

Instructions for Completing Your Annual Enrollment Benefit Elections Online

INFORMATION TO HAVE WITH YOU BEFORE YOU BEGIN THE ENROLLMENT PROCESS

- If you have insurance with another insurance company, have the name of the insurance company and the policy number
- 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. Navigate to your agency's HR InTouch site.

Please visit the HR InTouch Website Addresses link under the Annual Enrollment section of the State Health Plan website at www.shpnc.org to find your agency's HR InTouch URL.

2. Enter your HR InTouch Login ID and Password

You will enter your current login ID and password. If you have forgotten your login ID and/or password, you may select the Can't Access Your Account link to reset your password or retrieve your login ID.

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.

3. 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.

4. Navigate to eBenefitsNow

Select the Enroll Now button to connect to eBenefitsNow.

5. 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.

6. View and/or edit your Annual Enrollment elections

- ⇒ Select Get Started button.
- ⇒ Select the My Open Enrollment Benefits tab.
- ⇒ If you wish to make changes, select the View/Edit Information button.
- ⇒ Select the Edit button that corresponds to the section that you would like to change.
- ⇒ Save.

Note: Elections made for Annual Enrollment are effective 7/1/12. If you have any coverage changes that need to be applied effective prior to 7/1/12, you will need to edit your current election. Select My Current Benefits tab to make a Life Event Change and follow the steps.

7. Review and print your benefit summary

To view or print a summary of your elections, select My Home at the top of the screen. On the My Home screen, select My Employee Detail Report.

Note: This report displays BOTH your current and Open Enrollment elections. Open Enrollment elections are below your current elections on the report.

8. Select the Logout button to log out

Questions?

- Benefit related questions: 888-234-2416
- Login or site navigation questions: 855-859-0966
- Eligibility questions: contact your Health Benefits Representative