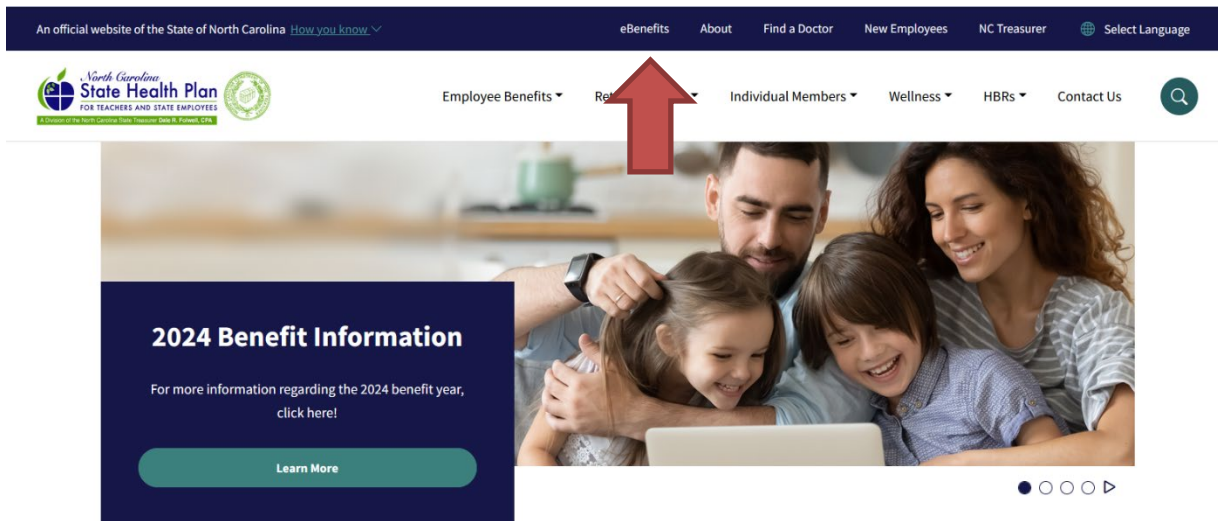


## Step-by-Step Enrollment Instructions for New Employees

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](http://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.

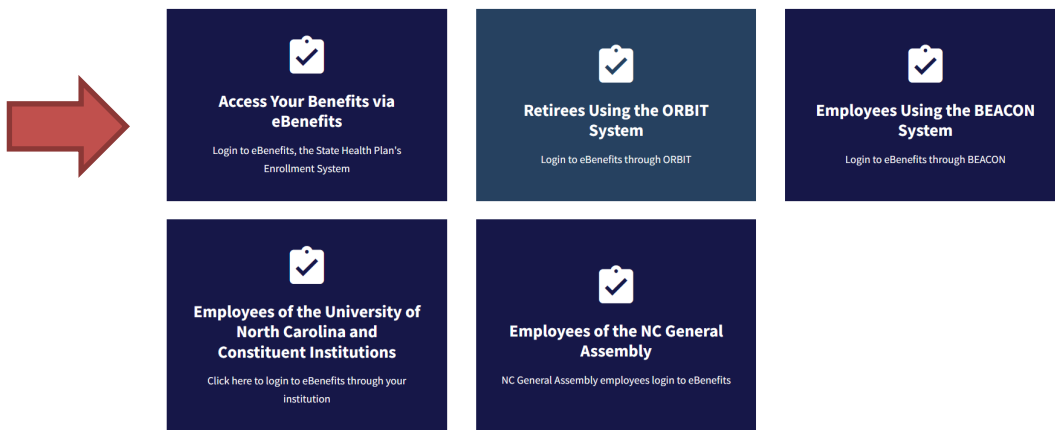
 **eBenefits is the Gateway to your Enrollment**

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.



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

OCT3333

Edit

### Password

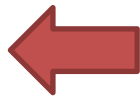
New password \*

Confirm new password \*

Save

Cancel

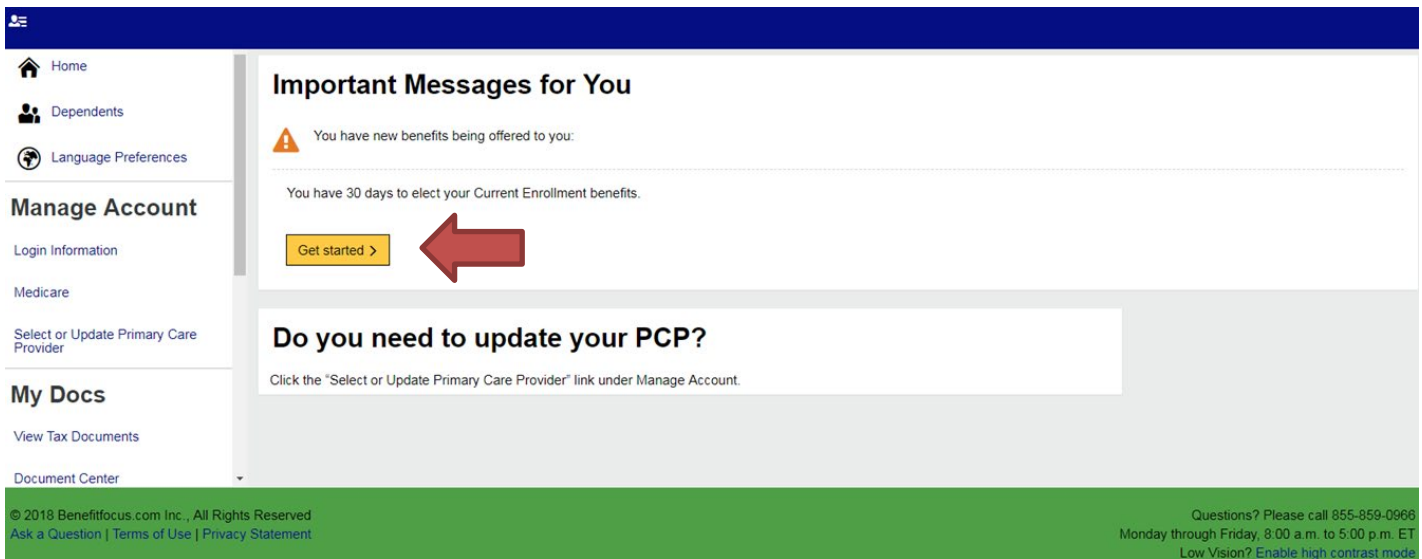
Your Password must contain 8-10 characters, at least 1 number, and at least 1 upper case and 1 lower case letter. Your password cannot contain more than 2 of the same characters in a row or your Login ID.



### Secret questions

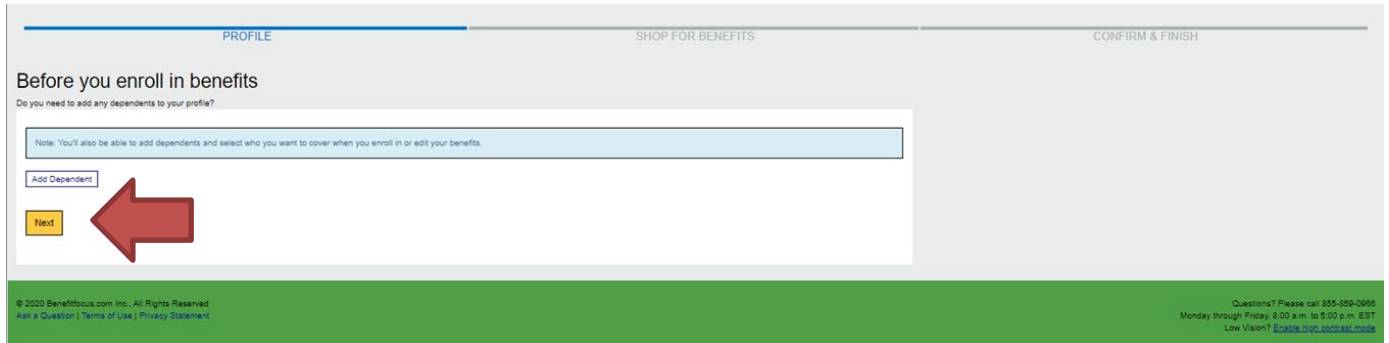
Edit

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.



The screenshot shows the Member Home Page with a dark blue header and a green footer. On the left is a navigation menu with links for Home, Dependents, Language Preferences, Manage Account (with sub-links for Login Information, Medicare, and Select or Update Primary Care Provider), My Docs (with sub-link for View Tax Documents), and Document Center. The main content area features an 'Important Messages for You' section with a warning icon and text: 'You have new benefits being offered to you. You have 30 days to elect your Current Enrollment benefits.' Below this is a yellow 'Get started >' button with a red arrow pointing to it. Below the messages is a white box titled 'Do you need to update your PCP?' with the text: 'Click the "Select or Update Primary Care Provider" link under Manage Account.'

5. Add dependents, if applicable.



PROFILE SHOP FOR BENEFITS CONFIRM & FINISH

Before you enroll in benefits

Do you need to add any dependents to your profile?

Note: You'll also be able to add dependents and select who you want to cover when you enroll in or edit your benefits.

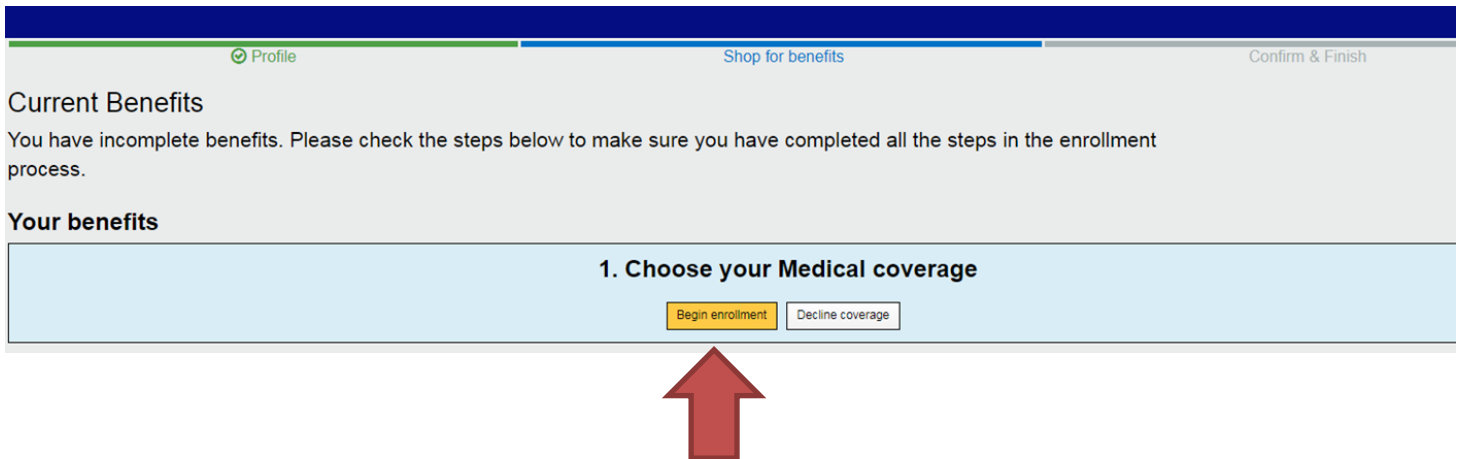
Add Dependent

Next

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Questions? Please call: 855-859-0666 Monday through Friday, 8:00 a.m. to 5:00 p.m. EST Low Vision? [Email us](#) [Contact Us](#)

6. Click **Begin enrollment**.



Profile Shop for benefits Confirm & Finish

Current Benefits

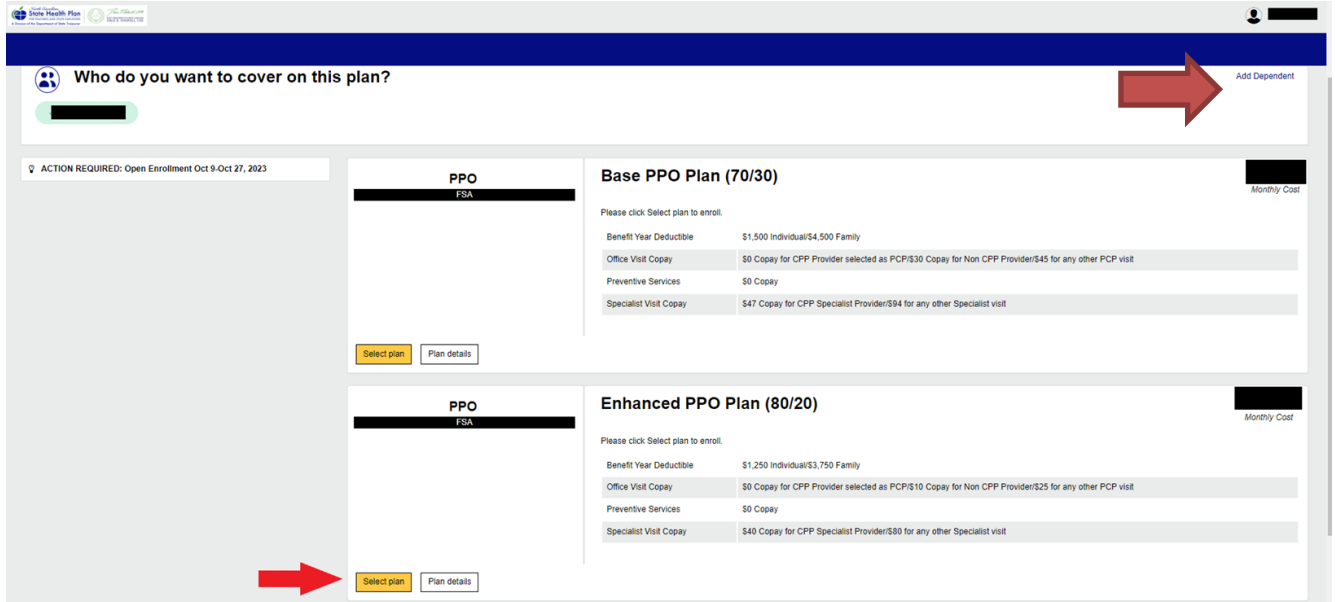
You have incomplete benefits. Please check the steps below to make sure you have completed all the steps in the enrollment process.

Your benefits

1. Choose your Medical coverage

Begin enrollment Decline coverage

7. On plan selection page/add dependents, take action as prompted.



Who do you want to cover on this plan?

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

**PPO**  
FSA

**Base PPO Plan (70/30)** Monthly Cost

Please click Select plan to enroll.

Benefit Year Deductible	\$1,500 Individual/\$4,500 Family
Office Visit Copay	\$0 Copay for CFP Provider selected as PCP/\$30 Copay for Non CFP Provider/\$45 for any other PCP visit
Preventive Services	\$0 Copay
Specialist Visit Copay	\$47 Copay for CFP Specialist Provider/\$94 for any other Specialist visit

Select plan Plan details

**PPO**  
FSA

**Enhanced PPO Plan (80/20)** Monthly Cost

Please click Select plan to enroll.

Benefit Year Deductible	\$1,250 Individual/\$3,750 Family
Office Visit Copay	\$0 Copay for CFP Provider selected as PCP/\$10 Copay for Non CFP Provider/\$25 for any other PCP visit
Preventive Services	\$0 Copay
Specialist Visit Copay	\$40 Copay for CFP Specialist Provider/\$80 for any other Specialist visit


Select plan Plan details

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

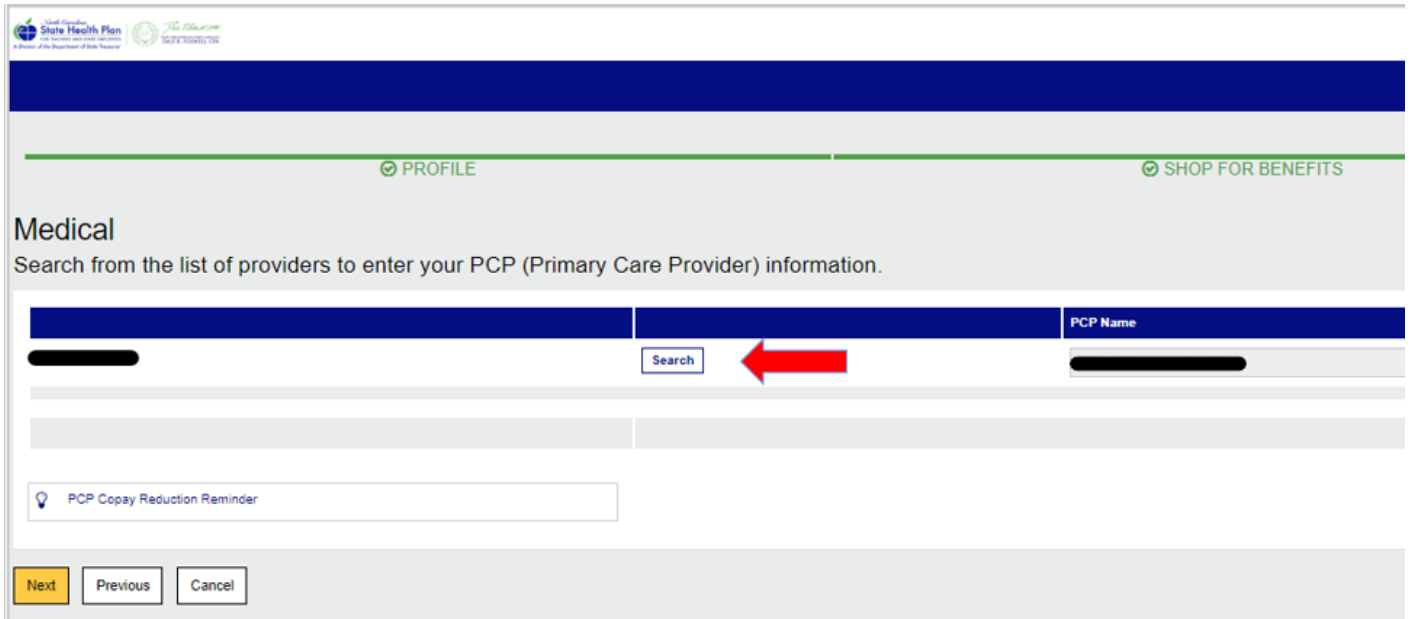
> **Tobacco Attestation (Premium Credit \$60)** ✓ \$13.85 per week

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:

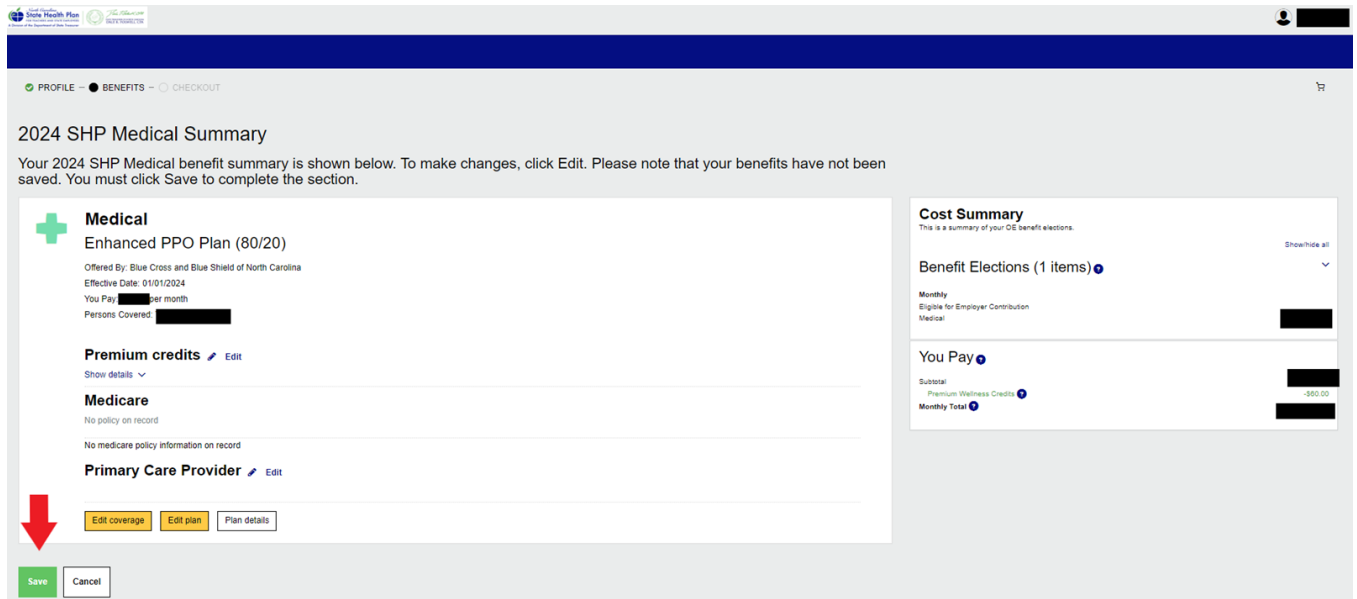
- 
- I am NOT a tobacco user
  - I AM a tobacco user, BUT I agree to visit my for at least one tobacco cessation counseling session by 11/30/2023
  - I AM a tobacco user

- 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.



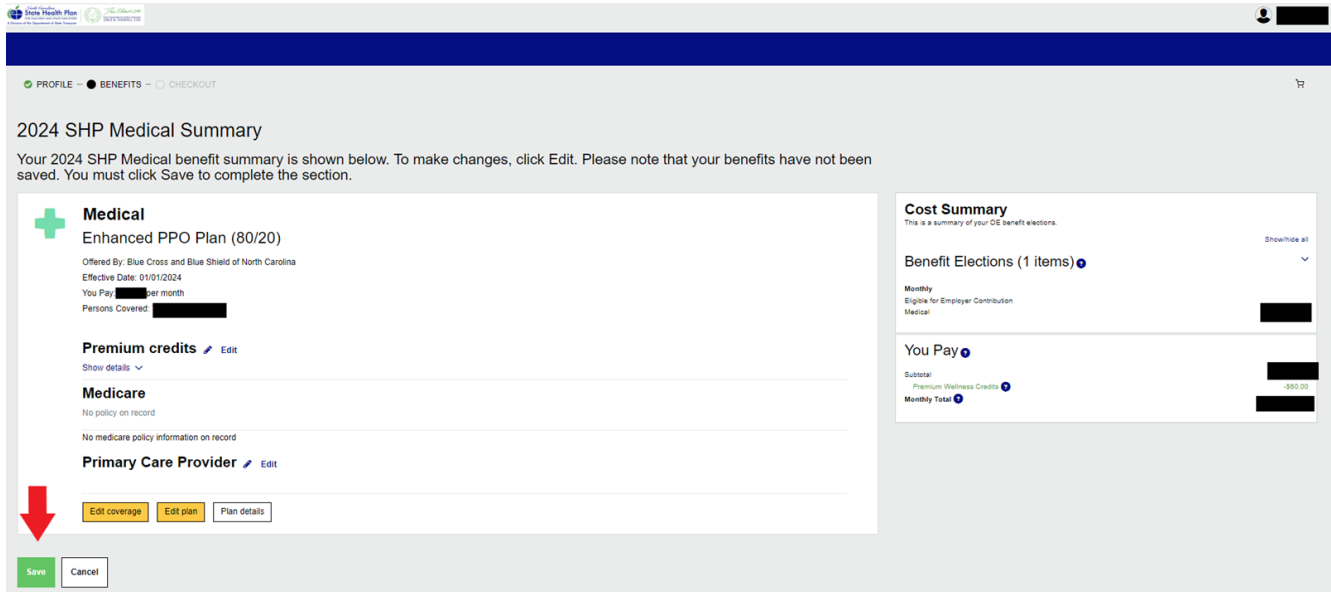
The screenshot shows the 'Medical' section of the user profile. At the top, there are navigation tabs for 'PROFILE' and 'SHOP FOR BENEFITS'. Below the 'Medical' heading, a search bar is present with a 'Search' button. A red arrow points to the 'Search' button. Below the search bar, there is a 'PCP Copay Reduction Reminder' section and navigation buttons for 'Next', 'Previous', and 'Cancel'.

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



The screenshot displays the '2024 SHP Medical Summary' page. It includes a 'Medical' section with details for an 'Enhanced PPO Plan (80/20)', including the provider (Blue Cross and Blue Shield of North Carolina), effective date (01/01/2024), and premium information. A 'Primary Care Provider' section is also visible with 'Edit coverage', 'Edit plan', and 'Plan details' buttons. A red arrow points to the 'Save' button at the bottom left. On the right side, there is a 'Cost Summary' and 'Benefit Elections (1 items)' section.

11. 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: [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  
[redacted]

**Cost Summary**  
This is a summary of your SE benefit elections. Showhide all

**Benefit Elections (1 items)**

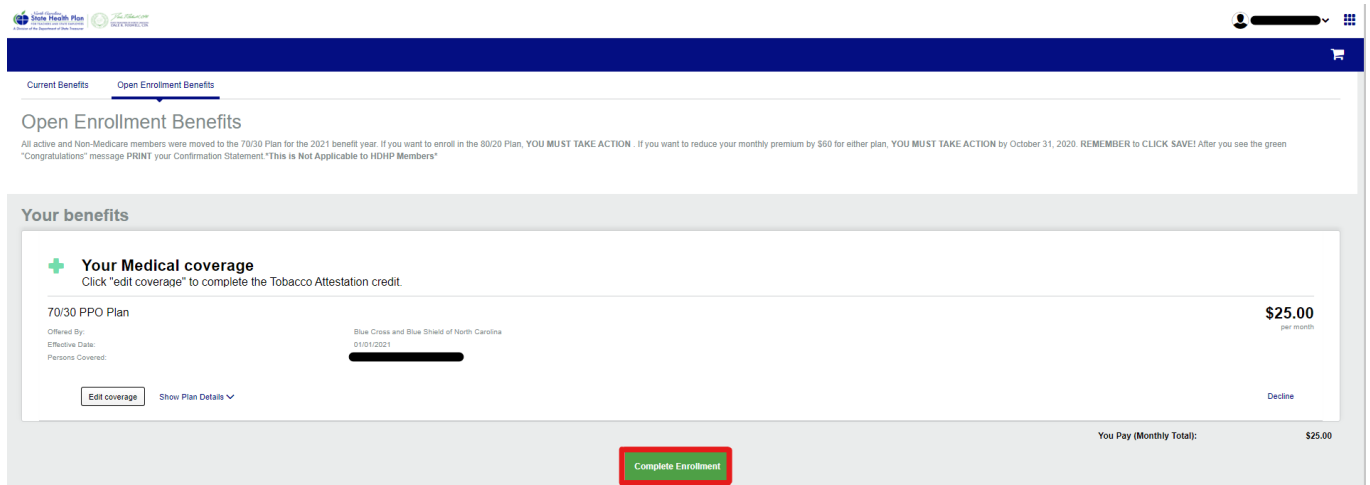
Monthly Eligible for Employer Contribution Medical: [redacted]

**You Pay**

Subtotal Premium/Waiver Credits: [redacted] (\$0.00)  
Monthly Total: [redacted]

Save Cancel

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



Current Benefits Open Enrollment Benefits

Open Enrollment Benefits

All active and Non-Medicare members were moved to the 70/30 Plan for the 2021 benefit year. If you want to enroll in the 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 31, 2020. REMEMBER TO CLICK SAVE! After you see the green "Congratulations" message PRINT your Confirmation Statement.\*This is Not Applicable to HDHP Members\*

**Your benefits**

**Your Medical coverage**  
Click "edit coverage" to complete the Tobacco Attestation credit.

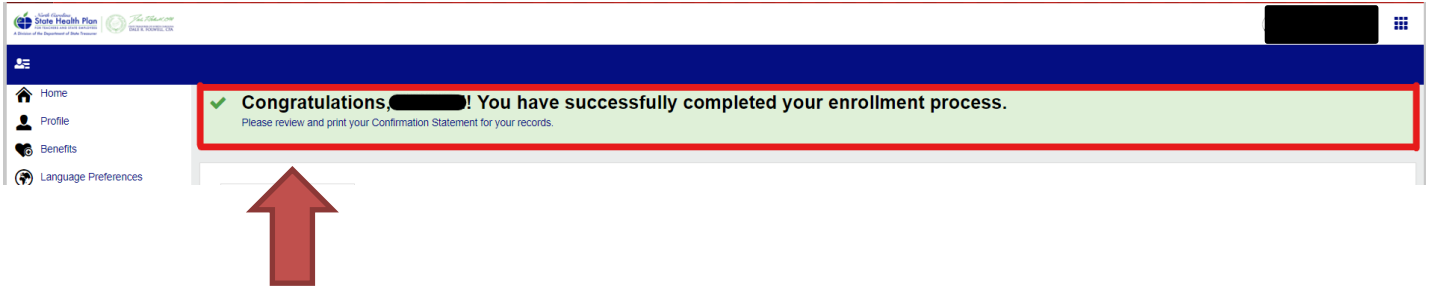
70/30 PPO Plan \$25.00 per month  
Offered By: Blue Cross and Blue Shield of North Carolina  
Effective Date: 01/01/2021  
Persons Covered: [redacted]

Edit coverage Show Plan Details Decline

You Pay (Monthly Total): \$25.00

Complete 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.