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STATE TREASURER OF NORTH CAROLINA  
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## Step-by-Step Enrollment Instructions for New Employees

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*A Division of the Department of State Treasurer*

# State Health Plan Website

- 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 at the top center on the home screen.



[eBenefits](#) [About Us](#) [Find a Doctor](#) [New Employees](#) [HBRs](#) [Contact Us](#)

[Employee Benefits](#) [Retiree Benefits](#) [Individual Members](#) [Wellness](#)



**Coronavirus Updates**

The State Health Plan is encouraging members to stay informed, calm and prepared about the global coronavirus outbreak or COVID-19. Click here to find out more information.

[Learn More](#) →

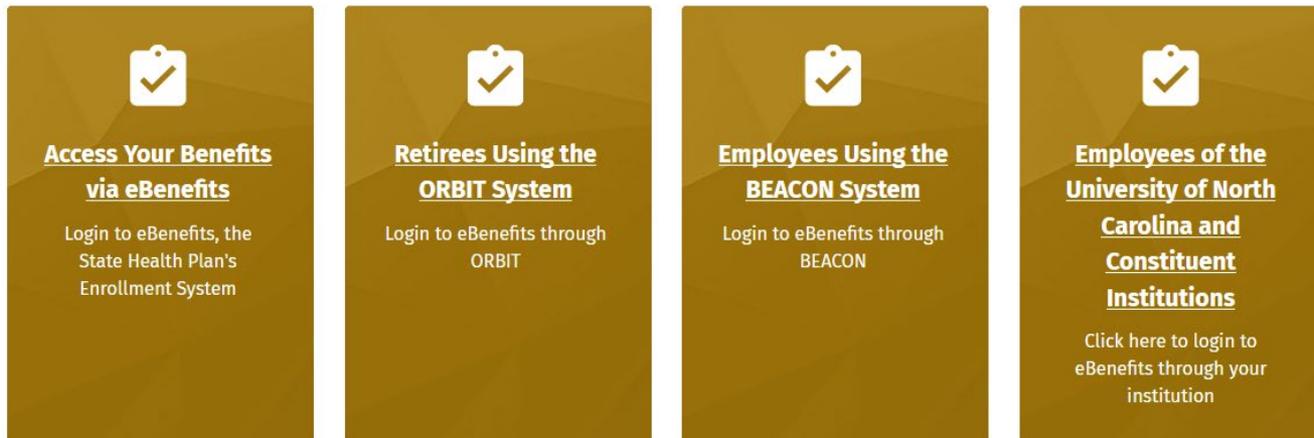
# **eBenefits** is the Gateway to your Enrollment

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- eBenefits is the Plan's online enrollment system and the gateway to all of your benefit information.
- Once you are logged into eBenefits, you will have access to several resources without having to remember various passwords:
  - Blue Connect: your portal for order new ID cards, reviewing your Explanation of Benefits, reviewing where you are in meeting your deductible and other benefit resources
  - CVS Caremark: your pharmacy portal, where you can review your prescription history and other benefits

# Logging into eBenefits

- If you are employed by any of the organizations in the gold boxes, click one to enroll. If not, click Access your Benefits via eBenefits (the first gold 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.



**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

# Changing 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 8-15 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

# Getting Started

- 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 displays the Member Home Page interface. On the left is a dark blue navigation sidebar with a hamburger menu icon at the top. Below it are links for Home, Dependents, and Language Preferences. The 'Manage Account' section includes Login Information, Medicare, and a link to 'Select or Update Primary Care Provider'. The 'My Docs' section includes 'View Tax Documents' and 'Document Center'. The main content area features a dark blue header with a user icon. Below the header is a white box titled 'Important Messages for You' containing a warning icon and the text 'You have new benefits being offered to you:'. A sub-message states 'You have 30 days to elect your Current Enrollment benefits.' and includes a yellow 'Get started >' button. A green callout box with a white border points to this button, containing the text 'Click Get Started'. Below this is a white box titled 'Do you need to update your PCP?' with the instruction 'Click the "Select or Update Primary Care Provider" link under Manage Account.' The footer is a green bar with copyright information on the left and contact details on the right.

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 >

**Click 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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# Profile Review

PROFILE      SHOP FOR BENEFITS      CONFIRM & FINISH

## Your profile

Review and complete the required information for your profile below.

 About you

### Here's what we know about you

Some of your information is managed in another system. To change it, contact your administrator.

#### Your personal information Edit

Name	██████████	Social security number	██████████
Gender	Female	Date of birth	██/██/██
Marital status		Race	

#### Your contact information Edit

Physical address	██
Work email	████████████████████
Personal email	
Home phone	
Cell phone	
Work phone	
Work cell phone	
Alternate phone	

[Profile looks good! Continue to next step](#)      [Cancel and return home](#)

# Updating Profile Information

PROFILE SHOP FOR BENEFITS CONFIRM & FINISH

## Your profile

Review and complete the required information for your profile below.

 About you

### Here's what we know about you

Your personal information [Edit](#) 

Name	<input type="text"/>	Social security number	<input type="text"/>
Gender	<input type="text"/>	Date of birth	<input type="text"/>
Marital status	<input type="text"/>	Race	White

Your contact information [Edit](#) 

Physical Address	<input type="text"/>
Mailing Address	
Work email	
Personal email	
Home phone	
Cell phone	
Work phone	
Work cell phone	
Alternate phone	

[Profile looks good! Continue to next step](#) [Cancel and return home](#)

# 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

Click Next

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# 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

**Click  
Begin  
Enrollment**

# Plan Selection Page/Add Dependent(s)

Choose your Medical plan.

Please review your options and choose the plan that best meets your needs.

**Who do you want to cover on this plan?**

[Add Dependent](#)

**ACTION REQUIRED: Open Enrollment Oct 15-Oct 31, 2020**

**70/30 PPO Plan** **\$85.00**  
Monthly Cost

Please click Select plan to enroll.

Benefit Year Deductible	\$1,500 Individual/\$4,500 Family
Office Visit Copay	\$0 Copay for CPP Provider selected as PCP/\$30 Copay for Non CPP Provider/\$45 for any other PCP visit
Preventive Care	\$0 Copay
Specialist Visit Copay	\$47 Copay for Non CPP Specialist Provider/\$94 for any other Specialist visit
Emergency Room Copay	\$337 Copay, then 30% after deductible
Inpatient Hospital Copay	\$337 Copay, then 30% after deductible

**80/20 PPO Plan** **\$110.00**  
Monthly Cost

Please click Select plan to enroll.

Benefit Year Deductible	\$1,200 Individual/\$3,750 Family
Office Visit Copay	\$0 Copay for CPP Provider selected as PCP/\$10 Copay for Non CPP Provider/\$25 for any other PCP visit
Preventive Care	\$0 Copay
Specialist Visit Copay	\$40 Copay for Non CPP Specialist Provider/\$80 for any other Specialist visit
Emergency Room Copay	\$300 Copay after deductible, then 20% after deductible
Inpatient Hospital Copay	\$300 Copay

Decline Coverage I would like to decline Medical coverage.

# 2021 Tobacco Attestation

PROFILE

SHOP FOR BENEFITS

CONFIRM & FINISH

## Premium credits

### > Tobacco Attestation (Worth \$60 Premium Credit)

\$0.00 per month

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, 2020. (Please note: You may lose your \$60 monthly premium credit if you do not visit a Primary Care Provider or a CVS MinuteClinic for a tobacco cessation counseling session as agreed by November 30, 2020.) 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 complete at least one tobacco cessation counseling session by 11/30/2020.
- I AM a tobacco user

Next

Previous

Cancel

# PCP Copay Reduction Reminder

The screenshot shows a web interface with a red-bordered pop-up window. The pop-up has the title "PCP Copay Reduction Reminder" and a close button (X). The text inside the pop-up reads: "If you enroll in the 80/20 or 70/30 plan and visit your selected PCP, you can receive a copay reduction. Visit the State Health Plan website for more information." Below the pop-up, there is a table with a header row "PCP Name" and a data row containing "JAMES J CROSSWELL JR".

PCP Name
JAMES J CROSSWELL JR

# PCP Selection Page

-Clicking "Search" will open the BCBSNC PCP Lookup Tool

The screenshot shows the 'Medical' section of a web application. At the top, there are logos for 'State Health Plan' and 'The Plan'. Below these are two tabs: 'PROFILE' (selected) and 'SHOP FOR BENEFITS'. The main heading is 'Medical', followed by the instruction: 'Search from the list of providers to enter your PCP (Primary Care Provider) information.' Below this is a search form with a dark blue header bar. The header bar has a 'PCP Name' label on the right. The search input field contains a blacked-out name. A 'Search' button is located to the right of the input field, with a red arrow pointing to it. Below the search form is a 'PCP Copay Reduction Reminder' section with a lightbulb icon. At the bottom of the page are three buttons: 'Next' (yellow), 'Previous' (white), and 'Cancel' (white).

# PCP Confirmation

The screenshot shows a web application interface for PCP Confirmation. At the top left, there are logos for the North Carolina State Health Plan and the State Treasurer's Office. The top right corner features a user profile icon and a shopping cart icon. A progress bar below the header indicates three steps: 'PROFILE' (completed), 'SHOP FOR BENEFITS' (completed), and 'CONFIRM & FINISH' (current step). The main content area is titled 'Medical Provider Summary' and contains a table with one row. The table has two columns: 'PCP Name' and 'PCP Copay Reduction Reminder'. The 'PCP Name' column contains a redacted name, and the 'PCP Copay Reduction Reminder' column contains a location pin icon and the text 'PCP Copay Reduction Reminder'. At the bottom of the page, there are three buttons: 'Next' (highlighted in orange), 'Previous', and 'Cancel'.

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CONFIRM & FINISH

Medical  
Provider Summary

PCP Name	PCP Copay Reduction Reminder
[REDACTED]	PCP Copay Reduction Reminder

Next Previous Cancel

# Medical Benefits Cost Summary

PROFILE

SHOP FOR BENEFITS

CONFIRM & FINISH



## Medical

### 70/30 PPO Plan

Offered By: Blue Cross and Blue Shield of North Carolina  
Effective Date: 01/01/2021  
You Pay: \$25.00 per month  
Persons Covered: ██████████

### Premium credits [Edit](#)

[Show details](#)

### Medicare

No policy on record

No medicare policy information on record

### Additional Insurance [Edit](#)

No policy on record

No additional insurance policy information on record

### Primary Care Provider [Edit](#)

[Show details](#)

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

## Cost Summary

This is a summary of your OE benefit elections.

Showhide all

### Benefit Elections (1 items) [▼](#)

#### Monthly

Eligible for Employer Contribution Medical	85.00
--	-------

### You Pay [?](#)

Subtotal	\$85.00
Premium Wellness Credits <a href="#">?</a>	-\$60.00
<b>Monthly Total <a href="#">?</a></b>	<b>\$25.00</b>

Save

Cancel



# Additional Insurance

PROFILE SHOP FOR BENEFITS CONFIRM & FINISH

## Additional Insurance

Currently, do any of the persons covered for this benefit including yourself have other health insurance?

Yes  
 No

**Please Note:**  
It is very important to enter your and/or your covered dependents' insurance policies. By providing this information, you will ensure that the claims for you and your covered dependents will be processed timely and accurately.

Additional insurance information should NOT be supplied on non-medical policies such as Dental, Vision, Life, Cancer or Medicaid. You do not need to provide information on policies you have previously had with other State Health Plan agencies. Additional insurance information is used to coordinate benefits if you or your dependents have other medical coverage in addition to the State Health Plan, which will continue after you are enrolled in the State Health Plan.

[Next](#) [Previous](#) [Cancel](#)

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# Select Effective Date

PROFILE SHOP FOR BENEFITS CONFIRM & FINISH

## Medical

Employing Unit Premium Contribution - When would you like your benefits to become effective?

Effective Date \*

01/01/2021

02/01/2021

Next Previous Cancel

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# Your Benefits Review



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

Offered By: Blue Cross and Blue Shield of North Carolina  
Effective Date: 01/01/2021  
Persons Covered: ██████████

**\$25.00**  
per month

[Edit coverage](#)   [Show Plan Details](#) ▼

[Decline](#)

You Pay (Monthly Total): **\$25.00**

**Complete Enrollment**

# Congratulations Banner



The screenshot shows a web portal interface. At the top left, there are logos for the State Health Plan and the State Treasurer. A dark blue navigation bar contains a home icon and a menu icon. Below this, a sidebar lists navigation options: Home, Profile, Benefits, and Language Preferences. The main content area features a green banner with a red border containing a success message. A user profile picture is visible in the top right corner.

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Home

Profile

Benefits

Language Preferences

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

# Questions?

**ELIGIBILITY AND ENROLLMENT** (Support Center for Members)  
855-859-0966

**CVS CAREMARK** (PHARMACY BENEFITS)  
888-321-3124

**BLUE CROSS AND BLUE SHIELD OF NC** (BENEFITS & CLAIMS)  
888-234-2416



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[www.shpnc.org](http://www.shpnc.org)

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