started on your enrollment. Just follow the prompts in this slide and the ones that follow.

Home

Dependents

Language Preferences

Manage Account

Login Information

Medicare

Select or Update Primary Care Provider

My Docs

View Tax Documents

Document Center

Important Messages for You

⚠ You have new benefits being offered to you:

You have 30 days to elect your Current Enrollment benefits.

Get started >

Do you need to update your PCP?

Click the "Select or Update Primary Care Provider" link under Manage Account.

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Ask a Question | Terms of Use | Privacy Statement

Questions? Please call 855-859-0966
Monday through Friday, 8:00 a.m. to 5:00 p.m. ET
Low Vision? Enable high contrast mode

5. Add dependents, if applicable.

6. Click **Begin enrollment**.
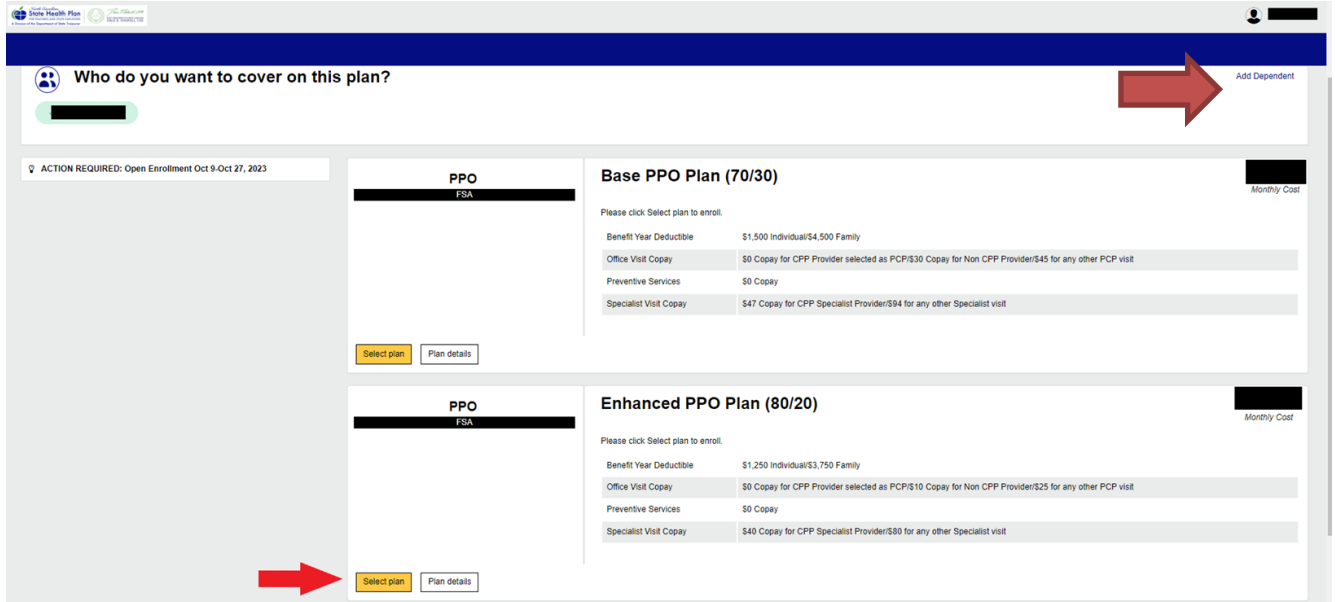
7. On plan selection page/add dependents, take action as prompted.

8. On Tobacco Attestation page, select the appropriate answer. Then click Next.
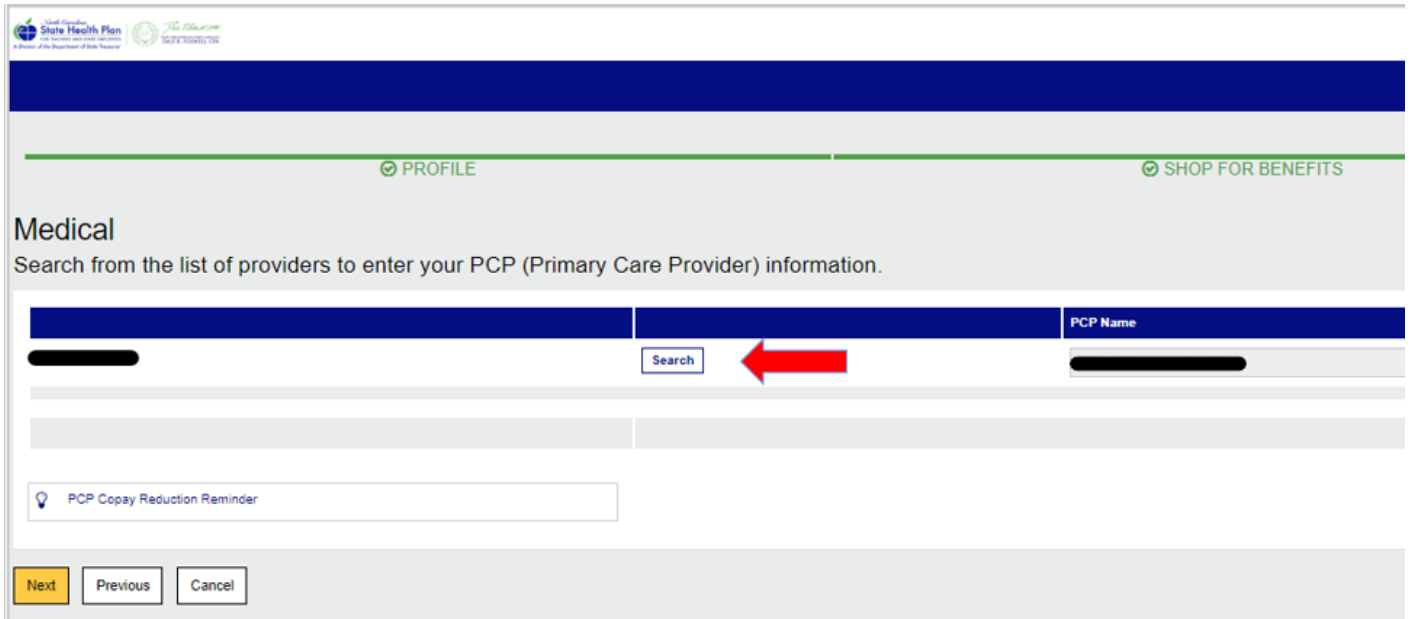

Tobacco Attestation (Premium Credit $60)   ✔ $13.85 per week

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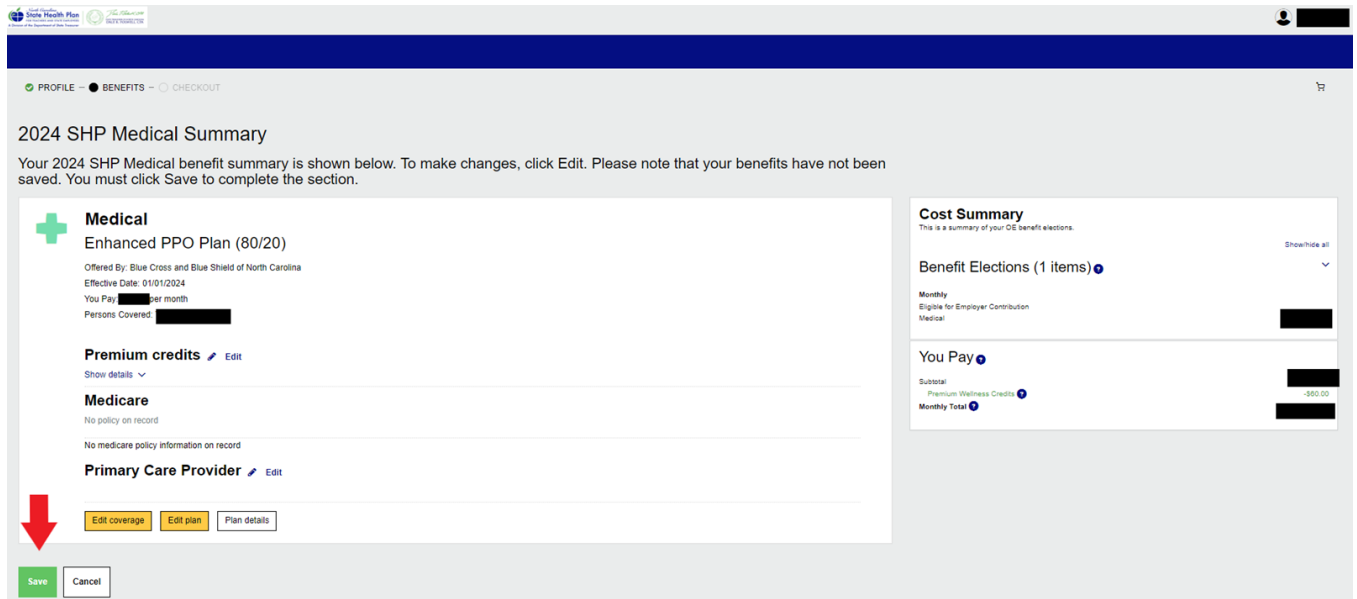
○ I am NOT a tobacco user
● I AM a tobacco user, BUT I agree to visit my for at least one tobacco cessation counseling session by 11/30/2023
○ I AM a tobacco user

9. You can select a Primary Care Provider (PCP) to appear on your ID card. When you visit that PCP, you can receive a copay reduction. Click here to find out more about the savings you can receive by selecting a Clear Pricing Project PCP.
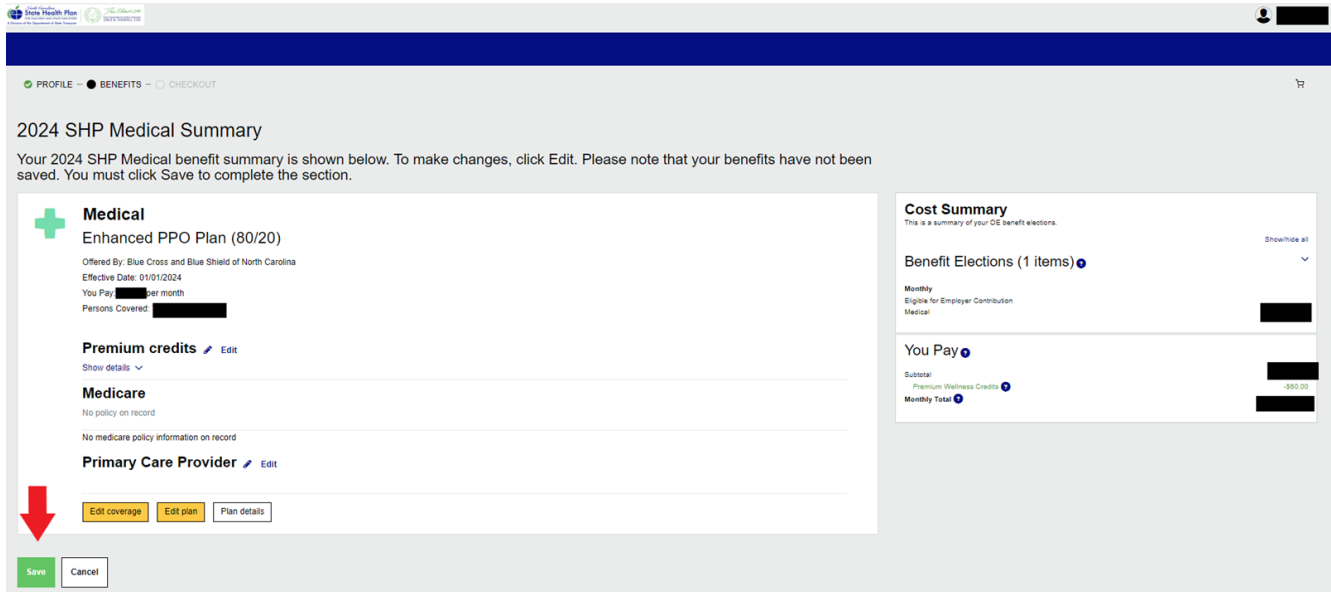

10. Once your plan has been selected, click **Save**.

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

STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

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

12. Follow screen prompts to select any additional insurance desired, select your effective date and review your benefits before completing your initial enrollment.

13. 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.
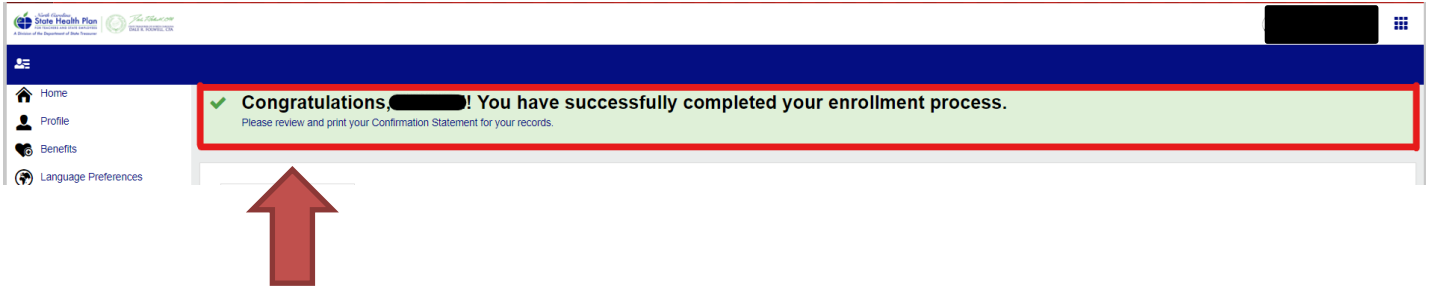
Need Assistance? Please call the Eligibility and Enrollment Support Center at 855-859-0966. The Support Center is open Monday-Friday, 8 a.m. – 5 p.m.