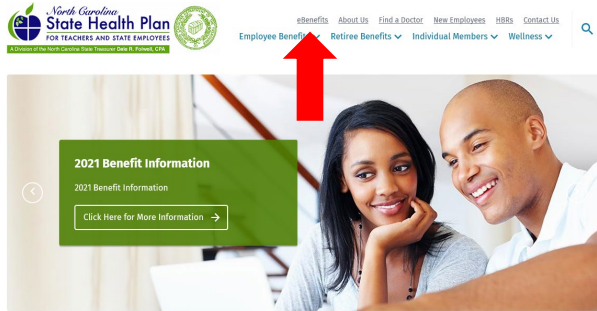


## How to Request a New State Health Plan ID Card (For Members on the 70/30, 80/20 & HDHP)

1. Visit the State Health Plan's website at [www.shpnc.org](http://www.shpnc.org) and click eBenefits.



2. Select the applicable gold button to log into eBenefits.

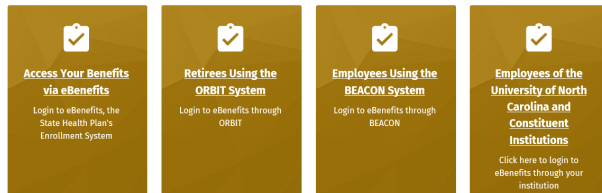
eBenefits is the Gateway to your Enrollment

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.

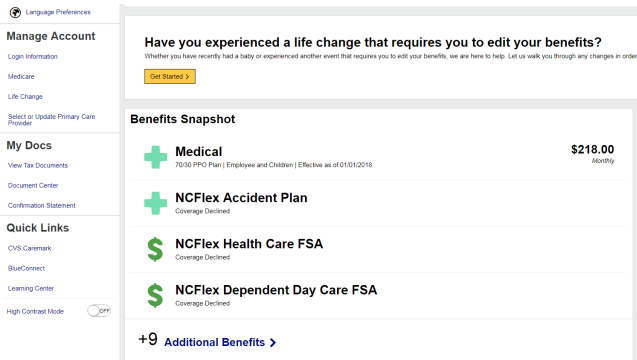
Once you're logged into eBenefits, you can complete your OPEN ENROLLMENT, make changes and access your benefit information through Blue Connect, where you can find your EOBs and order new ID cards.

**Important Note Regarding Passwords:**

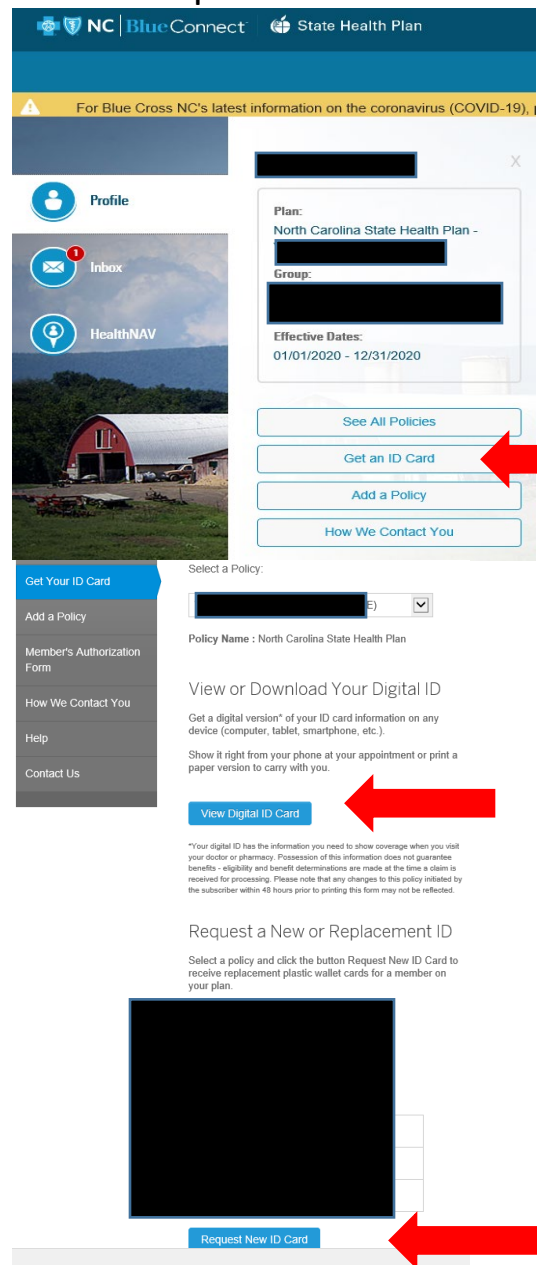
If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead you have the option to reset your password. Simply click "Reset your account" then "I can't remember my password." From there you will be prompted to a screen that will ask you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



3. Once you are logged into eBenefits, click the Blue Connect link under Quick Links.



4. You are now in Blue Connect and will need to click Profile and access the "Get an ID Card" button. From there you will be able to download a digital ID card or request a new card.



*If you need assistance, please call Customer Service at 888-234-2416*