

Instructions for Completing Your Benefit Enrollment 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. 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.

See the next page for a list of HR InTouch site URLs.

Note: A comprehensive list is also available on the State Health Plan Web site (<http://www.shpnc.org/>).

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.

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. Your HBR will provide an alternate login ID to you, if required.

4. Logging in for the first time

You will be prompted to create a new password upon initial login. Your new password must meet the criteria displayed on the password reset screen.

5. Navigate to *eBenefitsNow*

Select the link titled *eBenefitsNow* on the left side of your screen under the section titled *Quick Links*.

6. Review and/or edit your Basic Information

Select *My Basic Information* and review for accuracy. Some agencies may allow you to edit your Personal Information in *eBenefitsNow*. If you are unable to edit

your Personal Information in *eBenefitsNow* yourself, please contact your Health Benefits Representative to request any necessary updates.

Note: No members will 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 it is correct and includes all applicable information.

7. Enroll in Benefits

- Select the *Complete Enrollment* button.
- Complete the attestation questions, if applicable.
- *Accept* or *Refuse* the benefit.
- 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 demographic information.
- Continue entering applicable information and clicking *Next* through each screen until you arrive at the *Benefit 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.

Note: Please verify that you have answered all questions accurately and are enrolled in the correct plan before saving.

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 **BOTH** *eBenefitsNow* & HR InTouch using the **Logout** button

Questions

Login or site navigation questions: **1-866-239-1055**

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

Eligibility questions: Contact your Health Benefits Representative

Agency Name	HR InTouch Website URL	Agency Name	HR InTouch Website URL
Alamance-Burlington Schools	https://Abss.hrintouch.com	Fayetteville Tech Comm. College	https://Faytechcc.hrintouch.com
Alamance Comm. College	https://Alamancecc.hrintouch.com	Forsyth Tech	https://Forsythtech.hrintouch.com
Alexander County Schools	https://Alexanderk12.hrintouch.com	Franklin County Schools	https://Fcschools.hrintouch.com
Alleghany County Schools	https://Alleghanyk12.hrintouch.com	Gaston College	https://Gaston.hrintouch.com
Anson County Schools	https://Anson.hrintouch.com	Gaston County Schools	https://Gcsbenefits.hrintouch.com
Appalachian State University	https://Appstate.hrintouch.com	Granville County Schools	https://Gcs.hrintouch.com
Ashe County Schools	https://Ashek12.hrintouch.com	Guilford County Schools	https://Gcsnc.hrintouch.com
Asheville Buncombe Tech	https://Abtech.hrintouch.com	Guilford Tech Comm. College	https://Gtcc.hrintouch.com
Asheville City Schools	https://Ashevillek12.hrintouch.com	Harnett County Schools	https://Harnettk12.hrintouch.com
Avery County Schools	https://Averyschools.hrintouch.com	Haywood Comm. College	https://Hcc.hrintouch.com
Beaufort Community College	https://Beaufortccc.hrintouch.com	Haywood County Schools	https://Haywood.hrintouch.com
Beaufort County	https://Beaufortco.hrintouch.com	Henderson County BOE	https://Henderson.hrintouch.com
Beaufort County Schools	https://Beaufortk12.hrintouch.com	Hickory City Schools	https://Hickoryschools.hrintouch.com
Bladen Community College	https://Bladencc.hrintouch.com	Hoke County BOE	https://Hcs.hrintouch.com
Bladen Public Schools	https://Bladenk12.hrintouch.com	Iredell Statesville	https://Iss.hrintouch.com
Blue Ridge Comm. College	https://Blueridge.hrintouch.com	Isothermal Community College	https://Isothermal.hrintouch.com
Brunswick Community College	https://Brunswickcc.hrintouch.com	Jackson County Public Schools	https://Jcps.hrintouch.com
Brunswick County Schools	https://Bcs.hrintouch.com	James Sprunt Comm. College	https://Jamesprunt.hrintouch.com
Buncombe Cnty Board of Ed.	https://Buncombe.hrintouch.com	Johnston County Schools	https://Johnstonk12.hrintouch.com
Burke County Schools	https://Burkek12.hrintouch.com	Kannapolis City Schools	https://Kcs.hrintouch.com
Cabarrus County Schools	https://Cabarrus.hrintouch.com	Lee County Schools	https://Leek12.hrintouch.com
Caldwell Community College	https://Cccti.hrintouch.com	Lenoir Comm. College	https://Lenoircc.hrintouch.com
Caldwell County Schools	https://Caldwell.hrintouch.com	Lenoir County Public Schools	https://Lenoir.hrintouch.com
Cape Fear Community College	https://Cfcc.hrintouch.com	Lexington City Schools	https://Lcs.hrintouch.com
Carteret Community College	https://Carteret.hrintouch.com	Lincoln County Schools	https://Lcsnc.hrintouch.com
Carteret Public Schools	https://Carteretk12.hrintouch.com	Macon County Schools	https://Maconk12.hrintouch.com
Caswell County Schools	https://Caswellk12.hrintouch.com	Madison County Schools	https://Madisonk12.hrintouch.com
Catawba County Schools	https://Catawaschools.hrintouch.com	Magellan Charter Schools	https://Magellancharter.hrintouch.com
Catawba Valley Comm. College	https://Cvcc.hrintouch.com	Martin Comm. College	https://Martincc.hrintouch.com
Central Carolina Comm. College	https://Cccc.hrintouch.com	Mayland Tech Comm. College	https://Mayland.hrintouch.com
Central Piedmont Comm. College	https://Cpshr.hrintouch.com	McDowell County Schools	https://Mcdowellk12.hrintouch.com
Chapel Hill-Carrboro City Schls	https://Chccs.hrintouch.com	McDowell Tech Comm. College	https://Mcdowelltech.hrintouch.com
Charlotte Mecklenburg Schools	https://Cms.hrintouch.com	Mitchell Comm. College	https://Mitchellcc.hrintouch.com
Chatham County Schools	https://Chatham.hrintouch.com	Mitchell County	https://Mitchell.hrintouch.com
Cherokee County Schools	https://Cherokeeek12nc.hrintouch.com	Mitchell County Schools	https://Mcsnc.hrintouch.com
Cleveland County Schools	https://Clevelandcoschools.hrintouch.com	Montgomery Comm. College	https://Montgomery.hrintouch.com
Clinton City Schools	https://Clintonk12.hrintouch.com	Montgomery County Schools	https://Montgomeryk12.hrintouch.com
College of the Albemarle	https://Coa.hrintouch.com	Moore County Schools	https://Ncmcs.hrintouch.com
Columbus County Schools	https://Columbusk12.hrintouch.com	Mooresville Graded School District	https://Mgsd.hrintouch.com
Craven Community College	https://Cravencc.hrintouch.com	Nash Comm. College	https://Nashcc.hrintouch.com
Cumberland County School	https://Ccshr.hrintouch.com	Nash-Rocky Mount Schools	https://Nrmsk12.hrintouch.com
Dare County Schools	https://Dcshr.hrintouch.com	NC A and T University	https://Ncat.hrintouch.com

Agency Name	HR InTouch Website URL	Agency Name	HR InTouch Website URL
NC Ports Authority	https://Ncports.hrintouch.com	*State Retirement System* *Log on to ORBIT via www.myncretirement.com*	
NC State University	https://Ncsubenefits.hrintouch.com	Stokes County Schools	https://Stokesk12.hrintouch.com
New Bern Craven Cnty Schools	https://Cravenk12.hrintouch.com	Surry County Schools	https://Surryk12.hrintouch.com
New Hanover County Schools	https://Nhcs.hrintouch.com	Swain County Schools	https://Swaink12.hrintouch.com
Newton Conover City Schools	https://Nccs.hrintouch.com	Thomasville City Schools	https://Tcsk12.hrintouch.com
North Carolina Central Univ.	https://Nccu.hrintouch.com	Town of Forest City	https://Townofforestcity.hrintouch.com
Onslow County Schools	https://Onslow.hrintouch.com	Town of Lake Lure	https://Townoflakelure.hrintouch.com
Orange County Schools	https://Orangek12.hrintouch.com	Transylvania County Schools	https://Tcsnc.hrintouch.com
Pender County Schools	https://Pender.hrintouch.com	Tyrell County Public Schools	https://Tyco.hrintouch.com
Perquimans County Schools	https://Pcsk12.hrintouch.com	UNC Asheville	https://Unca.hrintouch.com
Person County Schools	https://Personk12.hrintouch.com	UNC Chapel Hill	https://Unc.hrintouch.com
Piedmont Comm. College	https://Piedmontcc.hrintouch.com	UNC Charlotte	https://Uncc.hrintouch.com
Pitt County Schools	https://Pcs.hrintouch.com	UNC Greensboro	https://Uncg.hrintouch.com
Polk County Schools	https://Polkk12.hrintouch.com	UNC Health Care	https://Unch.hrintouch.com
Public Schools of Robeson Cnty	https://Psrc.hrintouch.com	UNC Pembroke	https://Uncp.hrintouch.com
Randolph Community College	https://Randolph.hrintouch.com	UNC Wilmington	https://Uncw.hrintouch.com
Roanoke Rapids City Schools	https://rrgsd.hrintouch.com	University of NC School of Arts	https://Unca.hrintouch.com
Rockingham Comm College	https://RockinghamCC.hrintouch.com	University of NC Press	https://Unccpress.hrintouch.com
Rowan Salisbury Schools	https://Rss.hrintouch.com	Vance County Schools	https://Vcs.hrintouch.com
Rutherford County Employees	https://Ruthco.hrintouch.com	Vance Granville Comm. College	https://Vgcc.hrintouch.com
Rutherford County Schools	https://Rcsnc.hrintouch.com	Wake Cnty Public School Sys.	https://Wcpss.hrintouch.com
Rutherford Polk McDowell District Health Dept	https://Rpmhd.hrintouch.com	Wake Tech Comm. College	https://Waketech.hrintouch.com
Sampson Comm. College	https://Sampsoncc.hrintouch.com	Warren County Schools	https://Warrenk12.hrintouch.com
Sampson County Schools	https://Sampsonk12.hrintouch.com	Washington County	https://Washconc.hrintouch.com
Sandhills Comm. College	https://Sandhills.hrintouch.com	Watauga Cnty Board of Ed.	https://Wataugak12.hrintouch.com
Scotland County Schools	https://Scotlandcounty.hrintouch.com	Wayne Comm. College	https://Waynecc.hrintouch.com
South Piedmont Comm. College	https://Spcc.hrintouch.com	Wayne County Public Schools	https://Waynecountyschools.hrintouch.com
Southeastern Comm. College	https://Scnc.hrintouch.com	Weldon City Schools	https://Weldoncityschools.hrintouch.com
Southwestern Comm. College	https://southwesterncc.hrintouch.com	Western Carolina University	https://Wcu.hrintouch.com
Stanly Community College	https://stanly.hrintouch.com	Western Piedmont Comm. College	https://Wpcc.hrintouch.com
Stanly Cnty Board of Education	https://Stanlyhealthplan.hrintouch.com	Whiteville City Schools	https://Whitevillek12.hrintouch.com
		Wilkes Comm. College	https://Wilkescc.hrintouch.com
		Wilkes County Schools	https://Wilkes.hrintouch.com
		Wilson Comm. College	https://Wilsoncc.hrintouch.com
		Wilson County Schools	https://Wilsonk12.hrintouch.com
		Winston Salem Forsyth Cnty Schools	https://Wsfcs.hrintouch.com
		Winston Salem State University	https://Wssu.hrintouch.com
		Yadkin County Schools	https://Yadkink12.hrintouch.com
		Yancey County Schools	https://Ycs.hrintouch.com