

Retiree Instructions for Completing Life Event Changes 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 the Retirement System Website

Go to www.myncretirement.com and select the *ORBIT* button on the top left side of the screen.

2. Logging In

Members will be directed to the login page to register or to log in if already registered. If logging in for the first time, follow the instructions on the *ORBIT* screen for registration.

Note: If you are an ORP (Optional Retirement Program) member, you will enter "0" when asked for the net amount of your last payment.

3. Cannot remember your login ID or password?

Follow the instructions for "forgot your password or user ID?". Please be aware that you will need to provide your social security number, date of birth, and the amount of your last net, not gross, payment from the Retirement System.

4. Navigate to eBenefitsNow

- Once logged in to your *ORBIT* account, select the eBenefitsNow link on the left side of the screen
- Agree to the terms and conditions
- Select the Enroll Now button in the middle of the screen

5. Select a Life Event

- Select the link for the offer that you would like to change (i.e., 2011-2012 SHP Medical).
- Select the button marked *Edit Due to Life Change*.
- Select the box marked *Life or Family Change* and click *Next*.
- Select the appropriate life event from the list and click *Next*.
- You will now see a message detailing the changes that you have selected. When asked if you wish to continue, answer *Yes* or *No*.
- If you select *No*, please make any adjustments necessary to complete your life event change and begin again.

- If you select *Yes*, supply the date of your life event in the field provided and click *Next*.

6. Make Changes to your Benefits

- You will see *Edit* buttons next to each section that may be changed based on your life event.
- Select the *Edit* button that corresponds to the change that you would like to make.
- Follow the prompts on the screen to complete your changes.
- Select the *Save* button to save your election changes.

7. Review your Basic Information

From the home screen, select *My Basic Information* and review for accuracy. Changes to your address, e-mail address, or phone number can be made by logging into *ORBIT*. Once you've logged into *ORBIT*, click on *Maintain Address* or *Maintain Phone/Email*, to update your information. You may also change your contact information by completing the Form COA that is found by clicking on "Forms" on the *ORBIT* login screen.

Note: Your ID card(s) and plan documents will be sent to the address in eBenefitsNow – please make sure it is correct and includes your apartment number or PO Box, if applicable.

8. Review and/or Print your Benefit Summary

To view and/or print a summary of your elections, click on the tab in the top left corner of your screen titled *My Home*. On the right hand side of your screen, click on the report titled *My Employee Detail Report*.

9. Log out of ORBIT when all changes are complete

Questions

Enrollment navigation questions: **1-855-859-0966**

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

ORBIT login questions or eligibility questions:

Retirement Systems Division Member Services:

1-877-733-4191 or **1-919-733-4191** (Raleigh area only)