Need to Select or Update Your Primary Care Provider?

Selecting or updating your Primary Care Provider (PCP) in eBenefits, the Plan’s enrollment system, is now easier than ever. Remember, it takes 5-7 days for changes to be made and a new Member ID card to be issued.

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 landing 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.

3. Select the link that says **Select or Update Primary Care Provider**.
4. Select Search.

This will bring you to the Blue Cross NC website where you can search on the provider/facility name.
If you do not already know the provider/facility you want, you can also search for one by location. Select the location you would like to search.

5. You can also search by specialty in the same search box as for name.
6. Select the desired provider by clicking **Select as PCP**.

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

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

9. Select **Next** on the Tobacco Attestation page.
10. Select **Save** on Medical Summary page.

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

11. Select **Save** changes.