

Employee Instructions for Completing Your Benefit Enrollment Online

Information to have with you before you begin the enrollment process

- The name of the insurance company and the policy number If you have insurance with another company
- If you will be covering your spouse or dependent(s), have their date of birth and social security number
- If you or any of your dependents are covered by Medicare, have your Medicare coverage information available

1. Your record is created by your Health Benefits Representative

Your Health Benefits Representative will create a personal record for you in the online system. The creation of this record must be completed in order for you to begin the online benefit enrollment process. Once this has been completed, you may proceed to step #2.

2. Navigate to your agency's HR InTouch site.

Please visit the *HR InTouch Website Addresses* link on the State Health Plan website at www.shpnc.org to find your agency's *HR InTouch* URL.

3. Enter your HR InTouch Login ID 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 SSN without spaces or dashes.

Example: Employee John Doe with SSN 111-22-3333

Login ID is JohnD3333 and Password is 111223333

Note: Some agencies may have an alternate login format. Please refer to the login format on your *HR InTouch* login screen to confirm the format being used by your agency.

4. Unable to login?

Select the *Can't Access Your Account* link to reset your password or retrieve your login ID.

If you have transferred from another agency and already had an account in *eBenefitsNow* you will not be able to use the same login ID again. Select the link referenced above to retrieve your login ID.

5. Logging in for the first time

You will be prompted to create a new password. Your new password must meet the criteria outlined on the login page.

6. Navigate to eBenefitsNow

Select the *Enroll Now* button to connect to *eBenefitsNow*.

7. Enroll in Benefits

- Select *Get Started* and then select *Start Section*.

- *Accept or Refuse* benefits.

- You will be asked additional questions as they relate to your election. For example, if you elect *Employee Only* coverage, you will not be prompted to enter dependent information. If you select *Employee and Spouse* coverage, you will be asked to enter your spouse's information.

- Continue entering applicable information and clicking *Next* through each screen until you arrive at the *Summary* screen where you will no longer see a *Next* button and will only see a *Save* button.

- Select the *Save* button to save your elections.

8. Review your Basic Information

From the home screen, select *My Basic Information*. Select the *Personal Information* link to review for accuracy. If you need to make changes to your demographic information, select the *Edit* button.

Note: Some agencies do not allow their members to make demographic changes in *eBenefitsNow*. If you do not see the *Edit* button, contact your Health Benefits Representative to request any necessary updates to your personal information.

Note: Members do not have the ability to edit their Social Security Numbers in *eBenefitsNow*. If your Social Security Number is incorrect, please notify your Health Benefits Representative.

Your ID card(s) and plan documents will be sent to the address in *eBenefitsNow*. Please make sure your information is correct and includes all applicable information.

9. Review and/or Print your Benefit Summary

From the *My Home* tab, select *My Employee Detail Report* on the right hand side of the screen to view and/or print a summary of your elections.

10. Select the Logout button to log out

Questions?

State Health Plan benefit questions: **1-888-234-2416**

Login or site navigation questions: **1-855-859-0966**

Eligibility questions: Contact your Health Benefits Representative