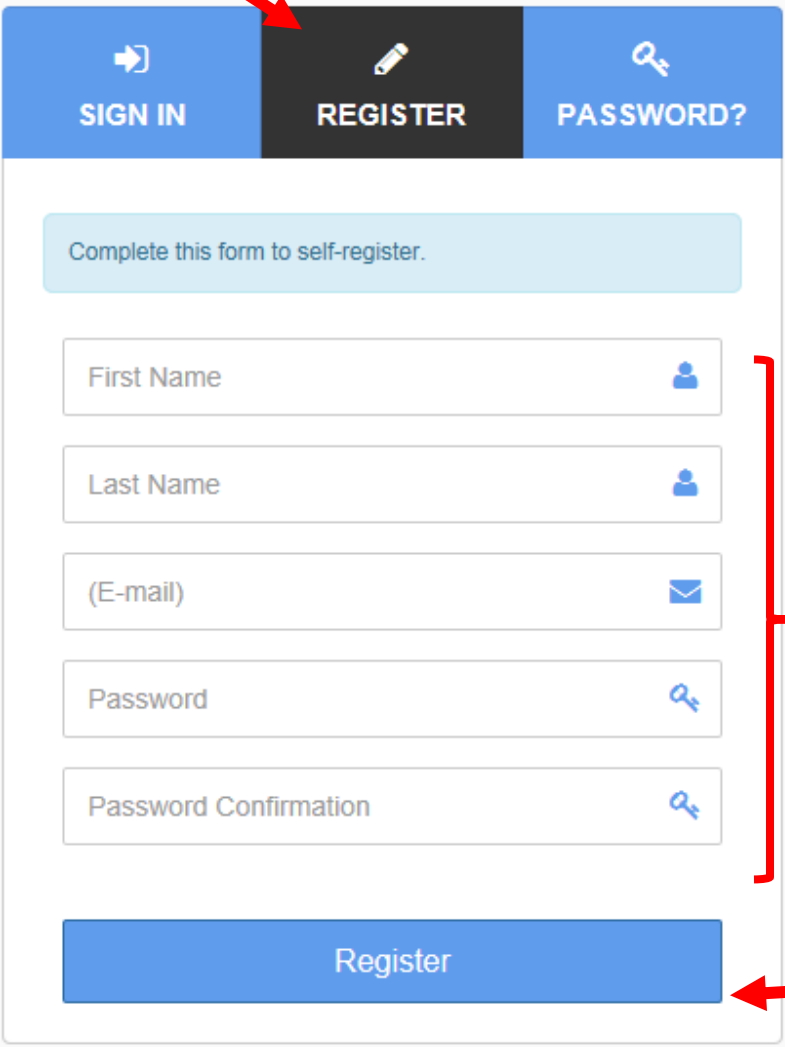


## **HBR University Registration Instructions**

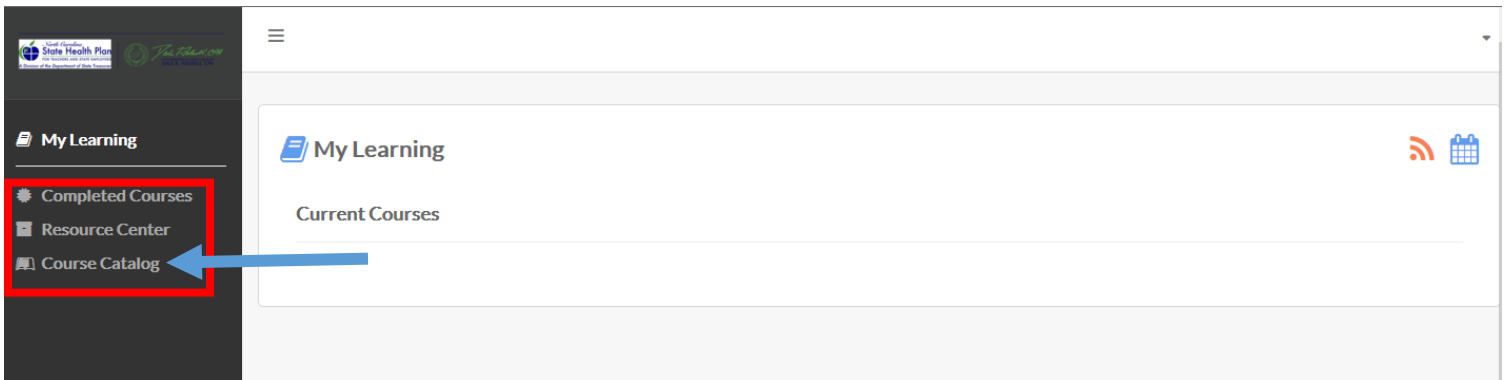
The State Health Plan's HBR University is an online learning management system that is powered by SkyPrep. It includes training modules and guides for HBRs to assist them with administering information regarding State Health Plan benefits. Below are instructions for HBRs to access and register for HBR University.

1. First time users will need to register by going to <http://shpnc.skyprepapp.com/>.
2. Click **Register** at the top of the page and then complete the form.
3. After you complete the form, click the blue **Register** button under the form to be logged in.

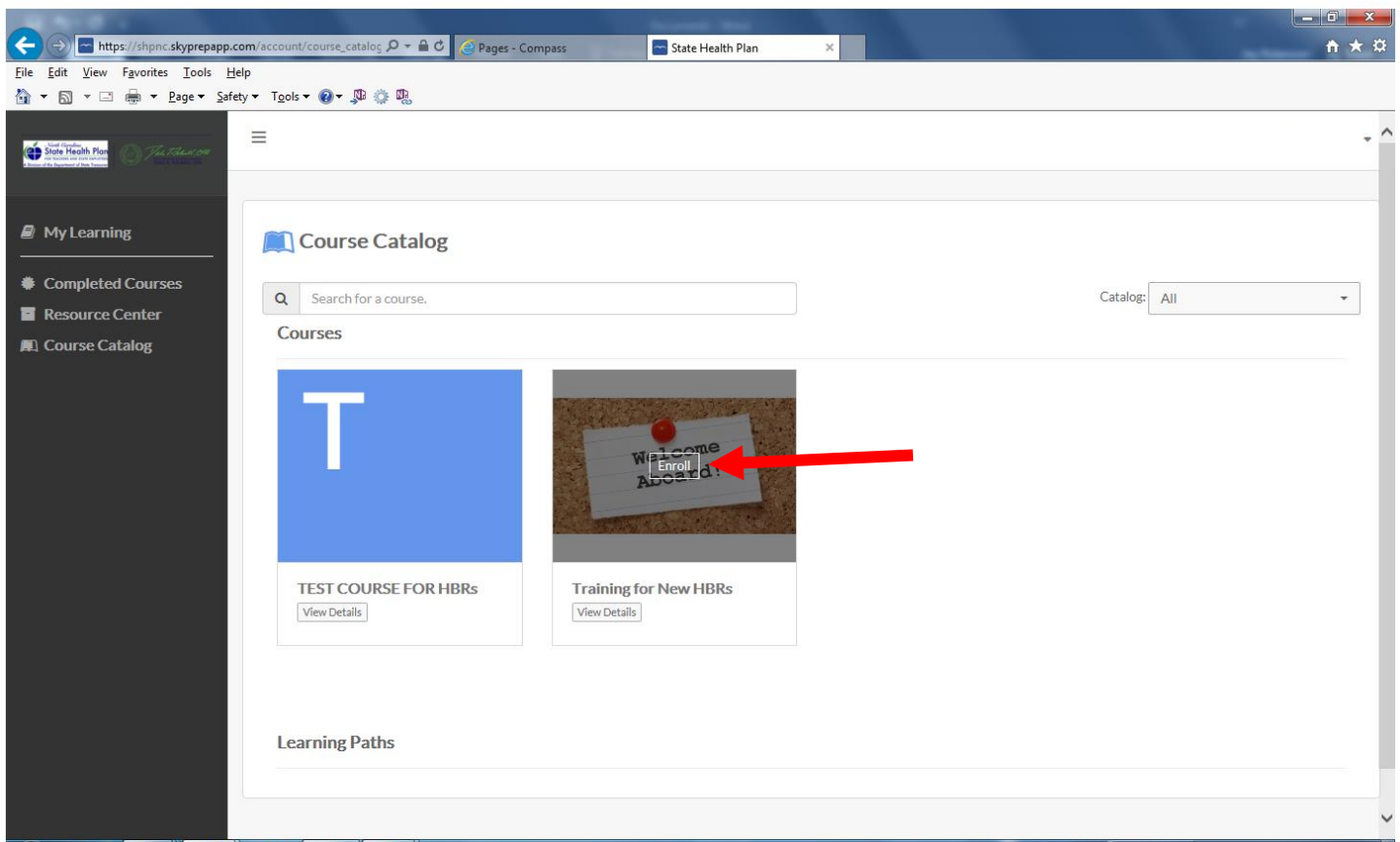


The screenshot shows the registration interface for HBR University. At the top, there are three buttons: "SIGN IN", "REGISTER", and "PASSWORD?". A red arrow points to the "REGISTER" button. Below these buttons is a light blue box with the text "Complete this form to self-register." followed by five input fields: "First Name", "Last Name", "(E-mail)", "Password", and "Password Confirmation". Each field has a corresponding icon (person, person, envelope, key, and key respectively). A red bracket on the right side of the form groups these five fields. At the bottom of the form is a large blue button labeled "Register", with a red arrow pointing to it. Below the form, it says "Powered by SkyPrep Learning Management System".

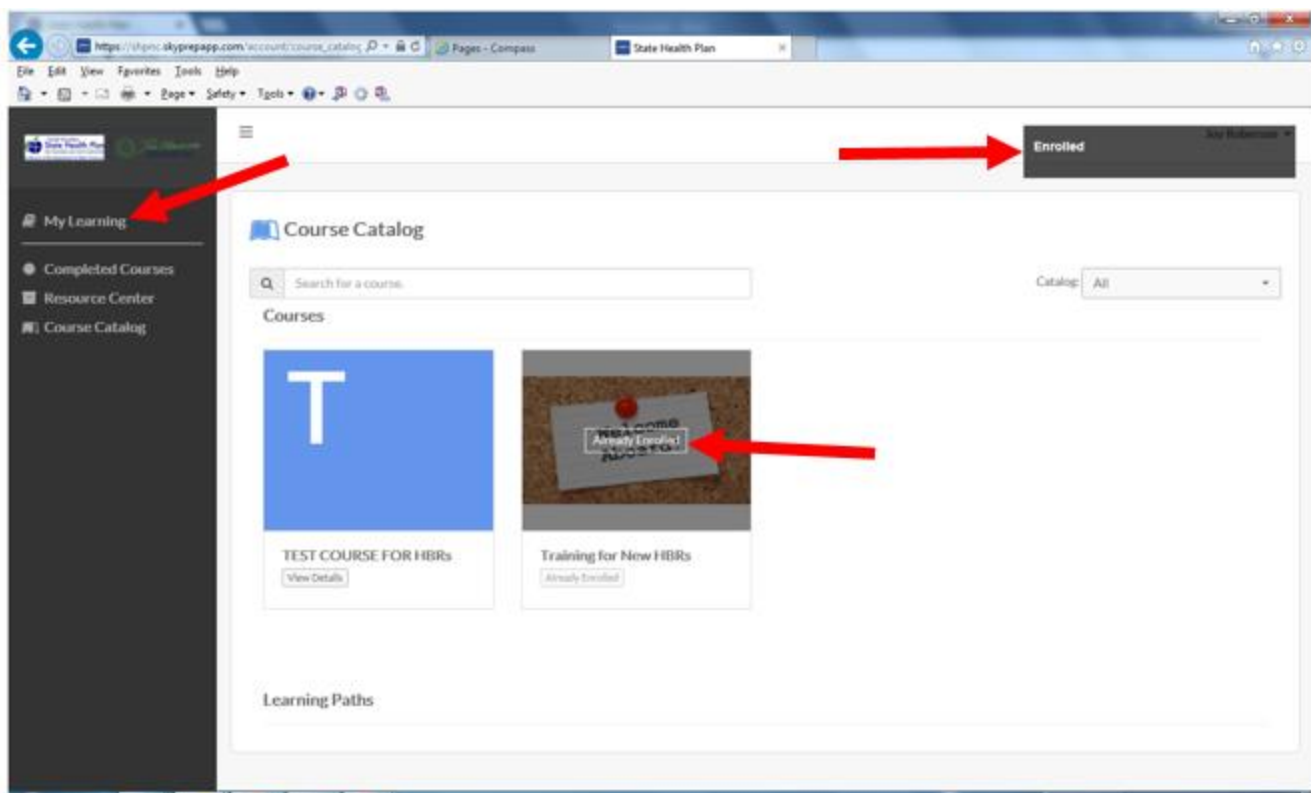
4. You should now see the My Learning homepage. (See image below.) Note the menu options on the left-hand side of the page (Completed Courses, Resource Center and Course Catalog).



5. Click **Course Catalog**. You should now see the screen below.
6. Hover your mouse over the “Welcome Aboard” image until “Enroll” appears.
7. Click **Enroll**.



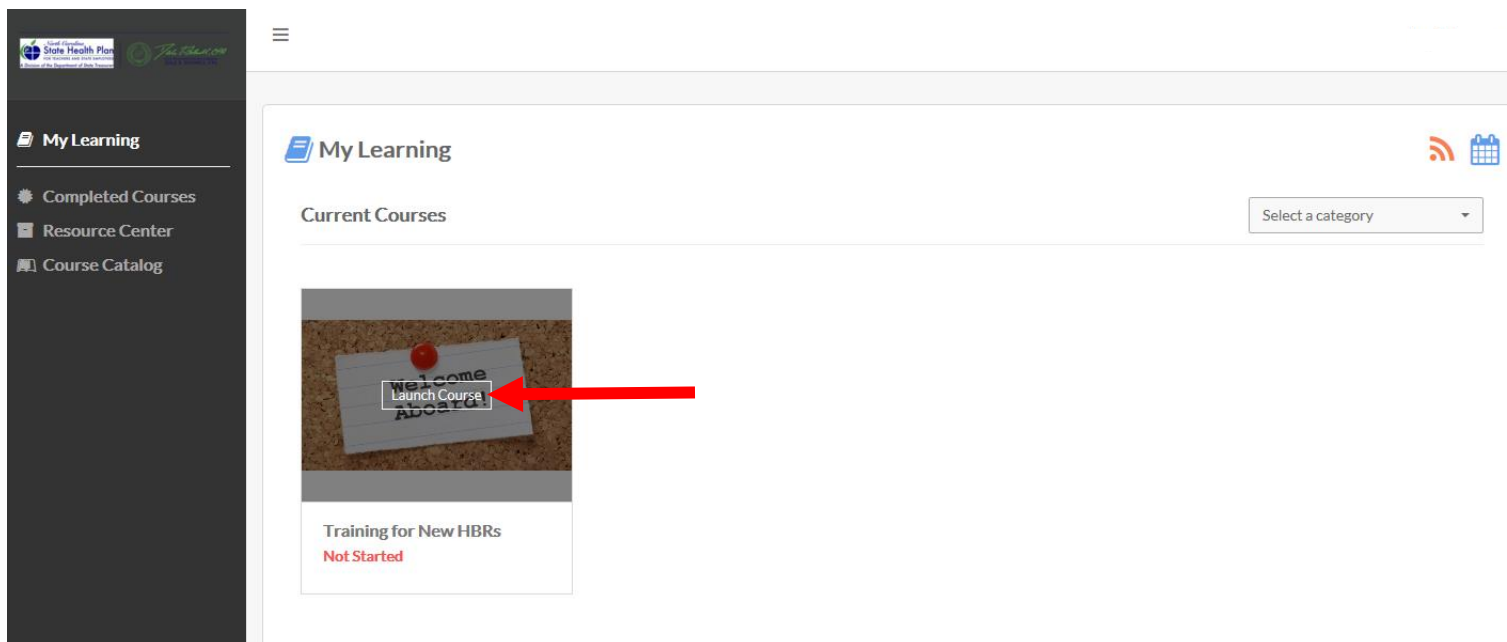
8. “Enrolled” appears in the top right-hand corner and “Already Enrolled” appears over the course image.
9. Click on **My Learning** in the menu on the left-hand side of the page.



10. You should now see the **My Learning** homepage. (See below.)

11. Hover your mouse over the “Welcome Aboard” image until “Launch Course appears.

12. Click **Launch Course**.



13. The course opens and you should see the following image.

14. Click the blue **Launch Course** button.

Training for New HBRs  
Course Admin: hbrtraining@nc-treasurer.com

Course Complete: 0%

**Course Introduction**  
This training is designed to provide you with all the tools and resources you will need to assist your employees.

This course requires you to view course modules in the order outlined below.

- SHIP Overview.pptx
- Benefits Overview.pptx
- Policies and Processes.pptx
- eBilling.pptx
- HBR Resources.pptx
- New Hire HBR Quiz
- eBenefits Access Request form.pdf

<https://shpnc.skyprepapp.com/?mode=user>

15. The course will begin and the presentation should look like the image below.

16. Advance through the presentation using the arrows at the top left or the scroll bar on the right.

Exit Course

. SHP Overview.pdf

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

Dale R. Folwell, CPA  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA

State Health Plan Overview

A Division of the Department of State Treasurer

Help Resources

17. At the last slide of the 1<sup>st</sup> module presentation (shown below), you will need to click the blue right arrow button at the top right-hand corner of the page or click the drop down arrow to select the next module.

Exit Course

SHP Overview.pdf

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## Health Benefits Representative Role

Please note: eBenefits is a self-service system; therefore HBRs should NOT process enrollments or life event changes for employees. Failure to follow policy rules may result in removal of eBenefits access. If you are an HBR for a state agency, your role is slightly different as designated Central Agency HBRs have view-only access to eBenefits. BEST HBRs have administrative access. Please contact BEST Shared Services for more information.

### HEALTH BENEFITS REPRESENTATIVE (HBR) ROLE

- The State Health Plan relies on HBRs to communicate benefits and eligibility information to employees
- Please attend training for a good understanding of benefits offered by the State Health Plan
- Use the tools and resources provided by the Plan. They're created to help you!
- Educate employees on how to use the online enrollment system, eBenefits
- Perform employee benefits data management, including processing new hires, employee terminations, managing tasks in the eBenefits system, and Open Enrollment
- Obtain documentation to verify the eligibility of dependents being added to health coverage and to confirm that a status change meets the definition of a qualifying life event under Section 125
- Reconcile group statements and remit group fees
- Collect member premiums for active employees, including while an employee is on a leave of absence (LOA), family and medical leave (FMLA) or Workers' Compensation

State Health Plan  
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9

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. SHP Overview.pdf

Table of Contents

- SHP Overview.pdf
- Benefits Overview.pdf
- Policies and Processes.pdf
- eBenefits Navigation.pdf
- eBilling.pdf
- HBR Resources.pdf
- New HBR Quiz
- eBenefits Access Request form.pdf

18. Continue through each module presentation using the steps above until you have viewed all 6 presentations.

19. In module 7, you will be prompted to begin the course assessment. See image below. Click **Start Assessment** to begin.

✖ Exit Course

← . New HBR Quiz →

**Description**  
Read each question carefully and select the best answer(s). You must score 100% to pass the assessment. You are allowed 3 attempts to pass, but will have to wait 24 hours between each assessment attempt. Please note that the assessment is randomized and pulls 10 questions from a larger pool of questions at each attempt. You may refer back to the course materials during your assessment attempts. Please take your time. There is no time limit on this assessment. Once you pass the assessment, complete the eBenefits Access Form and email it to hbrtraining@nctreasurer.com.  
\*\*\* Please note that we will contact your manager or HR Director if all 3 assessment attempts are exhausted without a passing score of 100%. At that time, the course and assessment attempts will be reset. \*\*\*

Questions:	10
Pass Mark:	100%
Time Limit:	No limit
Attempts:	0 / 3
Status:	Not Attempted

Start Assessment

20. Answer the 1<sup>st</sup> question and click the blue **Save and Continue** button.

21. Repeat this process until you've answered all 10 questions.

New Hire HBR Quiz

Exit Assessment

1 2 3 4 5 6 7 8 9 10

**Question 1 (10 points)**  
HBRs should complete enrollments on behalf of their employees.

☐ True  
☐ False

Save and Continue

22. Once all 10 questions have been answered, click the **Save and Submit Assessment** button.

New Hire HBR Quiz

Exit Assessment

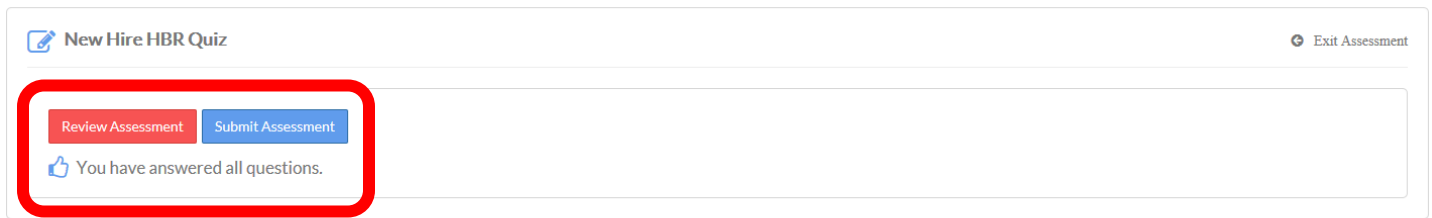
1 2 3 4 5 6 7 8 9 10

**Question 10 (10 points)**  
Retroactive changes outside the State Health Plan enrollment or termination rules may be requested by members through an exception process and may be approved under certain criteria only.

☐ True  
☐ False

Save and Submit Assessment

23. You will then have the option to **Review Assessment** or **Submit Assessment**.



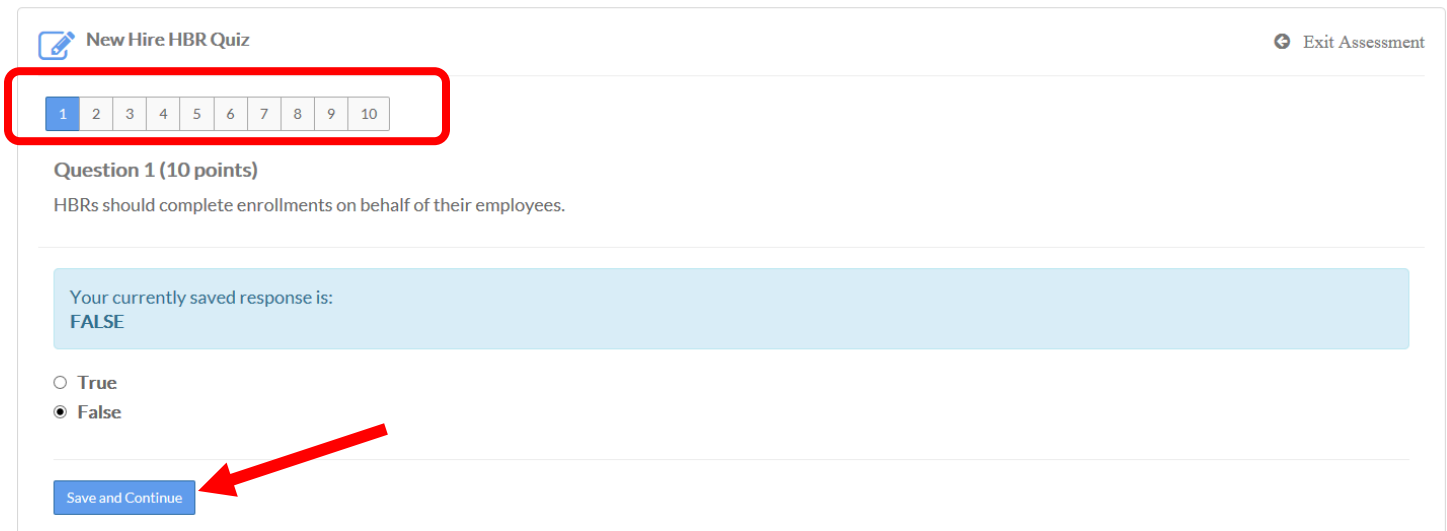
New Hire HBR Quiz Exit Assessment

**Review Assessment** **Submit Assessment**

👍 You have answered all questions.

24. If you click the **Review Assessment** button, you will have the opportunity to review each answer and make changes.

25. If you change your answer, click the blue **Save and Continue** button to move to next question. You may also move through the questions by clicking on the question number (1-10).



New Hire HBR Quiz Exit Assessment

1 2 3 4 5 6 7 8 9 10

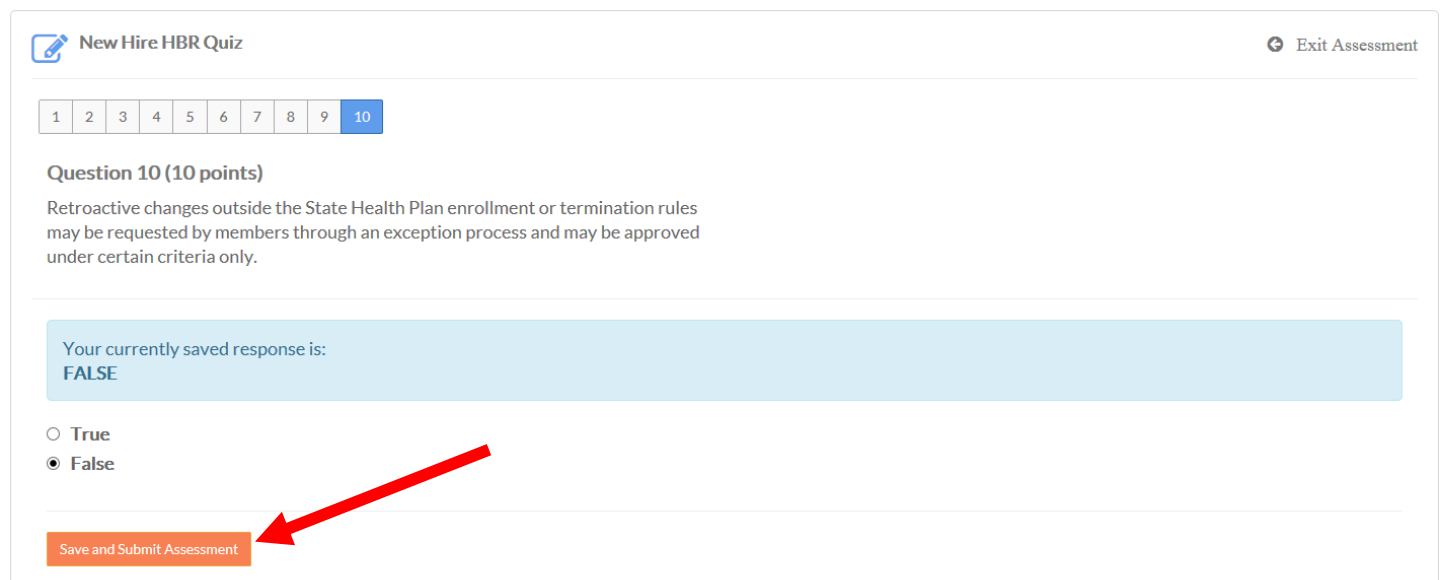
**Question 1 (10 points)**  
HBRs should complete enrollments on behalf of their employees.

Your currently saved response is:  
**FALSE**

☐ True  
☒ False

**Save and Continue**

26. Once you've reviewed your answers, click the **Save and Submit Assessment** button.



New Hire HBR Quiz Exit Assessment

1 2 3 4 5 6 7 8 9 10

**Question 10 (10 points)**  
Retroactive changes outside the State Health Plan enrollment or termination rules may be requested by members through an exception process and may be approved under certain criteria only.

Your currently saved response is:  
**FALSE**

☐ True  
☒ False

**Save and Submit Assessment**

27. You should come back to the screen below. Click **Submit Assessment**.

28. Your assessment will be graded and the results will be shown on the following screen. To review answers, simply click the question to see the results. (Not shown: Incorrect answers will appear in red.)

29. Click **Continue Course**.

30. You should now see the screen below. Click the blue right arrow at the top right-hand side of the page to continue.

Questions:	10
Pass Mark:	100%
Time Limit:	No limit
Attempts:	1 / 3
Status:	Passed

Start Assessment

Date Attempted	Score	Status
04-Feb 2019	100%	Passed

31. The next screen should look like the image below. Click the **Download** link to open the eBenefits Access Request form.





Download

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**North Carolina State Health Plan**  
FOR TEACHERS AND STATE EMPLOYEES  
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**eBenefits Access Form**

This form is for HBRs that need access to the State Health Plan's enrollment system, eBenefits. Please complete this form in its entirety.

First Name  Last Name  Phone

Street Address  City

State  Zip Code  Email Address

Organization/Department  Job Title

I certify that I have completed the required training.

☐ Yes  
☐ No

I need access to eBilling ☐ Do you need permanent or temporary access? ☐

Help Res

32. The form below should open in a new tab or window depending on your computer and browser settings.

**North Carolina State Health Plan**  
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**eBenefits Access Form**

This form is for HBRs that need access to the State Health Plan's enrollment system, eBenefits. Please complete this form in its entirety.

First Name  Last Name  Phone

Street Address  City

State  Zip Code  Email Address

Organization/Department  Job Title

I certify that I have completed the required training.

☐ Yes  
☐ No

I need access to eBilling ☐ Do you need permanent or temporary access? ☐

☐ Permanent  
☐ Temporary

Additional information to include reason for access (if temporary access needed, explain why):

Are you replacing anyone? If yes, please include their name as their access will be removed.

Yes ☐ No ☐

33. Complete the form in its entirety and save it to your computer.
34. Go back to the tab or window where HBR University is open.
35. Click the **Exit Course** link.

✖ Exit Course



.eBenefits Access Request form.pdf ▼

Download

36. You should see on the following page that the course has been completed. Click on the **View Your Certificate** link.

Training for New HBRs  
Course Admin: hbrtraining@hrc.treasurer.com


Course Complete: 100%

[View Your Certificate](#)

**Course Introduction**  
This training is designed to provide you with all the tools and resources you will need to assist your employees.

This course requires you to view course modules in the order outlined below.

	SHP Overview.pptx	✓
	Benefits Overview.pptx	✓
	Policies and Processes.pptx	✓
	eBilling.pptx	✓
	HBR Resources.pptx	✓
	New Hire HBR Quiz	✓
	eBenefits Access Request form.pdf	✓

37. The certificate will open. You may save it to your computer by clicking the **Save** icon  at the bottom of the page. (Note: The method you use to save the certificate may be different based on your browser and/or computer settings.)



38. Email the completed, saved eBenefits Access Request form to [hbrtraining@nctreasurer.com](mailto:hbrtraining@nctreasurer.com). We will work with Benefitfocus to grant you access to eBenefits and/or eBilling.
39. Benefitfocus will contact you directly with login credentials.