

Instructions for Making Your Benefit Changes Online

North Carolina
State Health Plan

for Teachers and State Employees
www.shpnc.org

Information to have with you when making benefit changes

- 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 HR InTouch through your agency's site:

http:// _____

2. 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.

Password: please call 1-866-239-1055 if you have forgotten your password

3. On the left side of your screen under the *Quick Links* section, select the link titled *eBenefitsNow*

4. Selecting a Life Event

- Select the link for the benefit that you would like to change
- 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 are and are not permitted to make using the life event 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*, please supply the date of your life event in the field provided and click *Next*

5. Making Changes to your Benefits

- You will now 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

6. Review and Print your Benefit Summary

- Select the *Employee Detail Report* on the *My Home* page
- You may view the report and print a copy for your records if you would like

7. Log out of eBenefitsNow

Use the *Logout* button to exit eBenefitsNow

Questions

If you have questions about using the online enrollment application or are having trouble logging in, please call 1-866-239-1055 for assistance.

If you have questions regarding your State Health Plan benefits, please contact: State Health Plan Customer Service at 1-888-234-2416.