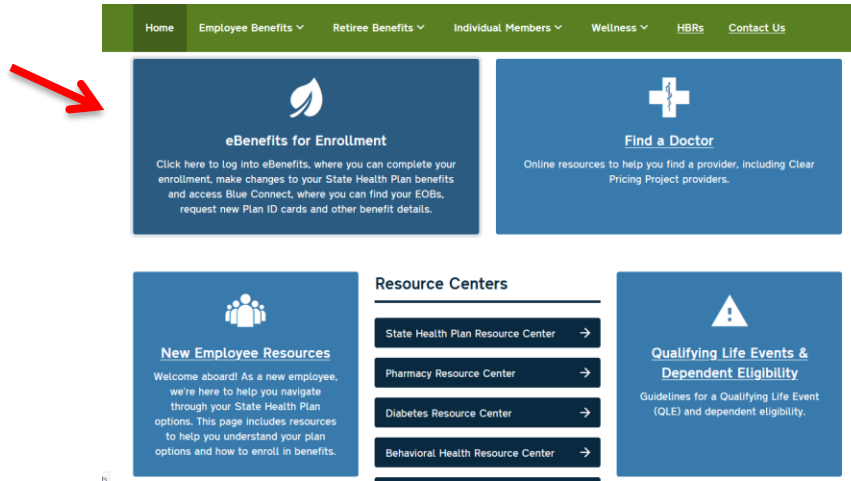


How to Complete 2023 Open Enrollment Online via eBenefits (Medicare Retirees)

1. Go to the State Health Plan's website at www.shpnc.org. Click **eBenefits** in blue box.



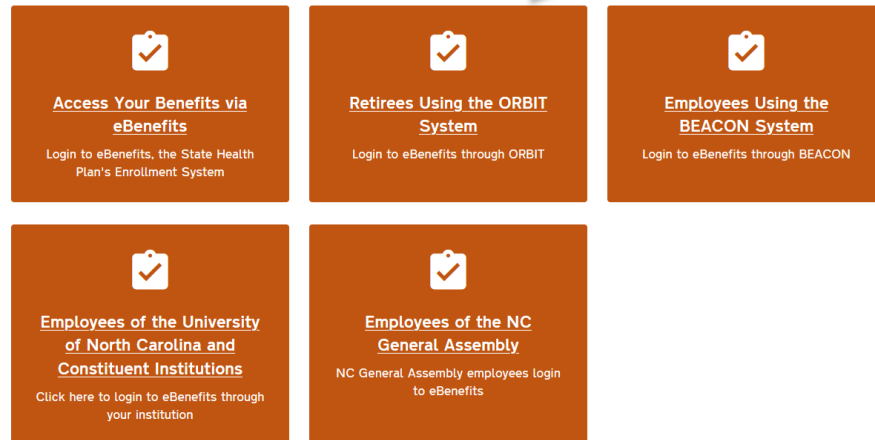
2. Click **Retirees Using the ORBIT System**.

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.

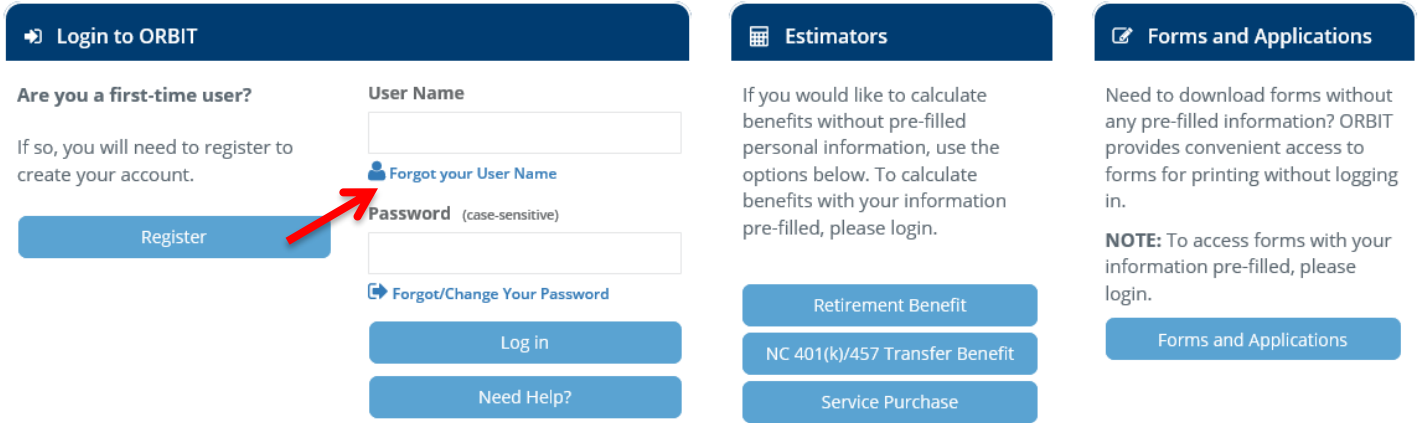
Once you're logged into eBenefits, you can complete your OPEN ENROLLMENT, make changes and access your benefit information through BlueConnect, where you can find your EOBs and order new ID cards.

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 here 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.

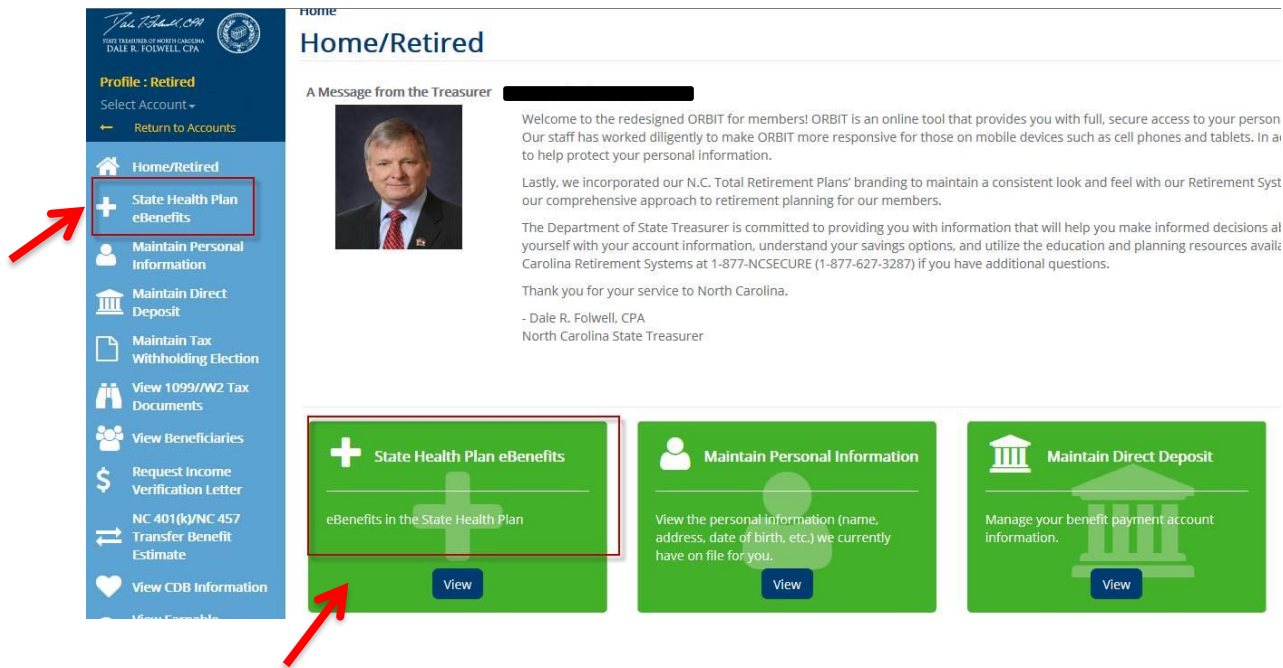


3. Enter your **ORBIT Username and Password** and then click **Log in**. If you can't remember your username and password, follow the steps to reset your username or password.



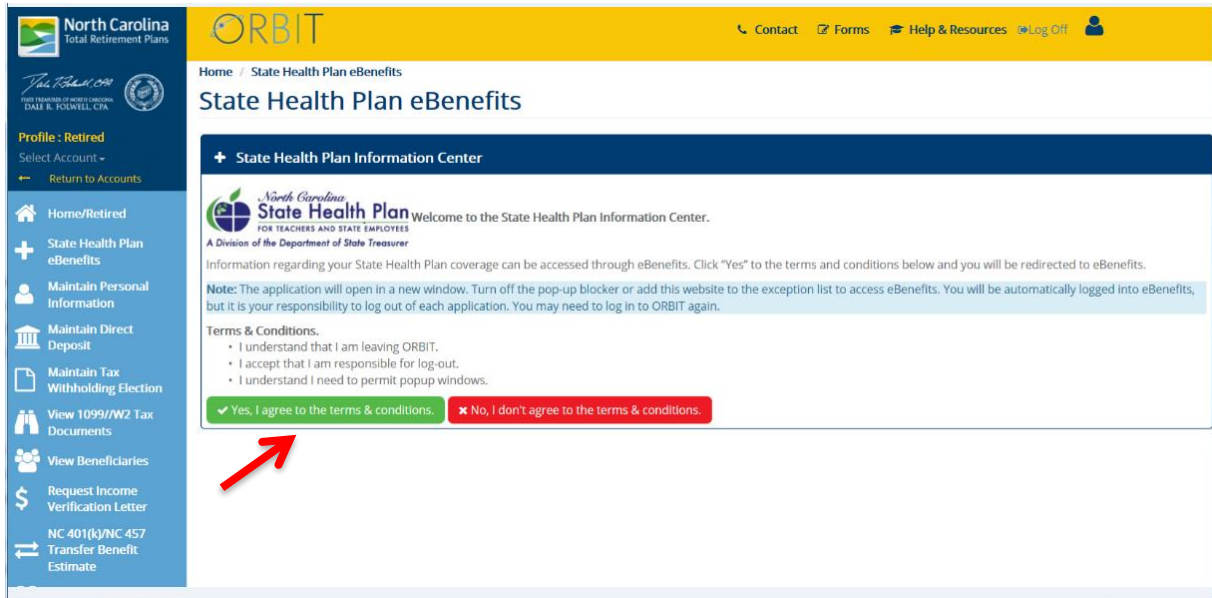
The screenshot shows the ORBIT login interface. On the left, there is a 'Login to ORBIT' section with a 'Register' button. A red arrow points to the 'Forgot your User Name' link. Below it are fields for 'User Name' and 'Password (case-sensitive)', with a 'Forgot/Change Your Password' link and a 'Log in' button. To the right, there are 'Estimators' and 'Forms and Applications' sections. The 'Estimators' section includes buttons for 'Retirement Benefit', 'NC 401(k)/457 Transfer Benefit', and 'Service Purchase'. The 'Forms and Applications' section includes a 'Forms and Applications' button. A note states: 'NOTE: To access forms with your information pre-filled, please login.'

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.



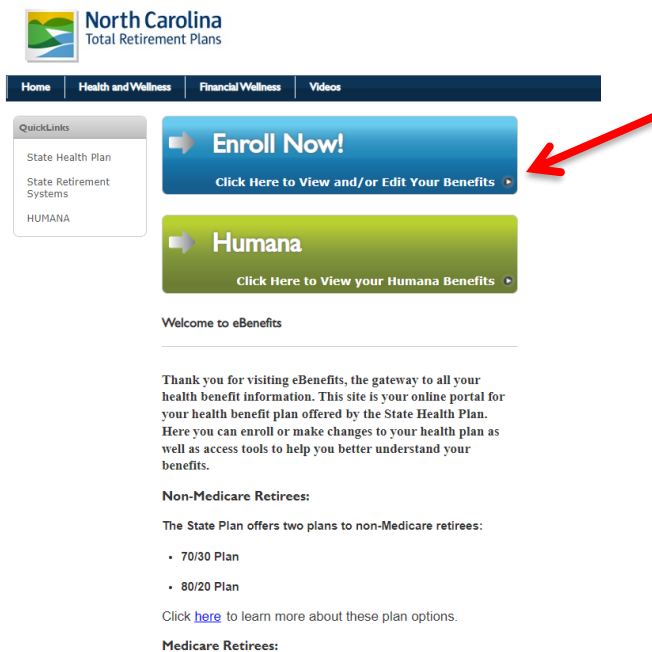
The screenshot shows the ORBIT home page for a 'Home/Retired' user. On the left is a navigation menu with a red box around 'State Health Plan eBenefits' and a red arrow pointing to it. The main content area features a message from the Treasurer and three green action cards: 'State Health Plan eBenefits' (with a red arrow pointing to its 'View' button), 'Maintain Personal Information', and 'Maintain Direct Deposit'.

- 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.



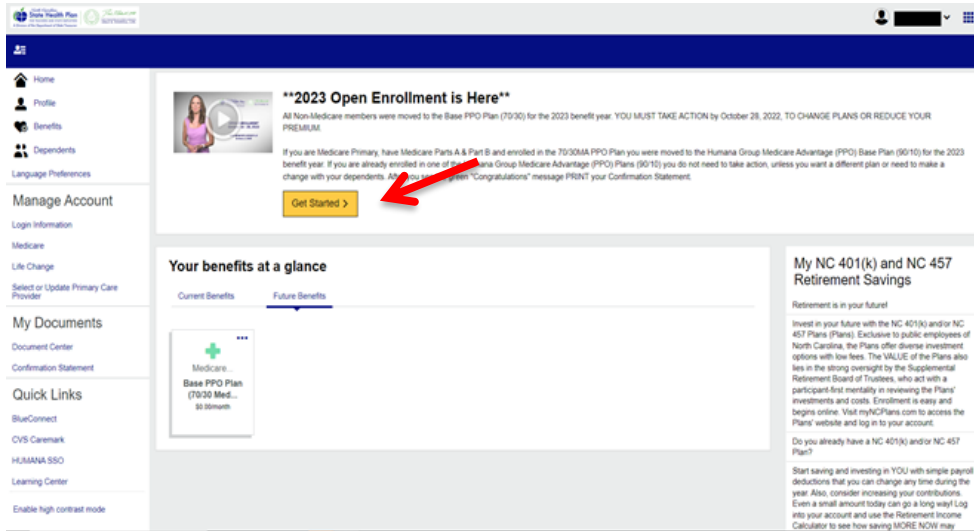
The screenshot shows the ORBIT State Health Plan eBenefits portal. The user is logged in as a retired individual. The main content area displays the 'State Health Plan Information Center' with a welcome message and a 'Terms & Conditions' section. The terms include: 'I understand that I am leaving ORBIT.', 'I accept that I am responsible for log-out.', and 'I understand I need to permit popup windows.' Below the terms are two buttons: a green button labeled 'Yes, I agree to the terms & conditions.' and a red button labeled 'No, I don't agree to the terms & conditions.'. A red arrow points to the green button.

- 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."



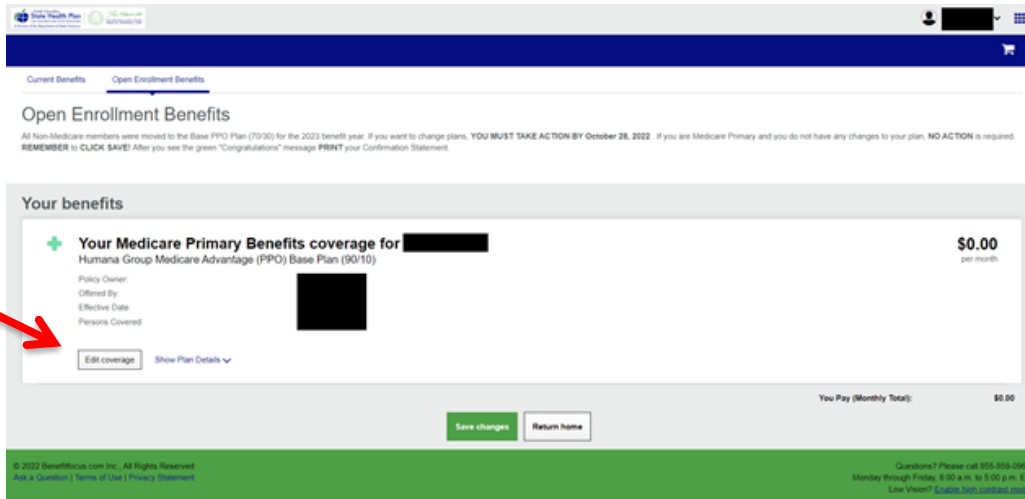
The screenshot shows the eBenefits portal after the terms and conditions are accepted. The 'Enroll Now!' button is highlighted with a red arrow. Below the button, there is a 'Humana' button and a 'Welcome to eBenefits' section. The 'Welcome to eBenefits' section includes a thank you message and information for non-Medicare retirees, listing the 70/30 Plan and the 80/20 Plan. A link is provided to learn more about these plan options.

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



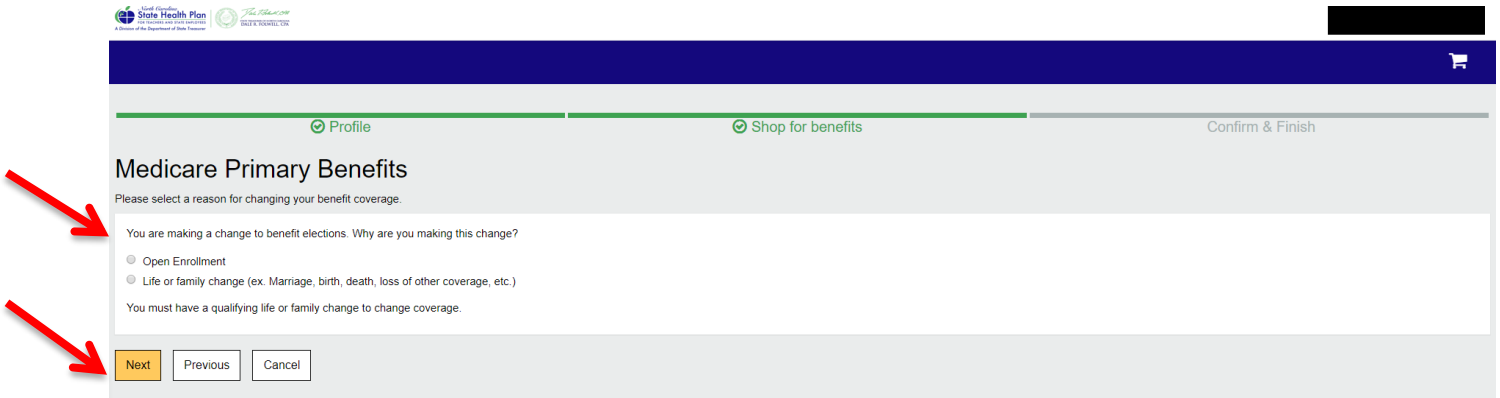
The screenshot shows the user's dashboard. On the left is a navigation menu with options like Home, Profile, Benefits, Dependents, and Manage Account. The main content area features a banner for the 2023 Open Enrollment period, a 'Your benefits at a glance' section showing the Base PPO Plan, and a 'My NC 401(k) and NC 457 Retirement Savings' section. A red arrow points to the 'Get Started' button in the enrollment banner.

8. Click **Edit Coverage**.

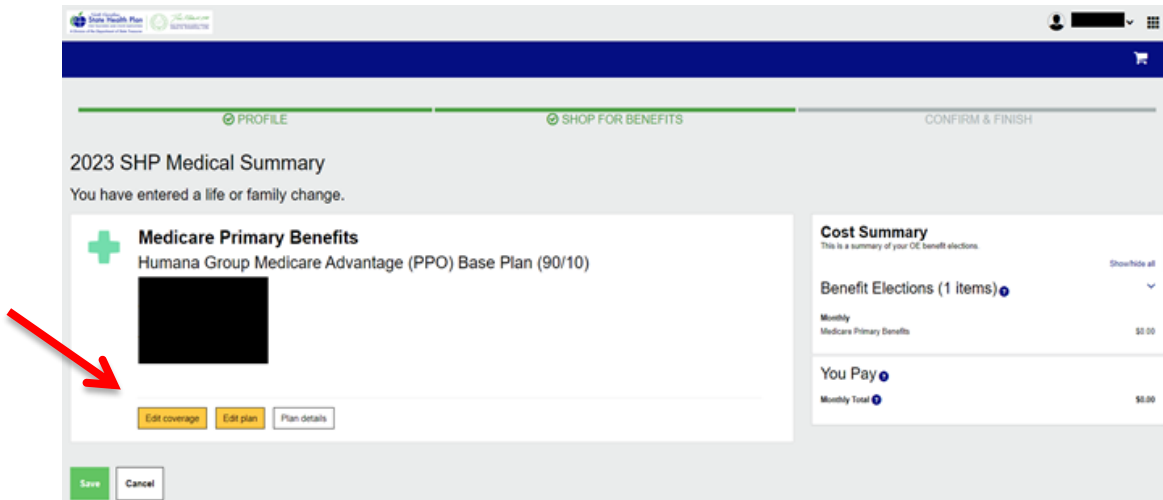


The screenshot shows the 'Open Enrollment Benefits' page. Under 'Your benefits', there is a card for 'Your Medicare Primary Benefits coverage for [redacted]'. The card lists details like Policy Owner, Offered By, Effective Date, and Persons Covered. A red arrow points to the 'Edit coverage' button. The monthly premium is shown as \$0.00. At the bottom, there are 'Save changes' and 'Return home' buttons.

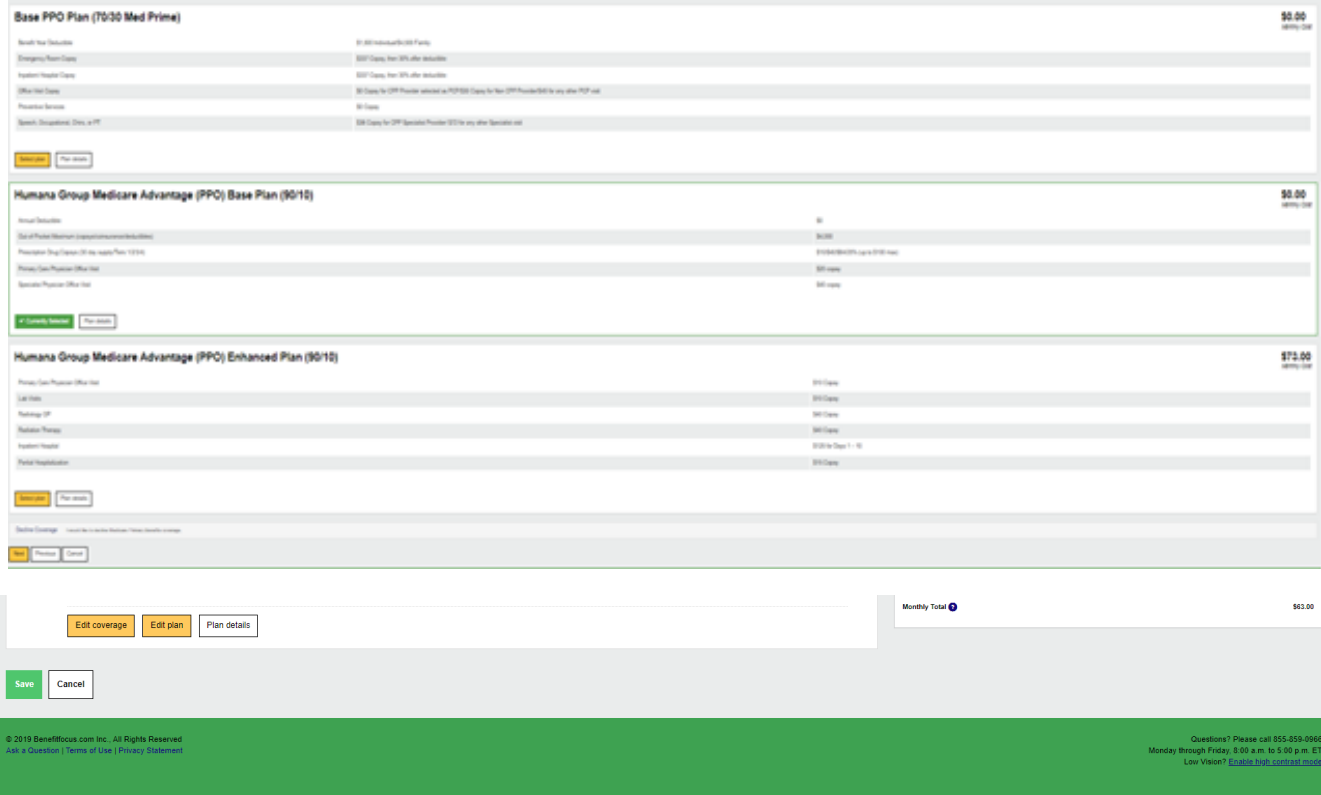
9. Select **Open Enrollment**. Then click **Next**.



10. Click **Edit Plan**.



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



Base PPO Plan (T030 Med Prime) \$0.00
Monthly Total

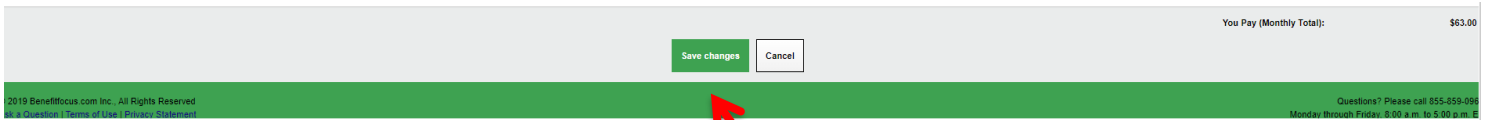
Humana Group Medicare Advantage (PPO) Base Plan (9015) \$0.00
Monthly Total

Humana Group Medicare Advantage (PPO) Enhanced Plan (9015) \$72.00
Monthly Total

Monthly Total: \$63.00

Save Cancel

12. Select **Save Changes**.

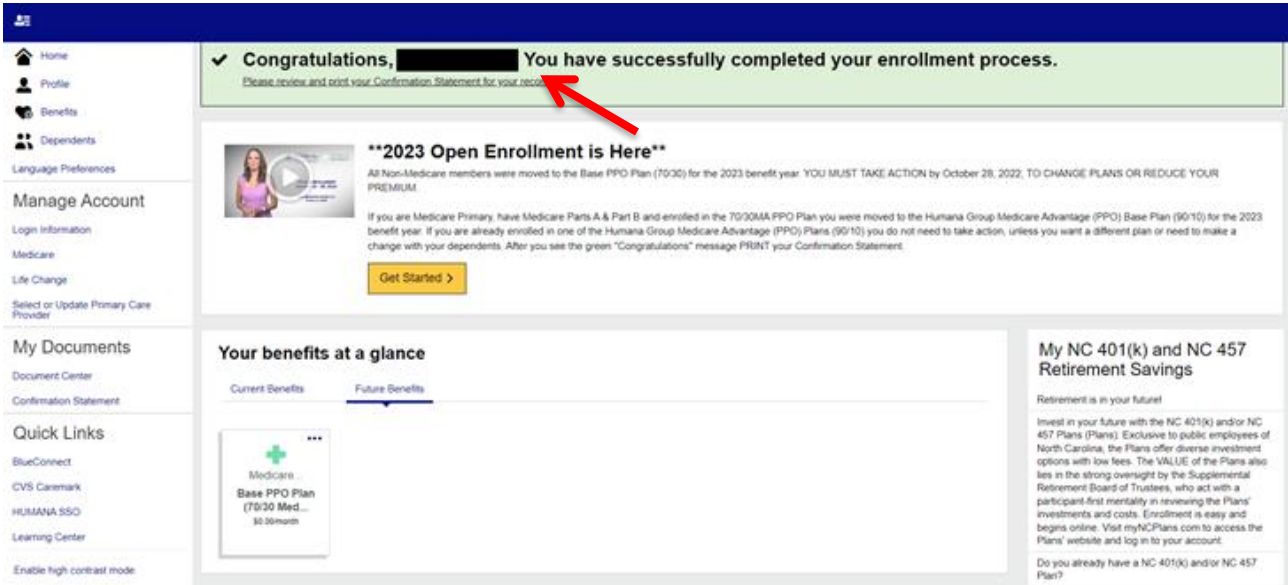


You Pay (Monthly Total): \$63.00

Save changes Cancel

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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.



The screenshot shows the member portal interface. At the top, a green banner displays a checkmark and the text: "Congratulations, [REDACTED] You have successfully completed your enrollment process." Below this banner, a red arrow points to the word "Confirmation" in the text "Please review and print your Confirmation Statement for your records." The main content area features a "2023 Open Enrollment is Here" announcement with a video player and a "Get Started" button. Below that, there is a "Your benefits at a glance" section with tabs for "Current Benefits" and "Future Benefits". The "Future Benefits" tab is active, showing a card for "Medicare Base PPO Plan (70/30 Med...)" with a monthly cost of "\$0.30/month". On the right side, there is a "My NC 401(k) and NC 457 Retirement Savings" section with a "Retirement is in your future!" heading and a brief description of the plans.

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).