

# State Health Plan 101 Webinar

BlueConnect: Your Online Resource

July 2021

# Agenda

- What is BlueConnect?
- Accessing BlueConnect
- Navigating BlueConnect
- HealthNAV Experience
- Blue365 Discount Program
- Questions

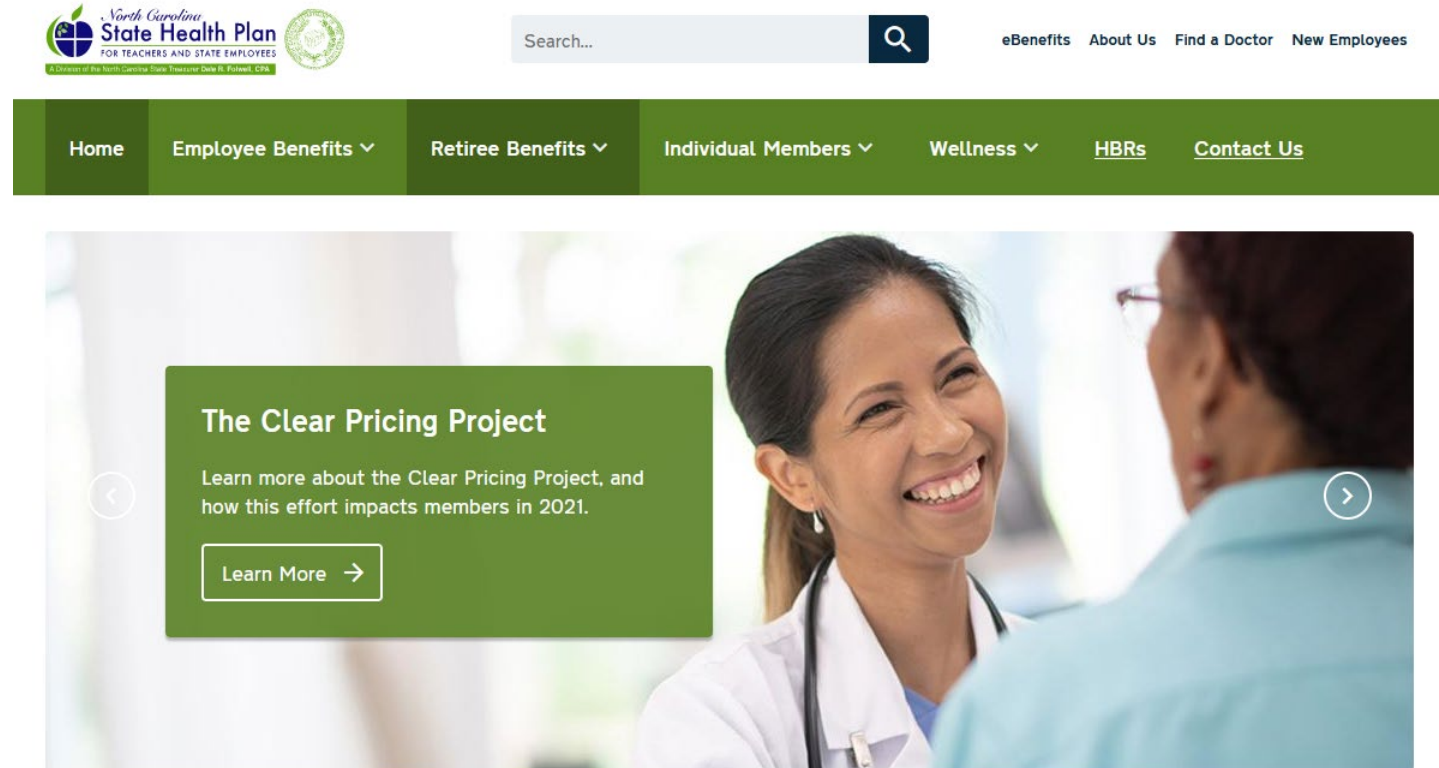


# What is BlueConnect?

- Blue Connect is your online resource that can help you manage costs, make more informed health decisions and reach personal health goals any time.
- As a State Health Plan member you can:
  - Send secure emails
  - Secure chat
  - Find a provider
  - Tap into up-to-date information on your medical claims and benefits
  - Access exclusive member discount program, Blue365<sup>®</sup>
  - Find wellness/preventive information
  - Access a Medical Cost Estimator
  - Access your Explanation of Benefits (EOB)
  - Request a new ID card request and print a temporary ID card

# Accessing BlueConnect

- To access Blue Connect, you must log into eBenefits, the Plan's enrollment system.
- eBenefits is available on the homepage of the Plan's website.



[www.shpnc.org](http://www.shpnc.org)

# Accessing BlueConnect

- Select the appropriate colored box to log in to eBenefits.
- If you forgot your eBenefits password, select “Reset your Account.”

To log into eBenefits, click the gold button for YOUR enrollment system. If your employer is not listed, select the gold "eBenefits" button or contact your HR representative for assistance.

Once you're logged into eBenefits, you can complete your OPEN ENROLLMENT, make changes and access your benefit information through Blue Connect, where you can find your EOBs and order new ID cards.

**Important Note Regarding Passwords:**

If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead you have the option to reset your password. Simply click “Reset your account” then “I can't remember my password.” From there you will be prompted to a screen that will ask you to enter your username so a passcode can be sent to the email address you have in eBenefits.



Access Your Benefits via eBenefits

Login to eBenefits, the State Health Plan's Enrollment System



Retirees Using the ORBIT System

Login to eBenefits through ORBIT



Employees Using the BEACON System

Login to eBenefits through BEACON

# Accessing BlueConnect

- Once in eBenefits, select BlueConnect located on the left menu.

The screenshot displays the BlueConnect user interface. On the left is a navigation menu with the following sections:

- Home**: Home, Profile, Benefits, Dependents, Language Preferences
- Manage Account**: Login Information, Medicare, Life Change, Select or Update Primary Care Provider
- My Documents**: Tax Documents, Document Center, Confirmation Statement
- Quick Links**: BlueConnect (highlighted with a red arrow), MetLife Dental, EyeMed Vision Care, P&A Flexible Spending Accounts

The main content area includes:

- Important Messages for You**: A message titled "Dependent Verified" with a green checkmark icon, stating "The following dependents have been verified: April Winkler and Eliot Winkler."
- Have you experienced a life change that requires you to edit your benefits?**: A section with a yellow "Get Started >" button.
- Your benefits at a glance**: A row of six benefit cards:
  - Medical 80/20 PPO Plan**: \$720.00/month
  - 2021 NCFlex Accident Plan**: \$18.20/month
  - NCFlex Dental 2021 NCFlex Classic Option...**: \$112.98/month
  - NCFlex Vision 2021 NCFlex Basic Vision Plan**: \$11.66/month
  - NCFlex Group... 2021 NCFlex Voluntary...**: \$64.00/month
  - NCFlex Spouse... 2021 NCFlex Voluntary...**: \$25.60/month

# BlueConnect Experience

NC BlueConnect | State Health Plan

Find Doctors / Urgent Care / Pharmacy | Estimate Treatment Costs

Benefits | Claims | Doctors & Facilities | Wellness | Account/Profile | Help

For Blue Cross NC's latest information on the coronavirus (COVID-19), please visit [bluecrossnc.com/coronavirus](https://bluecrossnc.com/coronavirus).

IMPORTANT: Choose how we contact you in one easy step.

North Carolina State Health Plan  
FOR TEACHERS AND STATE EMPLOYEES  
A Division of the Department of State Treasurer  
Treasurer Dale R. Folwell, CPA

MEDICAL | PHARMACY

BENEFITS

\$0.00

\$0 | \$1,250

Expenses Applied to Deductible

\$0.00

Your Deductible

\$1,250

View All Benefits

CLAIMS

Visit the Claims page to access claims related to your plan.

View All Claims

# BlueConnect: Profile

Spanish Contact Us [redacted]

NC BlueConnect North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES

Find Doctors / Urgent Care Estimate Treatment Costs [5] [Search]

Home Benefits Claims Doctors & Facilities Wellness Account/Profile Help

Profile

Inbox

Chat

HealthNAV

### C R State Test Member

Plan: Blue Options [redacted]

Group: [redacted]

Effective Dates: 01/01/2018 - 12/31/2018

See All Policies

Get an ID Card

Add a Policy

#### BENEFITS

\$0.00

\$0 \$1,080

[redacted] member's Expenses Applied to Deductible

\$0.00

Your Deductible \$1,080

View All Benefits

#### CLAIMS

Visit the Claims page to access claims related to your plan.

View All Claims

Blue Options | YPPW1566765701 | 01/01/2018-12/31/2018

\*May not reflect claims processed in the past 24 hours

AA



# Account, Password, ID Card Access

- Request new ID card
- Print temporary card
- Change your password
- Manage your account
- Don't forget to update your email if prompted!

NC | BlueConnect | State Health Plan

Find Doctors / Urgent Care / Pharmacy | Estimate Treatment Costs

Home | Benefits | Claims | **Doctors & Facilities** | Wellness | Account | Help

## Account

Overview  
Update Your Account  
Change Your Password  
Get Your ID Card  
Add a Policy  
Member's Authorization Form  
How We Contact You  
View Your Primary Care Provider

Your email address hasn't been verified. Confirm your email address is correct or update it here, then click Send Verification Email. Follow the instructions you receive by email.

Select a Policy:

Policy Name : North Carolina State Health Plan

[Add a Policy](#)

# Secure Inbox & Chat

Spanish Contact Us C R State Test Member

NC | BlueConnect North Carolina State Health Plan

Find Doctors / Urgent Care Estimate Treatment Costs

Home Benefits Claims Doctors & Facilities Wellness Account/Profile Help

Welcome to your Blue Connect Inbox!  
This is your secure connection to State Health Plan Customer Service. Need help? Send us a message.

Inbox

Compose

Go To Inbox

- Angela S  
Re: Fiddler Trace for Various Special Characters (PROD)  
Angela Saner - per Quentin Johnson Closing this test case (2/20/2018). Thank you
- Angela S  
Re: This is a test message  
Angela Saner - per Quentin Johnson Closing ...
- Angela S  
Re: This is a test message  
Angela Saner - per Quentin Johnson Closing ...

Profile

Inbox

Chat

HealthNAV

North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer

BENEFITS

\$0.00

\$0 \$1,080

C R State Test Member's Expenses Applied to Deductible

\$0.00

Your Deductible

\$1,080

View All Benefits

CLAIMS

Visit the Claims page to access claims related to your plan.

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Blue Options | YPPW1566765701 | 01/01/2018-12/31/2018

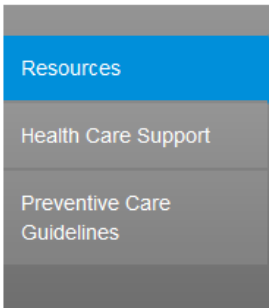
\*May not reflect claims processed in the past 24 hours

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# HealthNAV

- Provider Search
- Cost Estimator Tool
- Primary Care Provider Search
- Patient Review System
- Urgent Care Search

# Wellness Resources



## Get Healthy

You can take basic and inexpensive steps to improve your health. These resources will help you understand and manage chronic conditions and promote preventive health activities for your entire family.

[Visit Personal Health Portal](#)

Take a look below at the various resources available to help you.



## Wellness Resources

Try these online resources to find new information and tools for taking care of your health.

[Healthwise® Knowledgebase<sup>1</sup>](#)

Our online health encyclopedia lets you look up a wide variety of symptoms, health conditions, medical tests, treatments and medications.

[Preventive Care](#)

Regular doctor checkups and screenings are important in keeping yourself and your family in good health. [Learn more](#) about preventive health guidelines for family members of all ages.

[Live Happier & Healthier](#)

Blue Cross NC's destination for fitness, recipes, and lifestyle tips.

[Member Discounts: Blue 365 Program](#)

Find great member discounts on fitness and health tools.

# Blue365 Discount Deals

The screenshot shows the Blue365 Member Discounts page. At the top, there is a navigation bar with the BlueCross BlueShield of North Carolina logo, "BlueConnect", and "State Health Plan". On the right side of the navigation bar, there are links for "Find Doctors / Urgent Care / Pharmacy", "Estimate Treatment Costs", an email icon, and a user profile icon. Below the navigation bar, there is a secondary menu with "Home", "Benefits", "Claims", "Doctors & Facilities", "Wellness", "Account/Profile", and "Help".

The main content area features a sidebar on the left with a list of menu items: "Overview", "FAQs About Benefits", "Prior Review", "When You Travel", "Estimate Health Care Costs", and "Member Discounts". A red arrow points to the "Member Discounts" item. The main heading is "Member Discounts" followed by "Blue365". Below this, the text reads "Sign Up and Receive Weekly Deals".

The descriptive text states: "Blue365 is free to Blue Cross NC members and is separate from the health care benefits you receive. Sign up to receive weekly emails and save on the healthy choices you make every day." To the right of this text is the BlueCross BlueShield of North Carolina logo and the "Blue365" logo.

Below the text, there is a section titled "Already Signed Up?" with an orange button labeled "VIEW WEEKLY DEALS".

At the bottom of the page, there is a footer with social media icons for Facebook, Twitter, YouTube, LinkedIn, Pinterest, and Google+, followed by the "Blue Connect Mobile" logo. On the right side of the footer, there is a "BACK TO TOP" link. Below the footer, there are additional links: "Home", "Help", "About", "Media Center", "Careers", "Privacy & Security", "Fraud & Abuse", and "Contact Us".

# Thank You! Questions?

This presentation is for general information purposes only. If it conflicts with federal or state law, State Health Plan policy or your benefits booklet, those sources will control. Please be advised that while we make every effort to ensure that the information we provide is up to date, it may not be updated in time to reflect a recent change in law or policy. To ensure the accuracy of, and to prevent the undue reliance on, this information, we advise that the content of this material, in its entirety, or any portion thereof, should not be reproduced or broadcast without the express written permission of the State Health Plan.