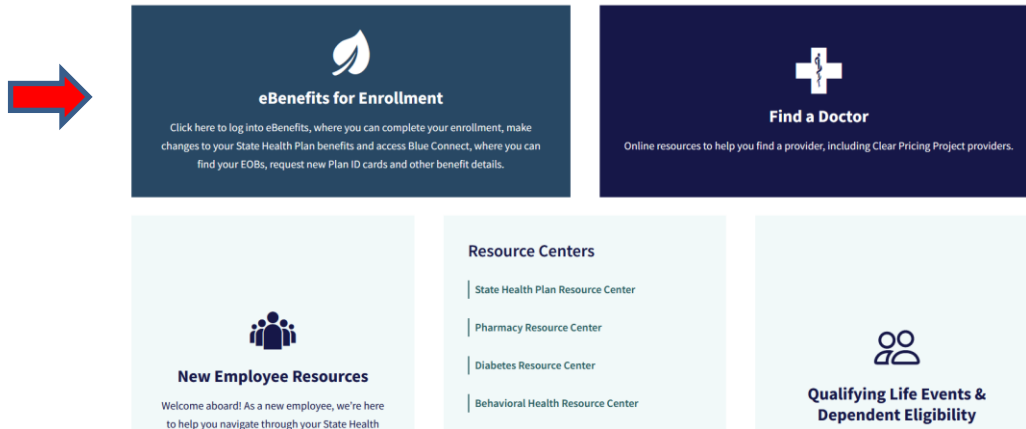


## How to Complete 2024 Open Enrollment Online via eBenefits (Medicare Retirees)

- Go to the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org). Click **eBenefits** in blue box.



- Click **Retirees Using the ORBIT System**.

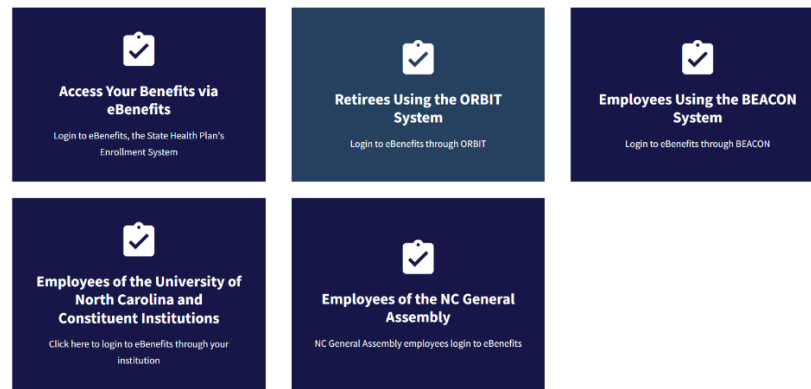
### eBenefits is the Gateway to your Enrollment

To log into eBenefits, click the button below for YOUR enrollment system. If your employer is not listed, select the "eBenefits" button below 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 BlueConnect, 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.



3. Enter your **ORBIT Username and Password** and then click **Log in**. If you can't remember your username and password, follow the steps to reset your username or password.

➔ Login to ORBIT

**Are you a first-time user?**

If so, you will need to register to create your account.

Register

User Name

[Forgot your User Name](#)

Password (case-sensitive)

[Forgot/Change Your Password](#)

Log in

Need Help?

Estimators

If you would like to calculate benefits without pre-filled personal information, use the options below. To calculate benefits with your information pre-filled, please login.

Retirement Benefit

NC 401(k)/457 Transfer Benefit

Service Purchase


Forms and Applications


Need to download forms without any pre-filled information? ORBIT provides convenient access to forms for printing without logging in.

**NOTE:** To access forms with your information pre-filled, please login.

Forms and Applications

4. Once logged in to your ORBIT account, select the **State Health Plan eBenefits** menu item on the left side of the screen or in the green box below.





**Profile : Retired**  
 Select Account ▾  
 Return to Accounts

- Home/Retired
- State Health Plan eBenefits**
- Maintain Personal Information
- Maintain Direct Deposit
- Maintain Tax Withholding Election
- View 1099/W2 Tax Documents
- View Beneficiaries
- Request Income Verification Letter
- NC 401(k)/NC 457 Transfer Benefit Estimate
- View CDB Information

Home/Retired

A Message from the Treasurer



Welcome to the redesigned ORBIT for members! ORBIT is an online tool that provides you with full, secure access to your personal information. Our staff has worked diligently to make ORBIT more responsive for those on mobile devices such as cell phones and tablets. In addition, to help protect your personal information.

Lastly, we incorporated our N.C. Total Retirement Plans' branding to maintain a consistent look and feel with our Retirement System's comprehensive approach to retirement planning for our members.

The Department of State Treasurer is committed to providing you with information that will help you make informed decisions about yourself with your account information, understand your savings options, and utilize the education and planning resources available. Carolina Retirement Systems at 1-877-NCSECURE (1-877-627-3287) if you have additional questions.

Thank you for your service to North Carolina.

- Dale R. Folwell, CPA  
North Carolina State Treasurer

**State Health Plan eBenefits**

eBenefits in the State Health Plan

View

**Maintain Personal Information**


View the personal information (name, address, date of birth, etc.) we currently have on file for you.

View

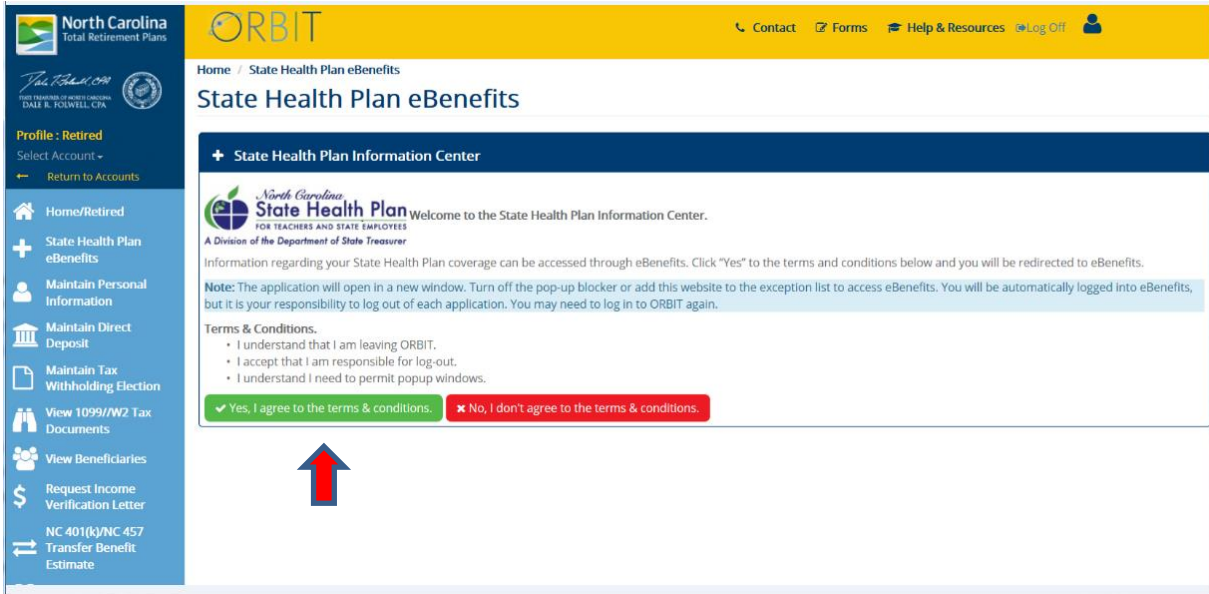
**Maintain Direct Deposit**

Manage your benefit payment account information.

View



5. You will be asked to agree to the **Terms and Conditions** to continue. Please be sure to turn off your pop-up blocker or accept pop-ups from this website. You will not be able to continue until this has been completed.



North Carolina Total Retirement Plans

ORBIT

Home / State Health Plan eBenefits

## State Health Plan eBenefits

**State Health Plan Information Center**

Welcome to the State Health Plan Information Center.

Information regarding your State Health Plan coverage can be accessed through eBenefits. Click "Yes" to the terms and conditions below and you will be redirected to eBenefits.

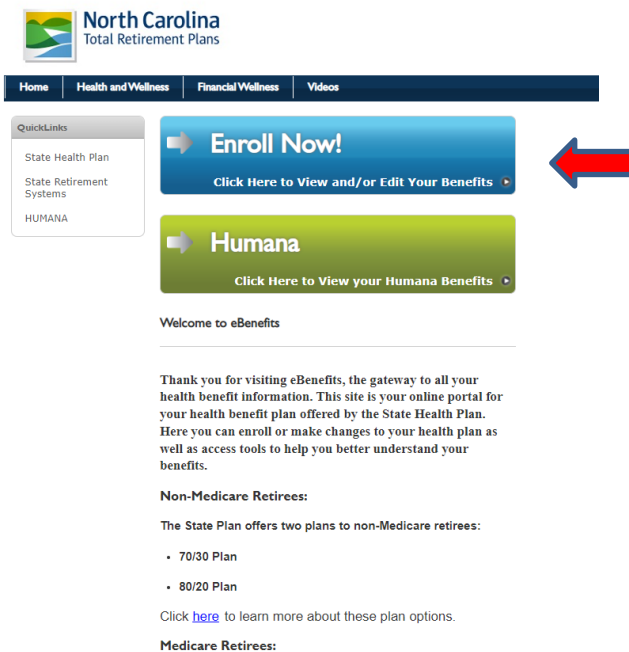
**Note:** The application will open in a new window. Turn off the pop-up blocker or add this website to the exception list to access eBenefits. You will be automatically logged into eBenefits, but it is your responsibility to log out of each application. You may need to log in to ORBIT again.

**Terms & Conditions.**

- I understand that I am leaving ORBIT.
- I accept that I am responsible for log-out.
- I understand I need to permit popup windows.

☒ Yes, I agree to the terms & conditions.
 ☐ No, I don't agree to the terms & conditions.

6. After clicking on "Yes I agree to the terms & conditions" you will see the screen below and may begin the enrollment process by clicking on "Enroll Now."



North Carolina Total Retirement Plans

Home Health and Wellness Financial Wellness Videos

**QuickLinks**

- State Health Plan
- State Retirement Systems
- HUMANA

**Enroll Now!**

Click Here to View and/or Edit Your Benefits

**Humana**

Click Here to View your Humana Benefits

Welcome to eBenefits

Thank you for visiting eBenefits, the gateway to all your health benefit information. This site is your online portal for your health benefit plan offered by the State Health Plan. Here you can enroll or make changes to your health plan as well as access tools to help you better understand your benefits.

**Non-Medicare Retirees:**

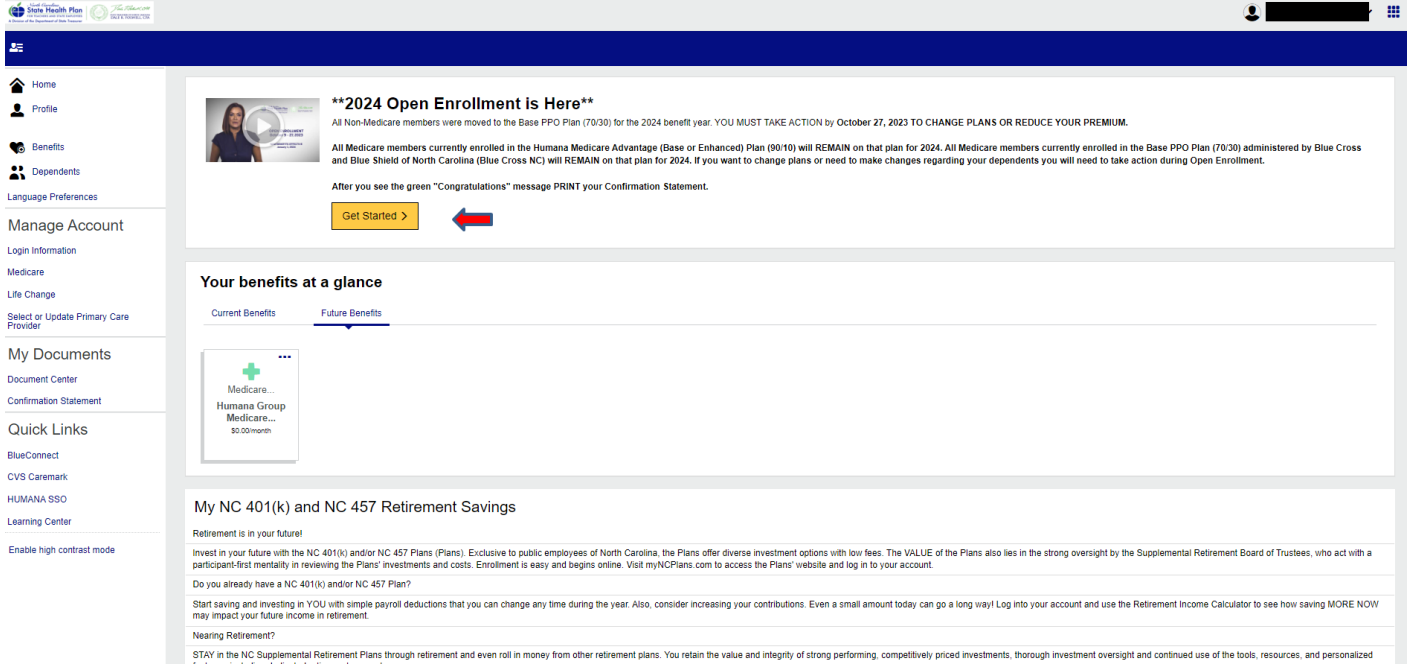
The State Plan offers two plans to non-Medicare retirees:

- 70/30 Plan
- 80/20 Plan

Click [here](#) to learn more about these plan options.

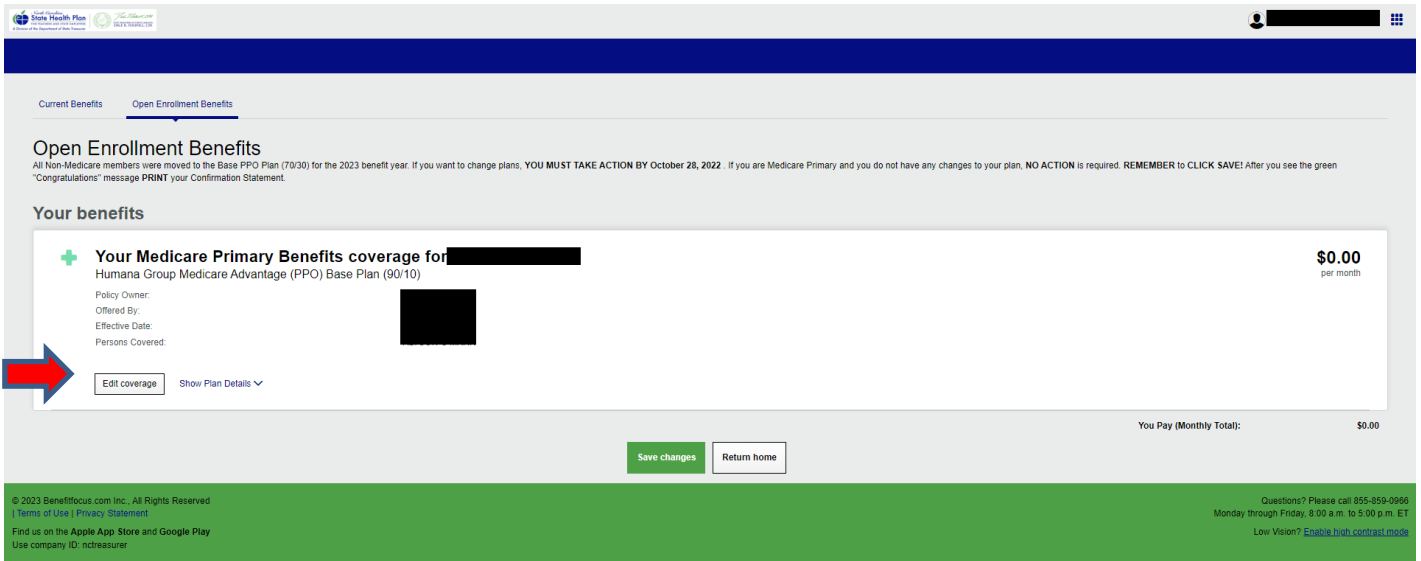
**Medicare Retirees:**

## 7. If you need to add dependents, select **Dependents** and follow instructions. Then click **Get Started**.



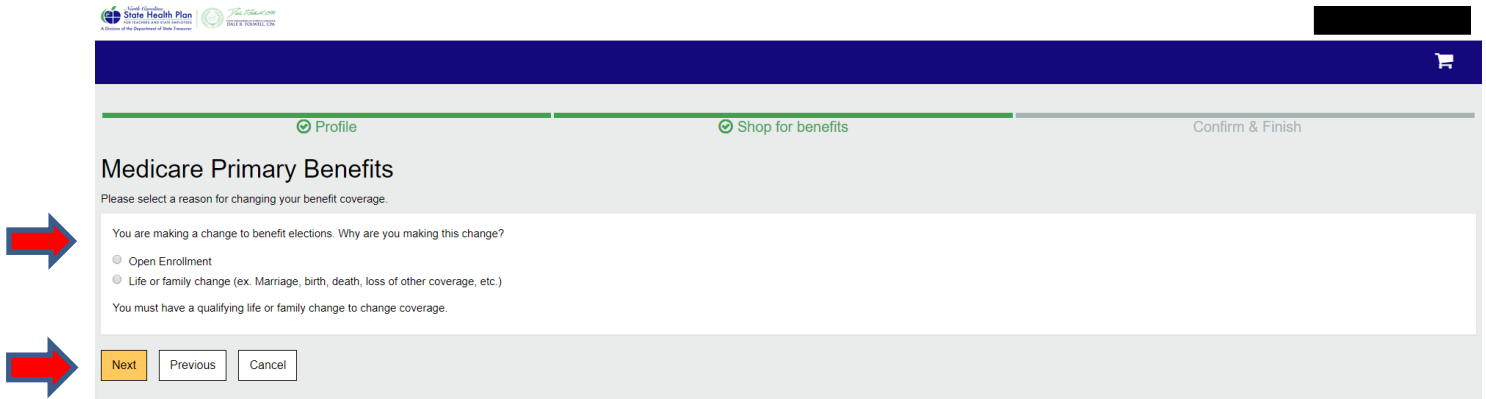
The screenshot shows the user's account page. At the top, there's a banner for the 2024 Open Enrollment period, stating that non-Medicare members were moved to the Base PPO Plan (70/30) for the 2024 benefit year. It emphasizes that users must take action by October 27, 2023, to change plans or reduce their premium. A red arrow points to the "Get Started" button. Below the banner, the "Your benefits at a glance" section shows current benefits, including Medicare and Humana Group Medicare for \$0.00/month. The "My NC 401(k) and NC 457 Retirement Savings" section provides information about retirement plans and encourages users to log in to their accounts.



## 8. Click **Edit Coverage**.



The screenshot shows the "Open Enrollment Benefits" section. It displays the user's Medicare Primary Benefits coverage for the 2023 benefit year. The coverage is for the Base PPO Plan (90/10) with a monthly premium of \$0.00. A red arrow points to the "Edit coverage" button. The page also includes a "Show Plan Details" link and a "Save changes" button. At the bottom, there's a footer with copyright information and contact details.

## 9. Select **Open Enrollment**. Then click **Next**.



[Profile](#) | [Shop for benefits](#) | [Confirm & Finish](#)

### Medicare Primary Benefits

Please select a reason for changing your benefit coverage.

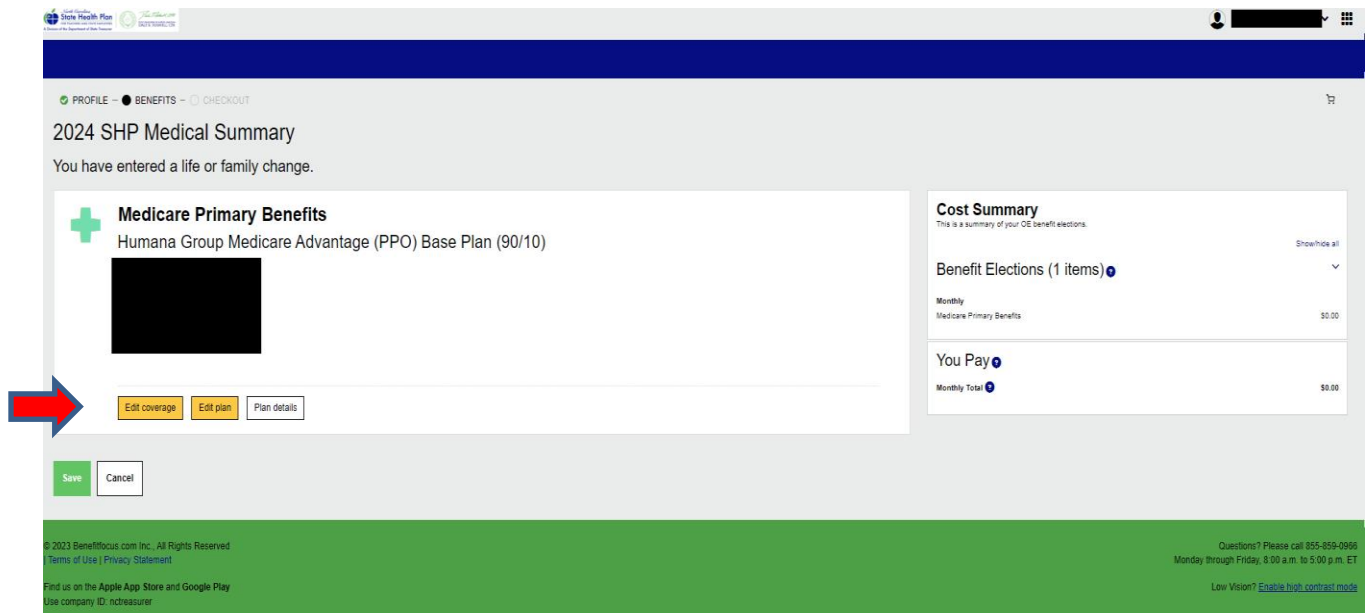
You are making a change to benefit elections. Why are you making this change?



☐ Open Enrollment  
☐ Life or family change (ex: Marriage, birth, death, loss of other coverage, etc.)

You must have a qualifying life or family change to change coverage.

[Next](#) [Previous](#) [Cancel](#)

## 10. Click **Edit Plan**.




[PROFILE](#) | [BENEFITS](#) | [CHECKOUT](#)


### 2024 SHP Medical Summary

You have entered a life or family change.



#### Medicare Primary Benefits

Humana Group Medicare Advantage (PPO) Base Plan (90/10)



[Edit coverage](#) [Edit plan](#) [Plan details](#)

#### Cost Summary

This is a summary of your OE benefit elections.

[Show/hide all](#)

#### Benefit Elections (1 items)

Monthly	
Medicare Primary Benefits	\$0.00

#### You Pay

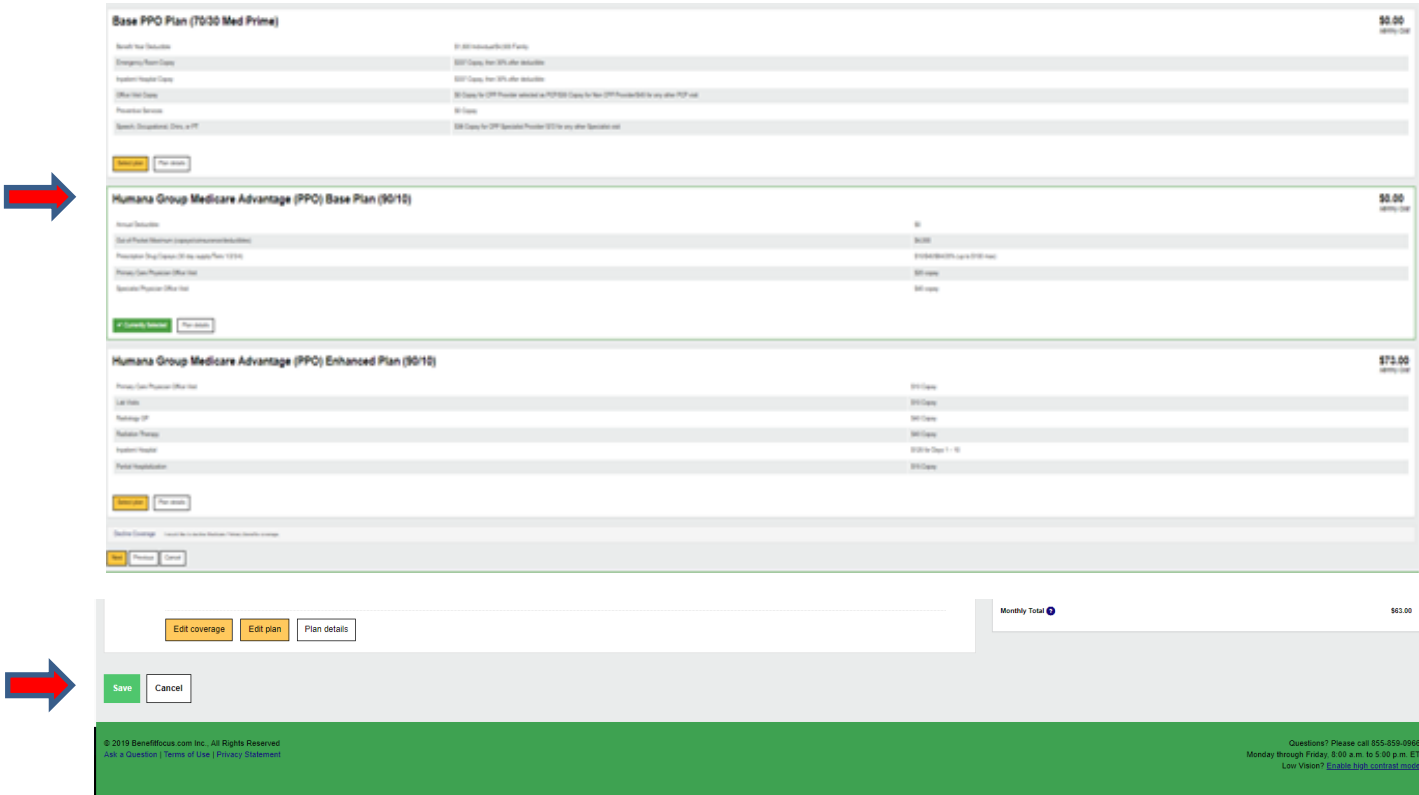
Monthly Total	\$0.00
---------------	--------

[Save](#) [Cancel](#)

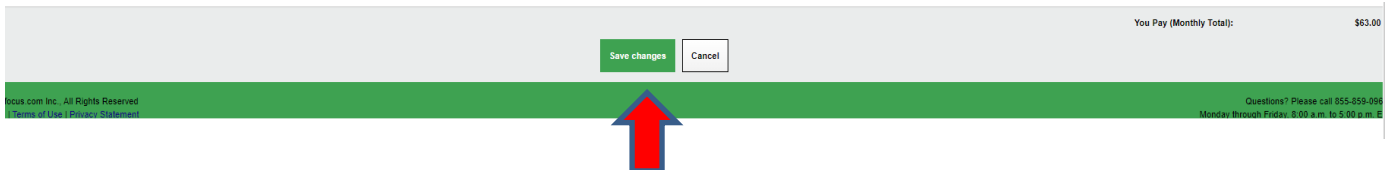
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[Terms of Use](#) | [Privacy Statement](#)  
 Find us on the [Apple App Store](#) and [Google Play](#)  
 Use company ID: ncreasurer

Questions? Please call 855-859-0956  
 Monday through Friday, 8:00 a.m. to 5:00 p.m. ET  
 Low Vision? [Enable high contrast mode](#)

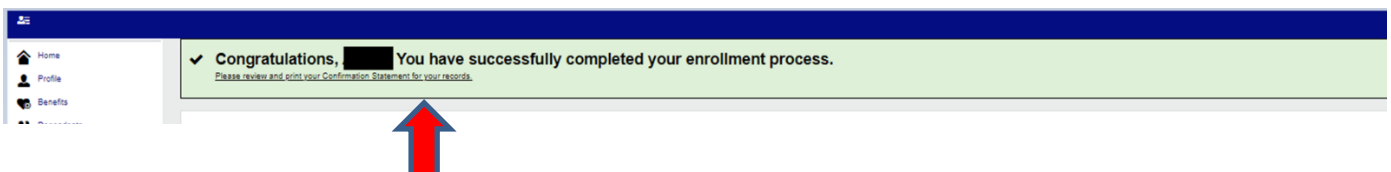
11. Click **Select Plan** for the desired plan. Once selected, click **Save**.



12. Select **Save Changes**.



13. A green congratulations message will appear once you have successfully completed your enrollment. Click on the **“Confirmation Statement”** to access a printable version of all your benefits for your records.



**Need Assistance?** Please call the Eligibility and Enrollment Support Center at 855-859-0966. During Open Enrollment, the Support Center is offering extended hours: Monday-Friday 8 a.m. - 10 p.m., and Saturdays 8 a.m. - 5 p.m. (ET).