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

STATE TREASURER OF NORTH CAROLINA
DALE R. FOLWELL, CPA

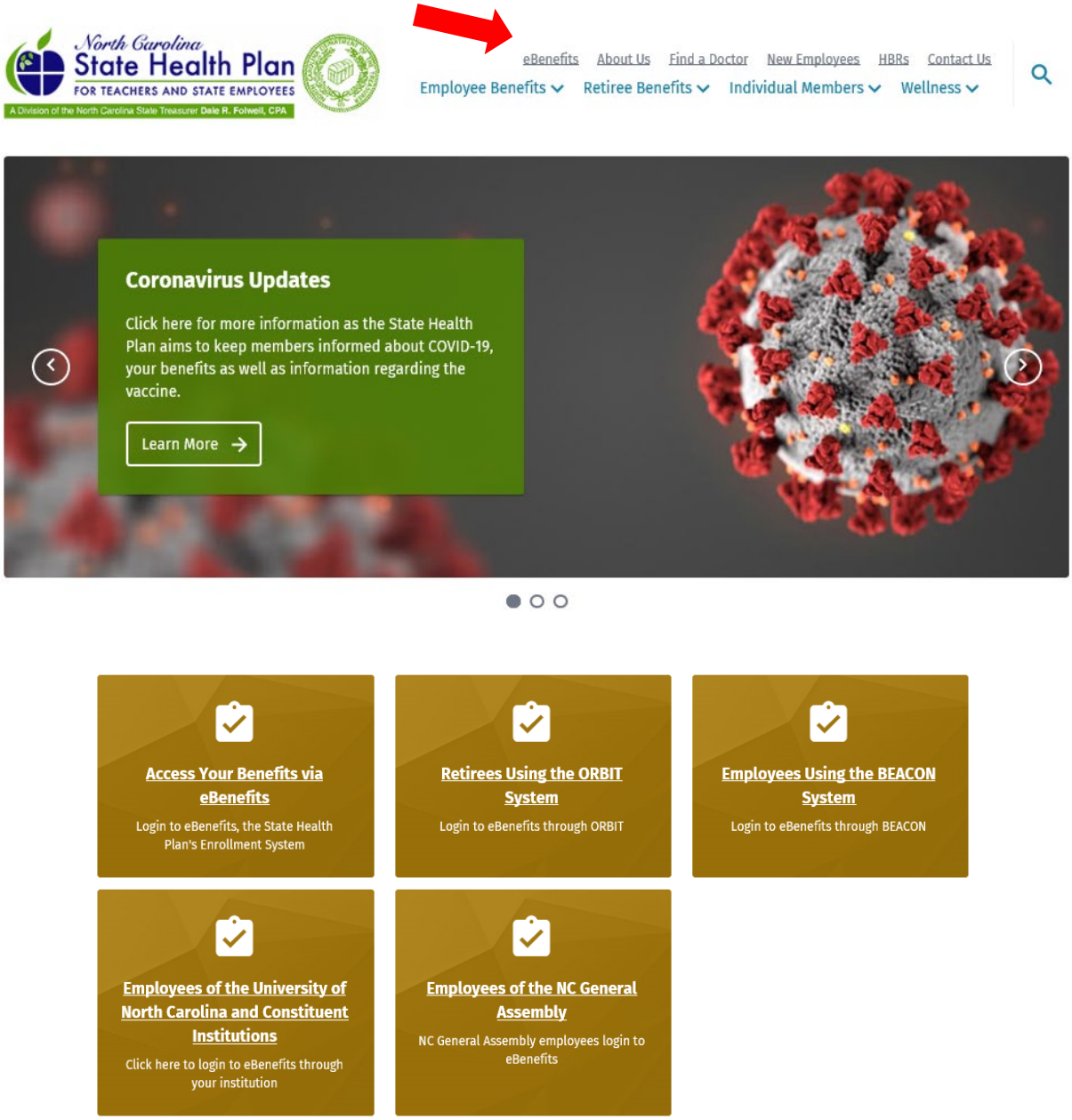
Need Help?
Call the Eligibility and Enrollment Support Center
855-859-0966

Need to Select or Update Your Primary Care Provider? Here's How!

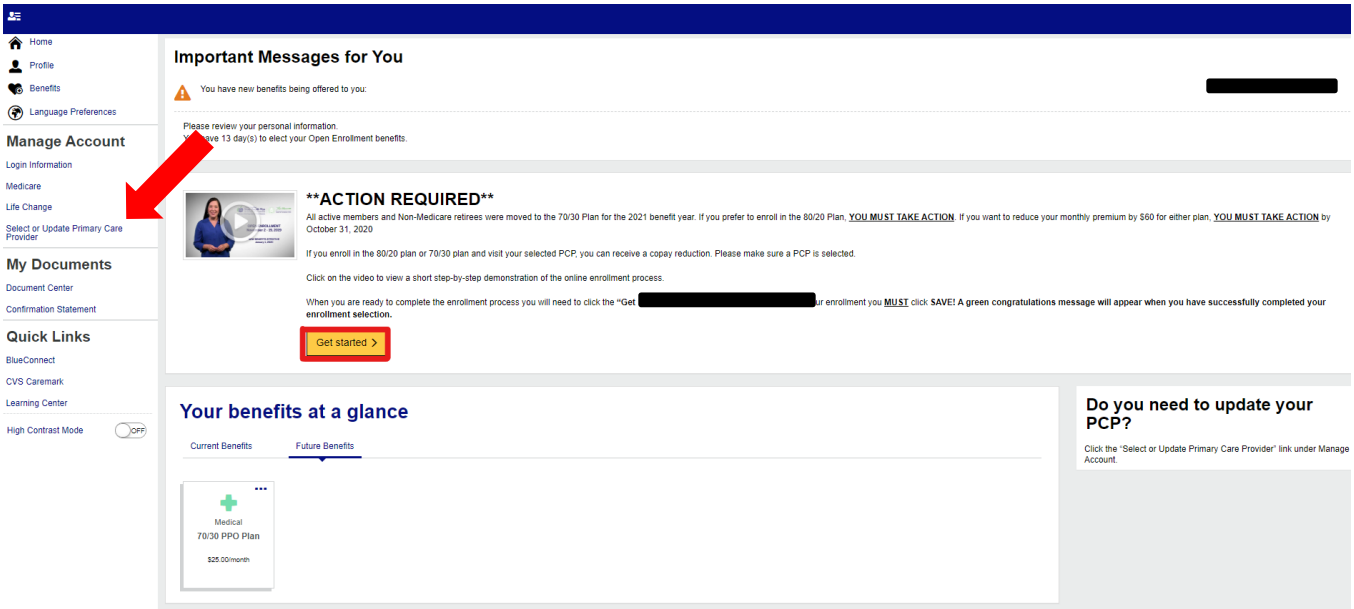
Selecting or updating your Primary Care Provider (PCP) in eBenefits, the Plan's enrollment system, is simple. Remember, it takes 5-7 business days for changes to be made and a new member ID card to be issued via mail.

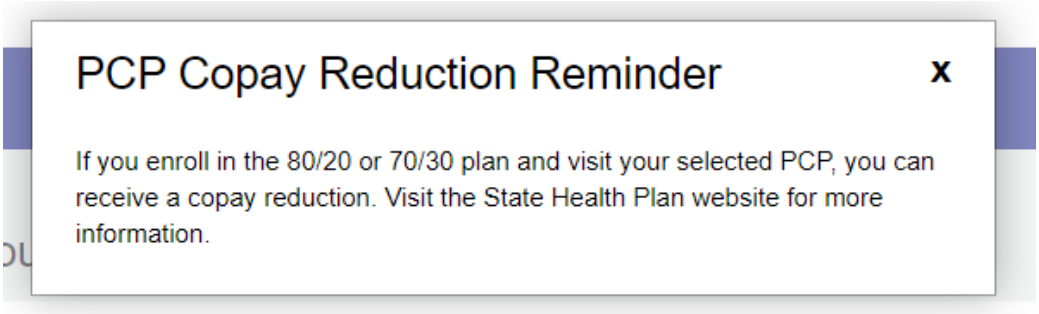
Follow the steps below to select or update your PCP:

1. Go to the State Health Plan website at www.shpnc.org and click on **eBenefits** at the top of the page. Then, click on the applicable gold button.

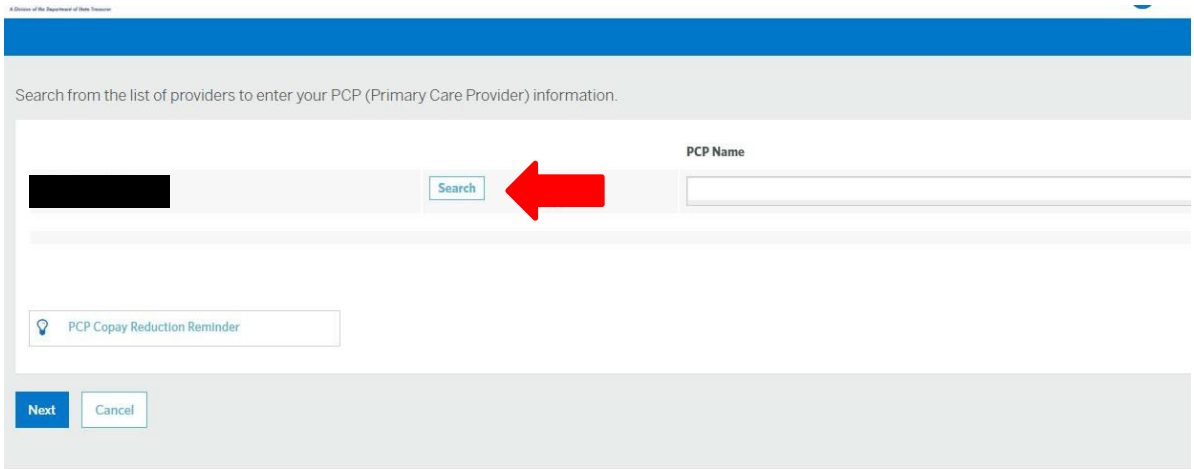


2. Once you are logged in on the eBenefits home page, on the left-hand menu, there will be a **Select or Update Primary Care Provider** link. Click this link.

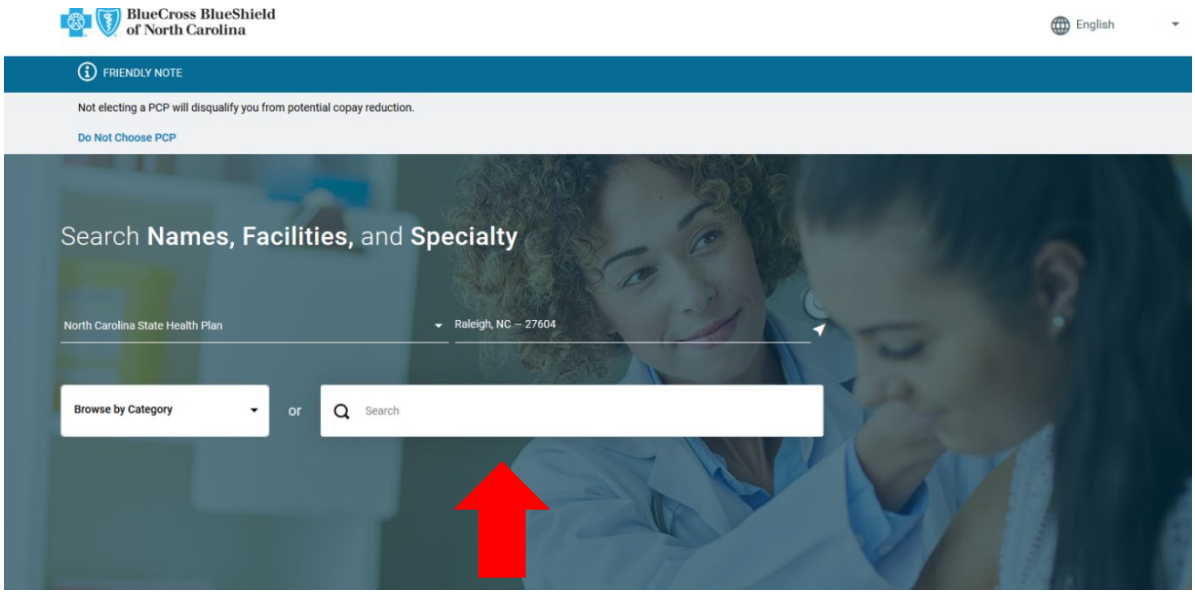




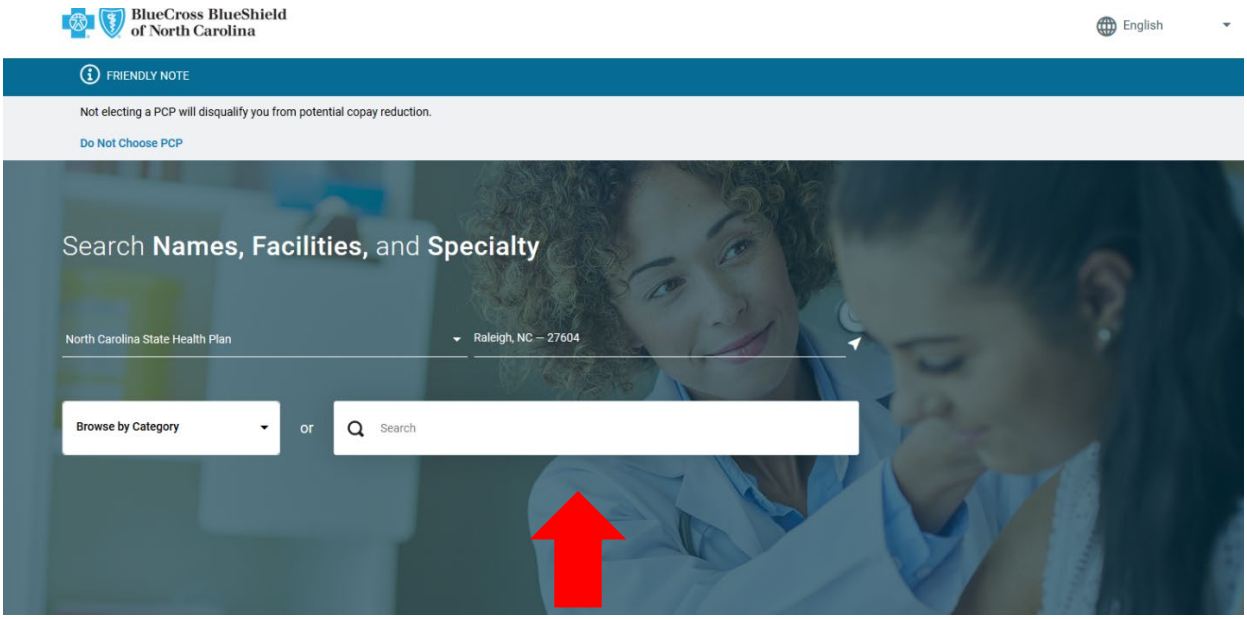
3. Select **Search.**



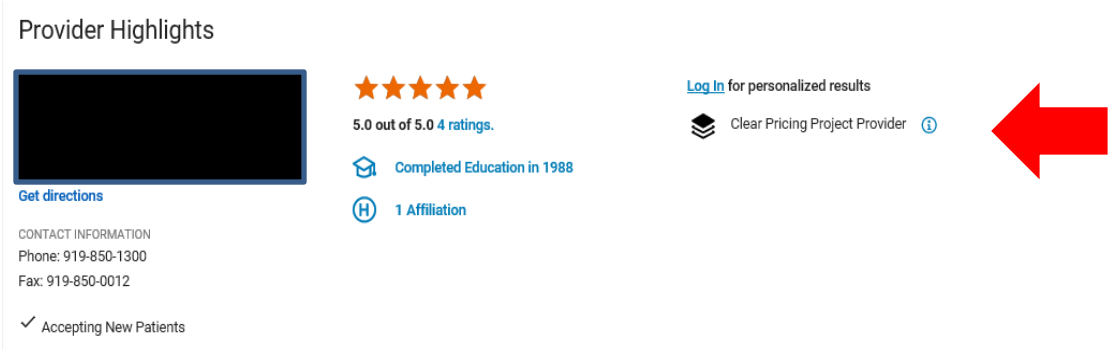
This will bring you to the Blue Cross NC website where you can search for provider name, facility or specialty.



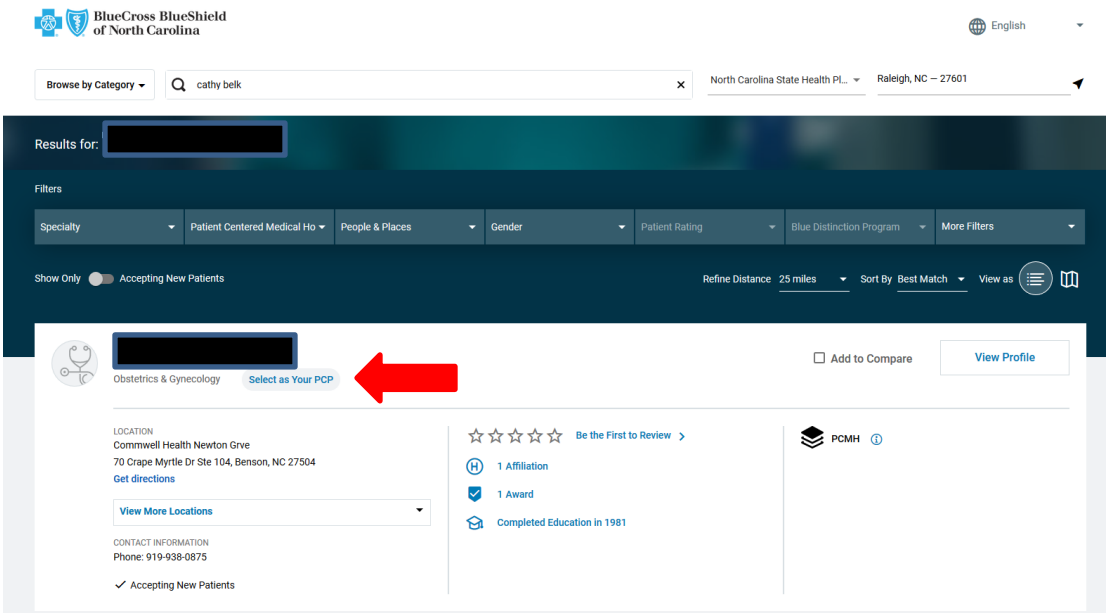
If you do not already know the provider or facility you want, you can also search by location. Type in the location you would like to search.



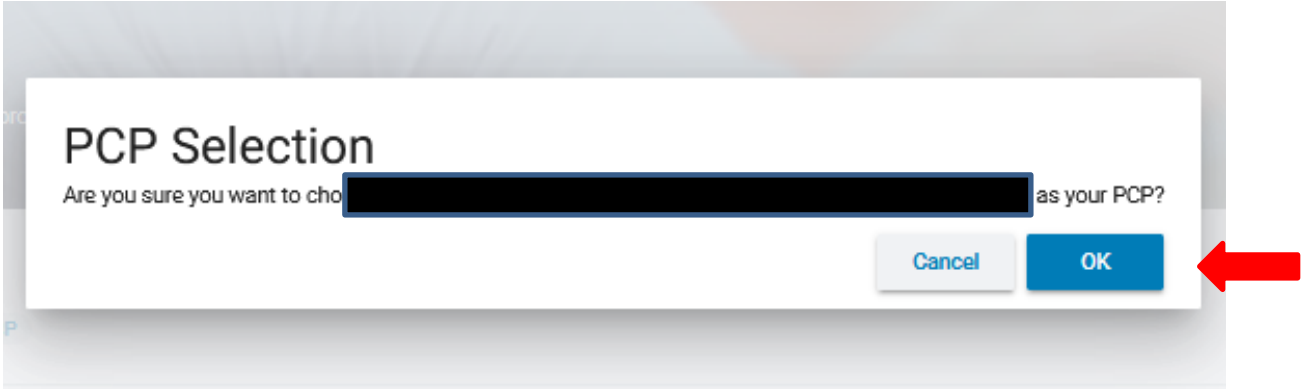
Clear Pricing Project Providers (CPP) will be noted as such in the search tool. This tool will not search for **ONLY** CPP Providers. If you would like to search for ONLY CPP providers, you can view them on the Plan's website, but it will be necessary for you to log back in eBenefits to select them as your PCP.



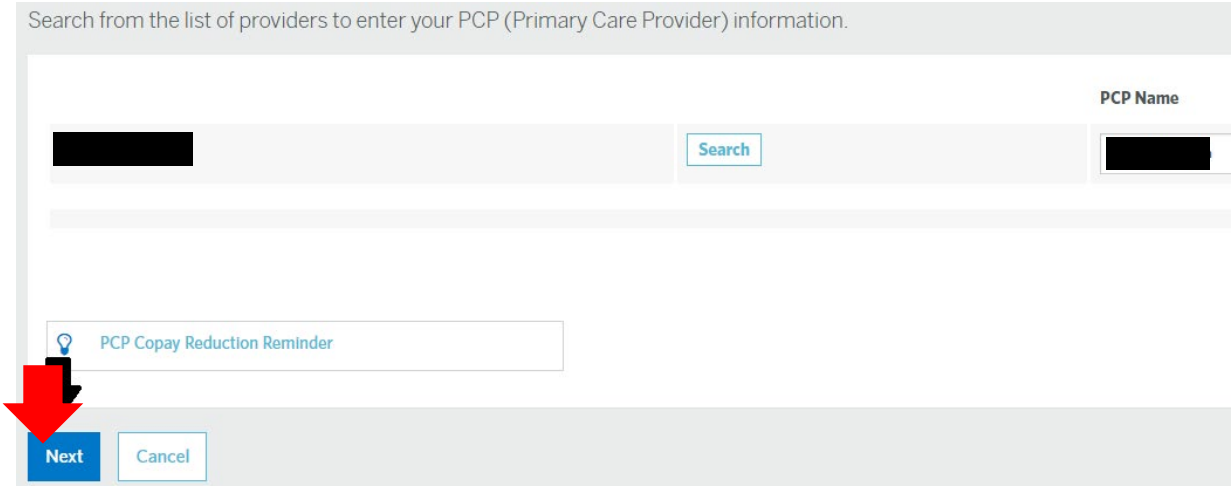
4. Select the desired provider by clicking **Select as PCP**.



5. Select **OK**.

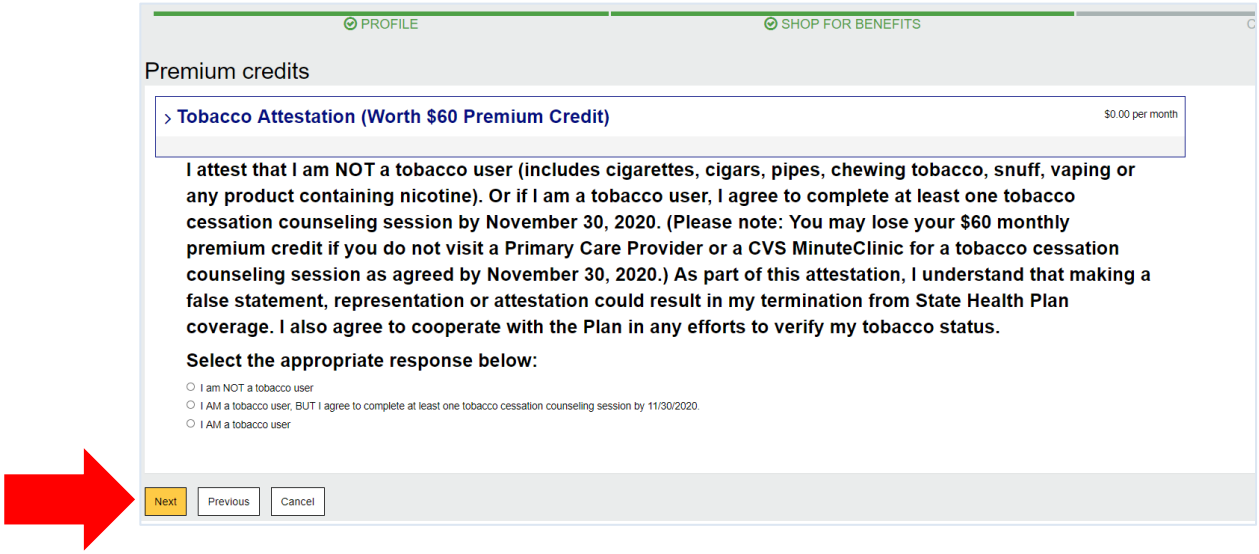


6. This will bring you back to eBenefits with this provider now listed as your PCP, then click **Next**.

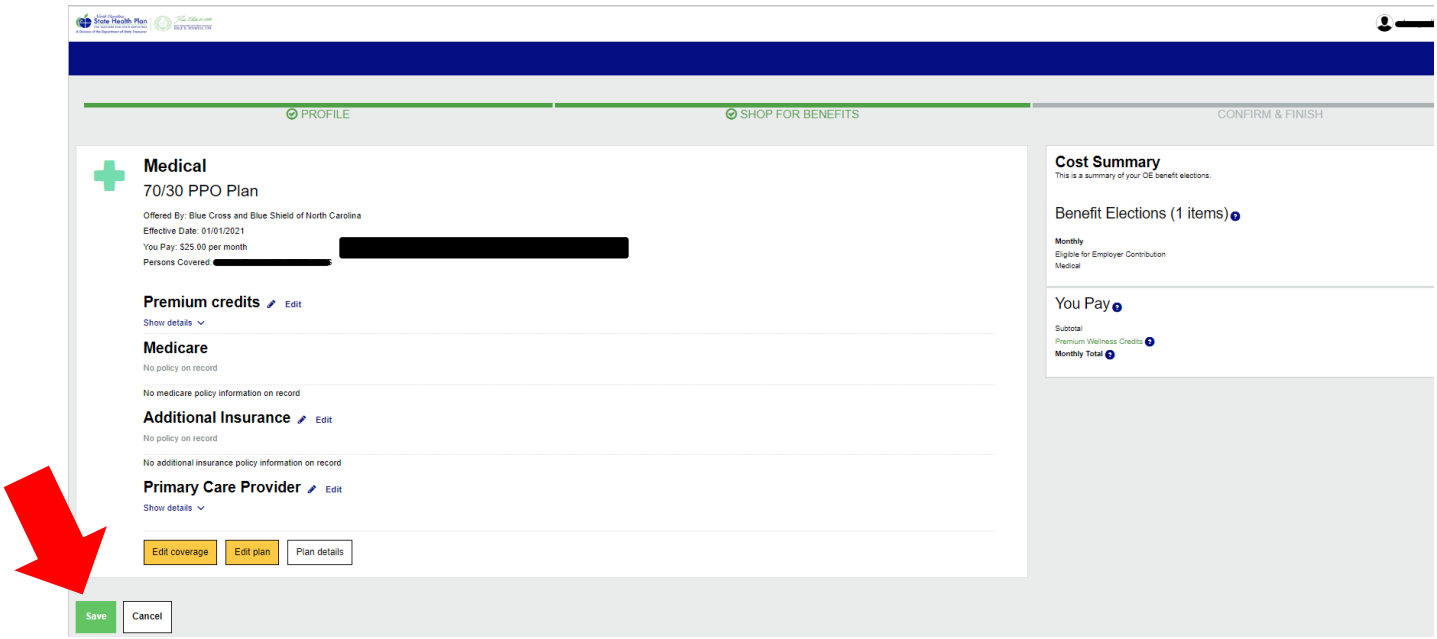


7. Click **Next** on the Provider Summary page.

8. Select **Next** on the Tobacco Attestation page.



9. Select **Save** on Medical Summary page.



This will bring you back to eBenefits with this provider now listed as your PCP.