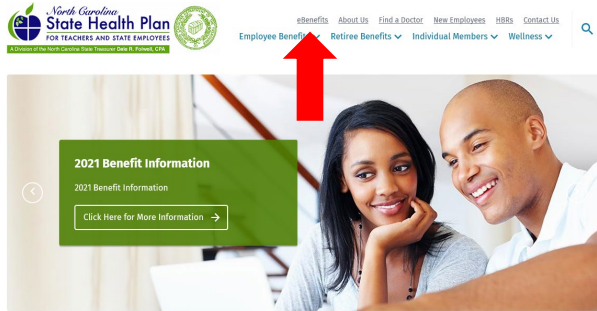


How to Request a New State Health Plan ID Card (For Members on the 70/30, 80/20 & HDHP)

1. Visit the State Health Plan's website at www.shpnc.org and click eBenefits.



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

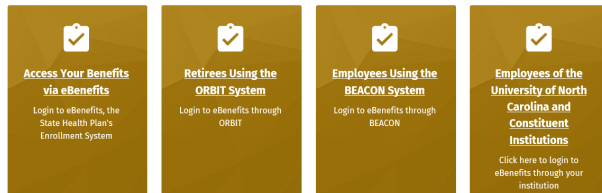
eBenefits is the Gateway to your Enrollment

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.

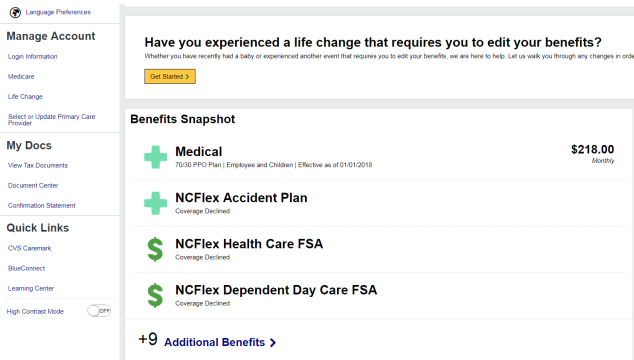
Once you're logged into eBenefits, you can complete your OPEN ENROLLMENT, make changes and access your benefit information through Blue Connect, where you can find your EOBs and order new ID cards.

Important Note Regarding Passwords:

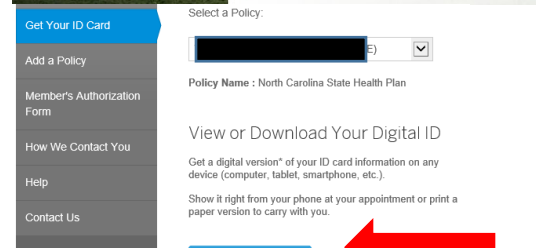
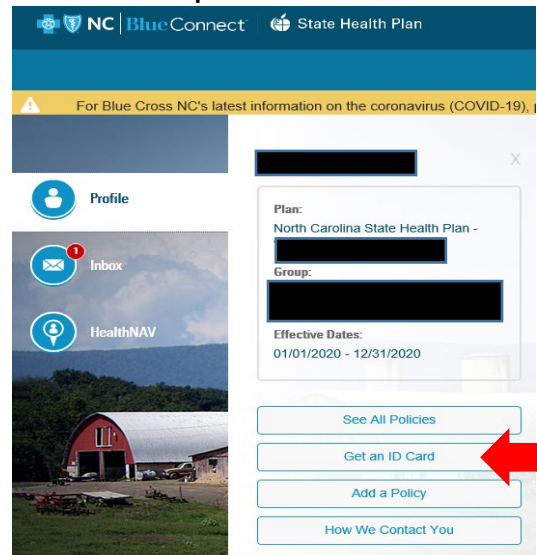
If you are having issues logging into eBenefits, do not continue to attempt to log in or you will lock your account. Instead you have the option to reset your password. Simply click "Reset your account" then "I can't remember my password." From there you will be prompted to a screen that will ask you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



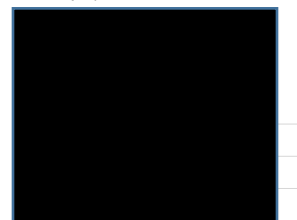
4. You are now in Blue Connect and will need to click Profile and access the "Get an ID Card" button. From there you will be able to download a digital ID card or request a new card.



*Your digital ID has the information you need to show coverage when you visit your doctor or pharmacy. Possession of this information does not guarantee benefits - eligibility and benefit determinations are made at the time a claim is received for processing. Please note that any changes to this policy initiated by the subscriber within 48 hours prior to printing this form may not be reflected.

Request a New or Replacement ID

Select a policy and click the button Request New ID Card to receive replacement plastic wallet cards for a member on your plan.



Request New ID Card

You may request you EyeMed Vision card and/or MetLife Dental card through the following websites (you must create an account first, then you can print your card):

- [Vision with EyeMed](#)
- [Dental with MetLife](#)