

Open Enrollment 2024

State Enrollment Portal
Step-by-Step Guide

Use the State Enrollment Portal to enroll in:

- **Health insurance**
- **Tobacco Attestation**

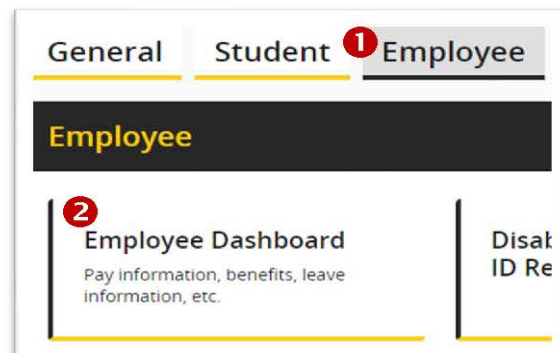
Open Enrollment

How to Access the State Enrollment Portal

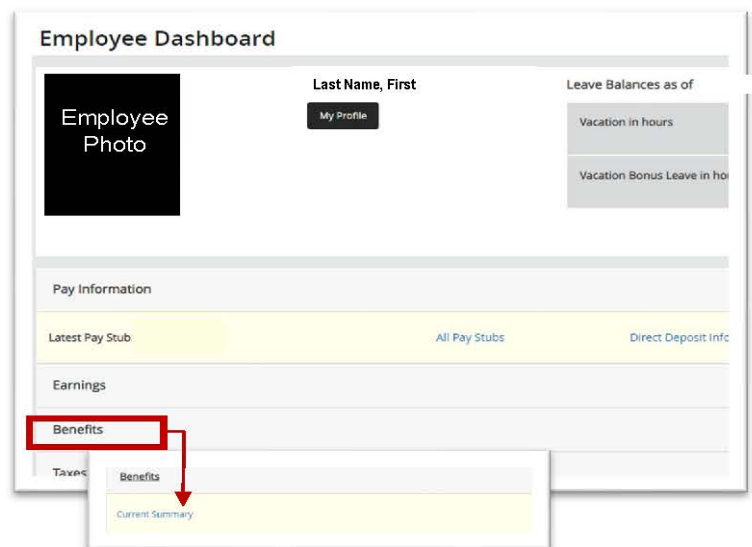
1. Log into **Self-Service** via [AppalNet](https://appalnet.appstate.edu) (<https://appalnet.appstate.edu>) with your App State username and password.



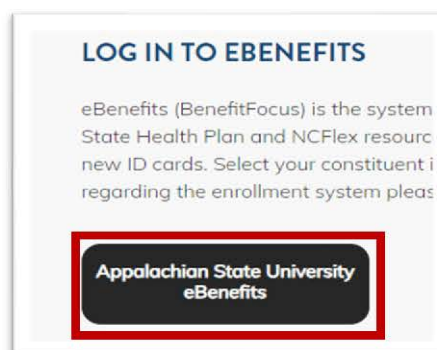
2. Select the **Employee** tab, then click **Employee Dashboard**.



3. From the list of topics, click **Benefits**, then click **Current Summary**.



4. Select the **Appalachian State University eBenefits** button to enroll in all supplemental plans.



Open Enrollment

01 Click on Enroll Now on the landing page.
This will take you to the State Enrollment Portal

The screenshot shows the State Enrollment Portal landing page. On the left is a navigation menu with links for Home, Profile, Benefits, Language Preferences, Manage Account, Login Information, Medicare, Life Change, Select or Update Primary Care Provider, My Documents, Confirmation Statement, and Quick Links (CVS Caremark, BlueConnect, Learning Center, and Enable high contrast mode). The main content area features a prominent warning: ****ACTION REQUIRED****. Below this, a video thumbnail is shown with a red arrow pointing to a yellow **Get Started >** button. The page also includes sections for 'Your benefits at a glance' (with tabs for Current and Future Benefits), 'My NC Total Retirement Savings' (with sub-sections for investment, contributions, and retirement), and a 'Do you need to update your PCP?' section.

02 Edit Benefits coverage

The screenshot displays the 'Open Enrollment Benefits' page. At the top, there are navigation tabs for 'Current Benefits' and 'Open Enrollment Benefits'. Below the header, a message states: 'All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2023 benefit year. If you want to enroll in the Enhanced PPO Plan (80/20), YOU MUST TAKE ACTION. If you want to reduce your monthly premium by \$60 for either plan, YOU MUST TAKE ACTION by October 28, 2022. REMEMBER to CLICK SAVE! After you see the green "Congratulations" message PRINT your Confirmation Statement. *This is Not Applicable to HDHP Members*'. A yellow warning banner reads: 'Wait! You have not completed your 2023 enrollment. To save \$60/month on your premium make sure to answer the Tobacco Attestations via the link to ensure you get the tobacco credit for 2023'. The main section, 'Your benefits', lists 'Your Medical coverage' as 'Base PPO Plan (70/30)' with a monthly cost of '\$85.00 per month'. It also shows 'Offered By: Blue Cross and Blue Shield of North Carolina' and 'Effective Date: 01/01/2023'. A red arrow points to the 'Edit coverage' button. At the bottom right, it shows 'You Pay (Monthly Total): \$85.00' and buttons for 'Save changes' and 'Return home'.

Current Benefits | **Open Enrollment Benefits**

Open Enrollment Benefits

All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2023 benefit year. If you want to enroll in the Enhanced PPO Plan (80/20), YOU MUST TAKE ACTION. If you want to reduce your monthly premium by \$60 for either plan, YOU MUST TAKE ACTION by October 28, 2022. REMEMBER to CLICK SAVE! After you see the green "Congratulations" message PRINT your Confirmation Statement. *This is Not Applicable to HDHP Members*

Your benefits

⚠️ Wait! You have not completed your 2023 enrollment. To save \$60/month on your premium make sure to answer the Tobacco Attestations via the link to ensure you get the tobacco credit for 2023 [View Survey](#)

+ Your Medical coverage		\$85.00
Base PPO Plan (70/30)		per month
Offered By:	Blue Cross and Blue Shield of North Carolina	
Effective Date:	01/01/2023	
Persons Covered:		
Edit coverage	Show Plan Details ▼	Decline

You Pay (Monthly Total): \$85.00

[Save changes](#) [Return home](#)

03 Select Open Enrollment

The screenshot shows a web interface for selecting a reason for changing benefit coverage. At the top, there are logos for 'State Health Plan' and 'SECTORS'. A progress bar at the top indicates three steps: 'PROFILE', 'SHOP FOR BENEFITS', and 'CONFIRM & FINISH'. The 'SHOP FOR BENEFITS' step is currently active. Below the progress bar, the section is titled 'Medical' and asks the user to 'Please select a reason for changing your benefit coverage.' The question is 'You are making a change to benefit elections. Why are you making this change?'. There are two radio button options: 'Open Enrollment' (which is selected) and 'Life or family change (ex. Marriage, birth, death, loss of other coverage, etc.)'. Below the options, it states 'You must life or family change to change coverage.' and includes a note: 'Note: All changes to your benefits must be approved by your Health Benefits Representative before they become effective.' At the bottom, there are three buttons: 'Next', 'Previous', and 'Cancel'.

Medical

Please select a reason for changing your benefit coverage.

You are making a change to benefit elections. Why are you making this change?

- Open Enrollment
- Life or family change (ex. Marriage, birth, death, loss of other coverage, etc.)

You must life or family change to change coverage.

Note: All changes to your benefits must be approved by your Health Benefits Representative before they become effective.

Next Previous Cancel

04 Read ACTION REQUIRED pop up statement

ACTION REQUIRED: Open Enrollment Oct 10-Oct 28, 2022

All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2023 benefit year. If you prefer to enroll in the Enhanced PPO Plan (80/20), **YOU MUST TAKE ACTION**. If you want to reduce your monthly premium by \$60 for either plan, **YOU MUST TAKE ACTION** by October 28, 2022.

When you have completed your enrollment you **MUST** click **SAVE!** A green congratulations message will appear when you have successfully completed your enrollment selection.

Close

PROFILE

COM

needs your needs.

cover on this plan?

28, 2022	PPO	Base PPO Plan (70/30)
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05 Select Medical plan and add dependents

The screenshot shows a web interface for selecting a medical plan. At the top, there are navigation tabs for 'PROFILE', 'SHOP FOR BENEFITS', and 'COMPARE & TRACK'. Below the navigation, the heading 'Choose your Medical plan.' is followed by a sub-heading 'Who do you want to cover on this plan?' and an 'Add Dependents' link. A red arrow points to this link. Below this, there are two plan options, each with a 'Currently Selected' or 'Select' button. Red arrows point to these buttons. The first plan is the 'Base PPO Plan (70/30)' with a monthly cost of \$218.00. The second plan is the 'Enhanced PPO Plan (80/20)' with a monthly cost of \$308.00. Both plans list various coverage details such as office visit copays, prescription services, and emergency room copays. At the bottom, there are 'Next', 'Previous', and 'Cancel' buttons.

Choose your Medical plan.

Please review your options and choose the plan that best meets your needs.

Who do you want to cover on this plan? [Add Dependents](#)

ACTION REQUIRED: Open Enrollment Oct 15-Oct 23, 2022

Plan Type	Plan Name	Monthly Cost
PPO	Base PPO Plan (70/30)	\$218.00
PPO	Enhanced PPO Plan (80/20)	\$308.00

Buttons:

Next Previous Cancel

06 Read and select Tobacco Attestation

> **Tobacco Attestation (Premium Credit \$60)** ✓ \$60.00 per month

I attest that I am NOT a tobacco user (includes cigarettes, cigars, pipes, chewing tobacco, snuff, vaping or any product containing nicotine). Or if I am a tobacco user, I agree to complete at least one tobacco cessation counseling session by November 30, 2022. (Please note: You may lose your \$60 monthly premium credit if you do not visit an in-network Primary Care Provider for a tobacco cessation counseling session by November 30, 2022.) As part of this attestation, I understand that making a false statement, representation or attestation could result in my termination from State Health Plan coverage. I also agree to cooperate with the Plan in any efforts to verify my tobacco status.

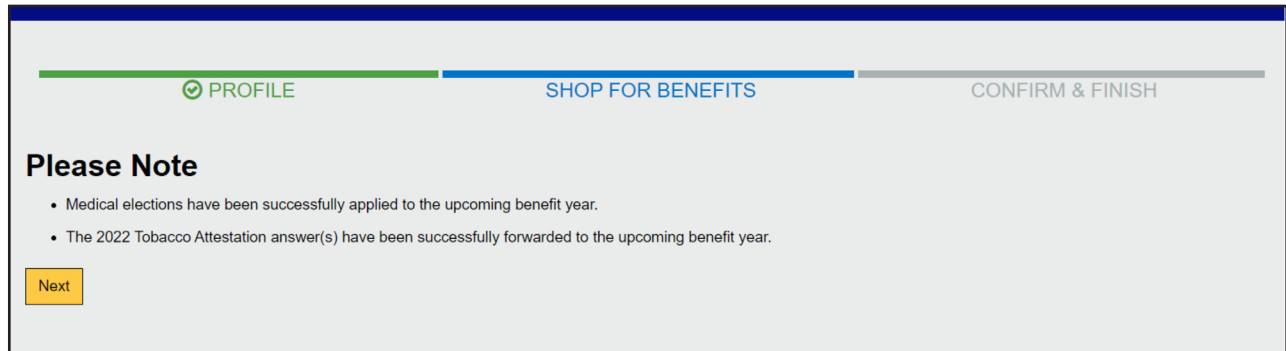
Select the appropriate response below:

- I am NOT a tobacco user
- I AM a tobacco user but agree to participate in a cessation counseling program by 11/30/2022
- I AM a tobacco user

Next Previous Cancel

07 Read new hire member screen

*** Note will display if member is completing initial enrollment and Open Enrollment at same time*



✓ PROFILE SHOP FOR BENEFITS CONFIRM & FINISH

Please Note

- Medical elections have been successfully applied to the upcoming benefit year.
- The 2022 Tobacco Attestation answer(s) have been successfully forwarded to the upcoming benefit year.

Next

08 Read and confirm Medical Benefits cost summary

2023 SHP Medical Summary
Your 2023 SHP Medical benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.

Medical
Base PPO Plan (70/30)
Offered By: Blue Cross and Blue Shield of North Carolina
Effective Date: 8/1/2023
You Pay: \$25.00 per month
Persons Covered: [REDACTED]

Premium credits [Edit](#)
[Show details](#)

Medicare
No policy on record
No medicare policy information on record

Primary Care Provider [Edit](#)
[Show details](#)

[Edit coverage](#) [Edit plan](#) [Plan details](#)

Cost Summary
This is a summary of your CE benefit elections. [Show/Hide all](#)

Benefit Elections (1 items)

Monthly
Eligible for Employer Contribution
Medical: \$25.00

You Pay

Subtotal	\$25.00
Premium Wellness Credits	-\$0.00
Monthly Total	\$25.00

[Save](#) [Cancel](#)

09 Read and confirm Benefits coverage review

The screenshot displays a web interface for reviewing benefits. At the top, there are navigation tabs for 'Current Benefits' and 'Open Enrollment Benefits'. The main heading is 'Open Enrollment Benefits', followed by a notice: 'All active and Non-Medicare members were moved to the Base PPO Plan (70/30) for the 2023 benefit year. If you want to enroll in the Enhanced PPO Plan (80/20), YOU MUST TAKE ACTION. If you want to reduce your monthly premium by \$60 for either plan, YOU MUST TAKE ACTION by October 28, 2022. REMEMBER to CLICK SAVE! After you see the green "Congratulations" message PRINT your Confirmation Statement. *This is Not Applicable to HDHP Members*'. Below this, a section titled 'Your benefits' contains two green status bars: 'Your plan cost has been updated' and 'Your cost reflects your answers to the Tobacco Attestation (Premium Credit \$60) survey'. The primary benefit listed is 'Your Medical coverage' for 'Base PPO Plan (70/30)' with a monthly cost of '\$25.00 per month'. It is offered by 'Blue Cross and Blue Shield of North Carolina' and is effective from '01/01/2023'. There are 'Edit coverage' and 'Show Plan Details' options. At the bottom right, it shows 'You Pay (Monthly Total): \$25.00'. A red arrow points to the 'Save changes' button at the bottom center.

** The choices you pick will not stick, unless you SAVE them

10

At top of page, review and save your confirmation for your record

***Print it out, take screen grab, or take picture of it with your cell phone*

The screenshot displays a web portal interface. On the left is a navigation sidebar with links for Home, Profile, Benefits, Language Preferences, Manage Account, My Documents, and Quick Links. The main content area features a green confirmation banner at the top: "Congratulations, [redacted] you have successfully completed your enrollment process. Please review and print your Confirmation Statement for your records." Below this is a section titled "**ACTION REQUIRED**" with a video thumbnail and text explaining that all active members and Non-Medicare retirees were moved to the Base PPO Plan (7030) for the 2023 benefit year. It includes a "Get Started" button. Further down, there is a "Your benefits at a glance" section with tabs for "Current Benefits" and "Future Benefits", showing a "Medical Base PPO Plan (7030) \$25.00/month". On the right side, there are informational sections: "My NC Total Retirement Savings" and "Do you need to update your PCP?".

Important Notes

- You need to **SAVE** your choices at the end of the enrollment process
 - Many members overlook this vital, final step and therefore fail to complete enrollment
 - All your enrollment choices will be displayed for confirmation – but you aren't finished yet
 - You need to scroll down and click **SAVE** to record your enrollment choice. Otherwise, it will be as if you never enrolled
- Printing out your confirmation statement is highly recommended
- If you call into the call center to complete your enrollment, you will receive a mailed confirmation statement

State Enrollment Call Center

855-859-0966

- The Eligibility and Enrollment Support Center will have extended hours during Open Enrollment:
 - Monday-Friday, 8 a.m. – 10 p.m.
 - Saturdays, 8 a.m. – 5 p.m.
- Don't wait until the last minute
- This year there will be a virtual hold option for members calling in who would rather not hold and receive a call back when a representative is available