



North Carolina State Health Plan

BENEFITFOCUS App User Guide:

A guide to the eBenefits Mobile App

Table of Contents

- How to download the Benefitfocus Mobile App..... 3
- How to log in 6
- How to manage Document Center..... 7
- How to enroll and update benefits..... 13

Overview

Benefitfocus is the State Health Plan’s enrollment and eligibility vendor, which maintains and manages the eBenefits system. This guide walks you through how to use their new app to access eBenefits.

With the BENEFITFOCUS® App, you can manage your benefits and personal information anytime, anywhere from your personal mobile device. Designed for iOS® and Android™, the App provides instant, secure access to the tools and information you need.

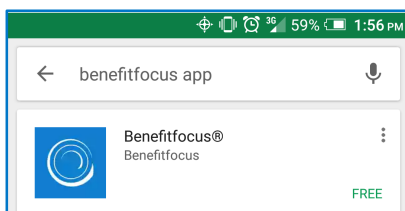
For assistance please contact the State Health Plan Eligibility and Enrollment line: 855-859-0966.

Installation

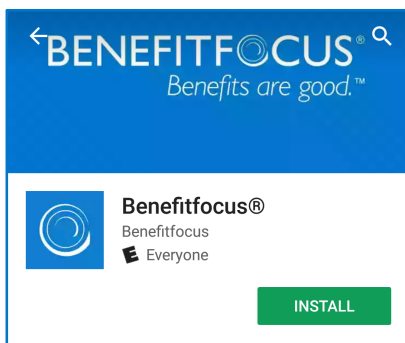
Installing the Benefitfocus App

To get started with the Benefitfocus App, first download and install:

1. Using the mobile device of your choice connected with internet access, navigate to the Google Play™ store for Android™ devices or the App Store® for Apple® devices.
2. Search for the Benefitfocus App.



3. Select to download and install the app.



Access

Accessing the Benefitfocus App

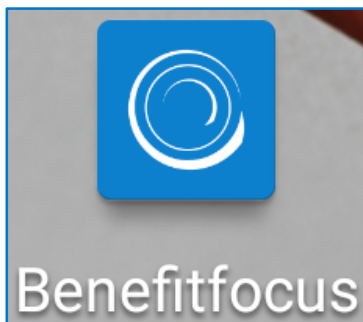
To access the Benefitfocus App, you will need:

- *Company ID* – This only needs to be entered once to activate the App on your device. **The State Health Plan of North Carolina’s Universal Access ID is “SHP.”**

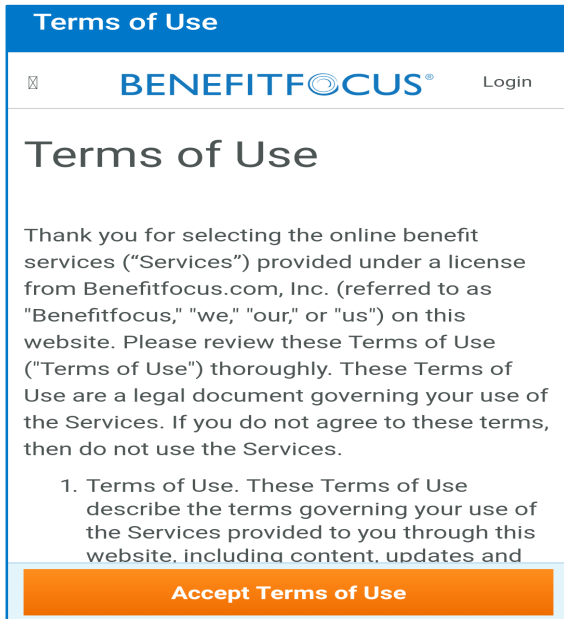


To start using the App, complete the following steps:

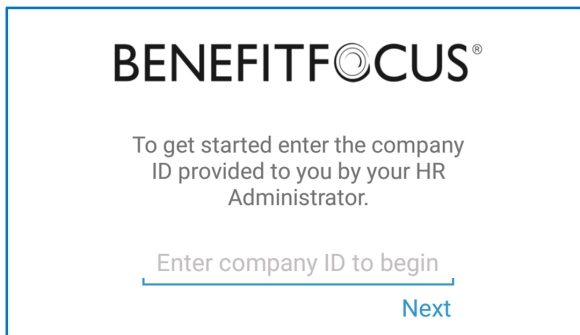
1. Select *Open* when the app is done installing or locate the Benefitfocus App in your list of apps and tap the icon to launch.



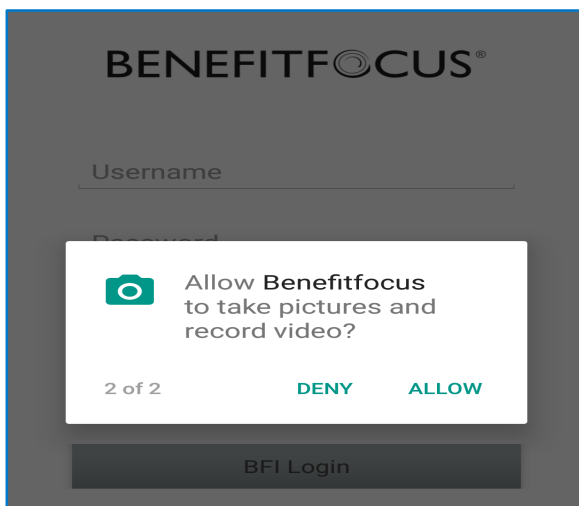
2. (First time only) Read the terms of service and tap *Accept Terms of Use* if you agree to the terms of service. (You must agree to the terms of use to continue.)



3. (First time only) Enter your *Company ID* and tap *Next*. *Company ID* is **SHP**



4. (First time only, Optional) Grant permission to access media files and/or pictures on your device. This enables you to upload files, such as required eligibility documentation.



Logging In

You will select the **“My Portal”** button towards the middle of the screen and then select SHP-UNC CHAPEL HILL from the drop-down menu. You will be redirected to the single sign on login page. Enter your ONYEN and password to log in.



**Please select SHP-UNC CHAPEL HILL from the My Portal drop down menu.
You will not be able to log in under a different group.**

BENEFITFOCUS®

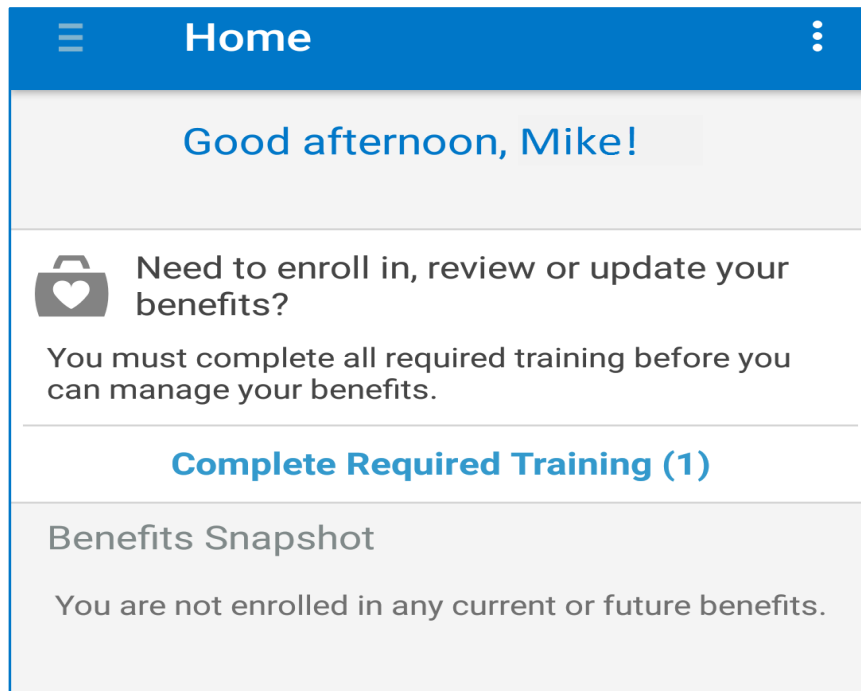
USERNAME
username

password

- UNC Charlotte
- UNC Greensboro
- SHP_BEACON
- SHP_NC State
- SHP-UNC Asheville
- SHP-UNC CHAPEL HILL

Cancel

5. You will arrive on the Benefitfocus App home page upon successful login.



Navigating the Mobile App

Navigating the Benefitfocus App

When you first access the app, you will arrive on the home page to a personalized greeting. The home page highlights items that may need attention as well as gives a quick overview and access to important benefits and compensation information.

Managing Documents

With the Benefitfocus App, you can upload benefit-related documents using your mobile device and the document will automatically synchronize with Document Center, and you can also manage documentation requests through your mobile device:

- Upload and submit images of benefit eligibility documents as required by your employer for dependent verification or for certain life events (such as a birth or marriage certificates). Images uploaded via the app are accessible in Benefitfocus App *Documents* section and within the Marketplace *Document Center*.
- Associate existing images or documents with documentation requests.
- Receive document-related tasks on the home page including:
 - **Life Event Document Request:** A *Document Center* request awaiting upload of documentation to verify the associated life event. For example, if you updated benefits due to marriage, you may be

required to upload your marriage certificate. You can tap the task item and upload an image of the required documentation to satisfy the request.

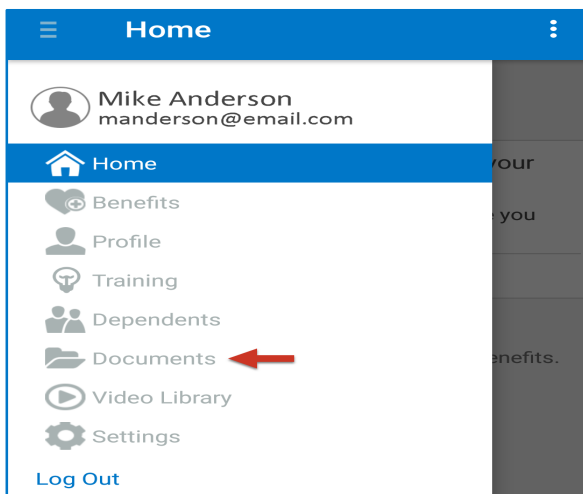
- **Dependent Verification Document Request:** A *Document Center* request awaiting upload of documentation to verify a covered dependent. For example, a birth certificate may be required when adding a child to your benefits. You can tap the task item and upload an image of the required documentation to satisfy the request.
 - **Pending Document:** A *Document Center* request *Pending Approval*. This means a document has been uploaded and associated with the request. The documentation must be review by your Benefits Administrator to verify it satisfies the request. You can tap the task to review or edit.
 - **Denied Document:** A *Document Center* request which has been *Denied* by your Benefits Administrator. A document may be denied, for example, if it is illegible or if it is the wrong type of document. This task requires the upload of a new document. You can tap the task to submit a new document image.
- Receive notifications regarding document requests status such as when document requests are approved or denied, or requests are awaiting upload of documentation. (You can enable or disable these notifications by adjusting the *Push Notifications* option on the Settings page.)

Adding New Documents

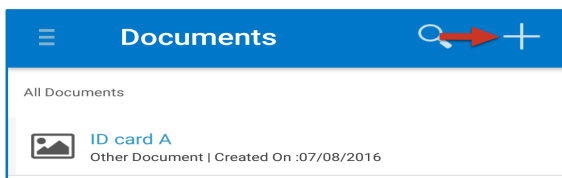
1. Log into the Benefitfocus App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Documents* link.

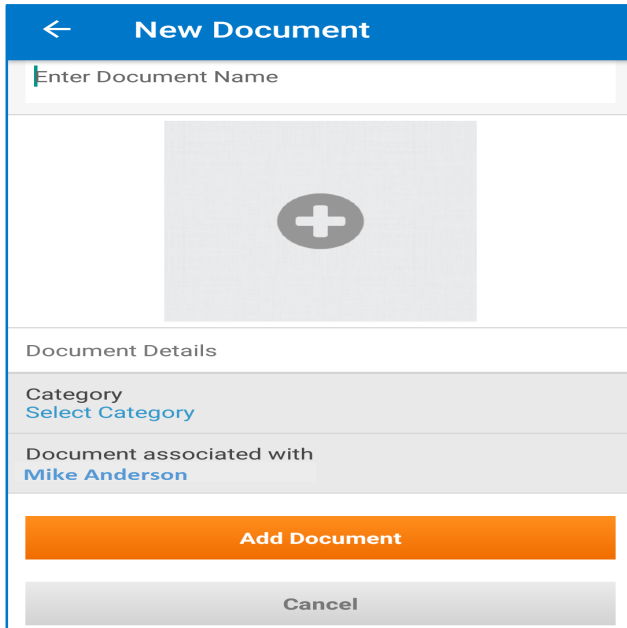


4. Tap the plus sign at the top of the screen to add a new document.



5. Tap and enter a descriptive name for the document in the *Enter Document Name* field.

6. Tap the plus icon on the center of the page to either take a new picture or to select an existing image from the device.
7. Select a category for the document.
8. Associate the document with a specific person.



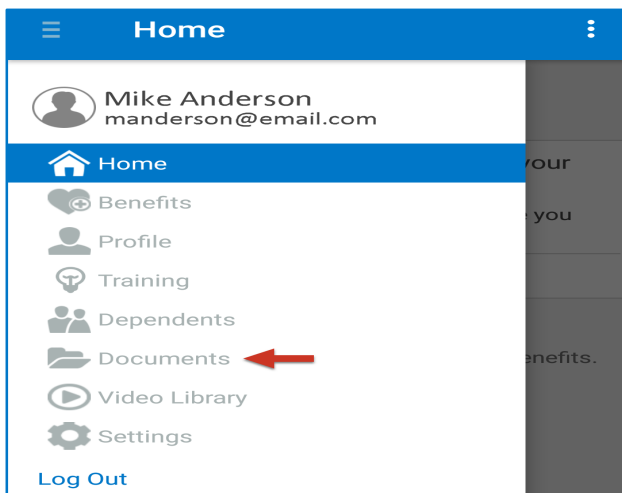
9. Tap *Add Document*. The document is saved and you are returned to the *Documents* page.

Reviewing/Editing Existing Documents

1. Log into the Benefitfocus App.
2. Tap the menu icon to access the slide-out navigation menu.



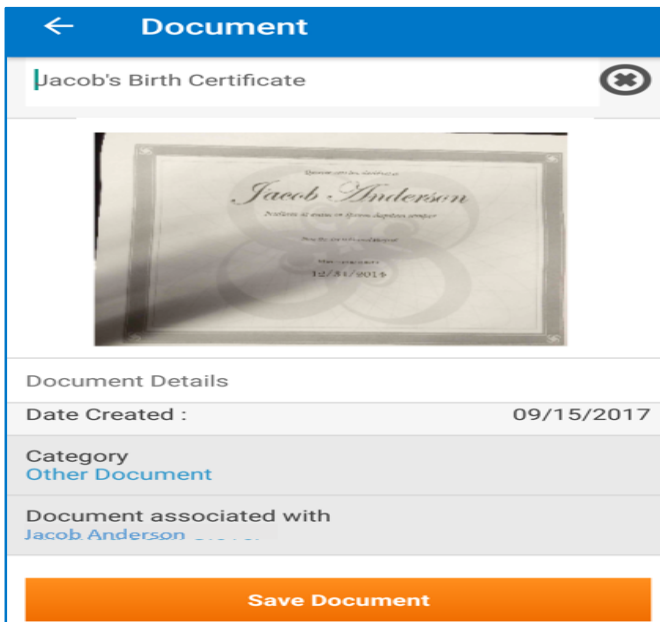
3. Tap the *Documents* link.



4. Tap the name of the document you want to review.



5. Review the document details and view the image on the Document Details page. You can:
 - a. Tap the image to expand and view.
 - b. Edit the *Document Name* by tapping the name and entering a new value.
 - c. Replace the image by tapping the X icon to delete the current image and load a new one.
 - d. Select a new category for the document by selecting the *Category* item.



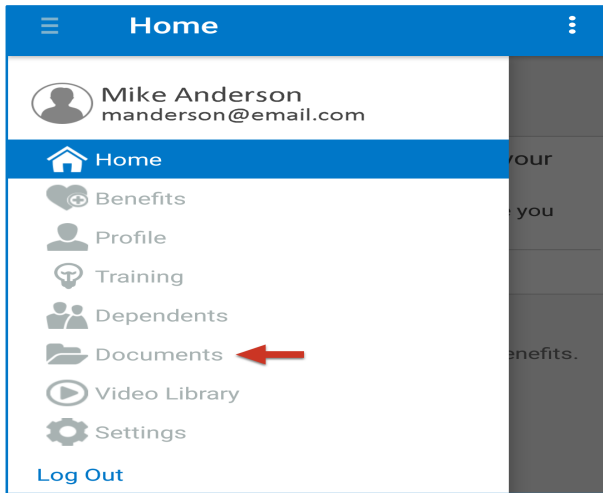
6. Select *Save Document* at the bottom of the page to save any changes or select the back button at the top of the page to return to the previous page without saving any changes.

Deleting Documents

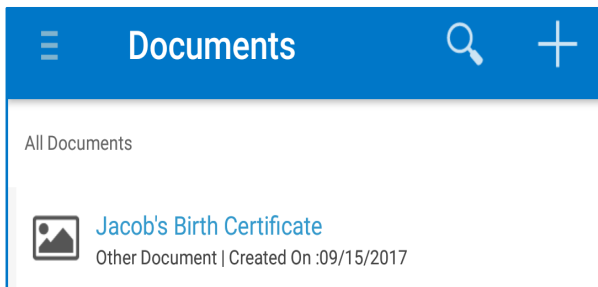
1. Log into the Benefitfocus App.
2. Tap the menu icon to access the slide-out navigation menu.



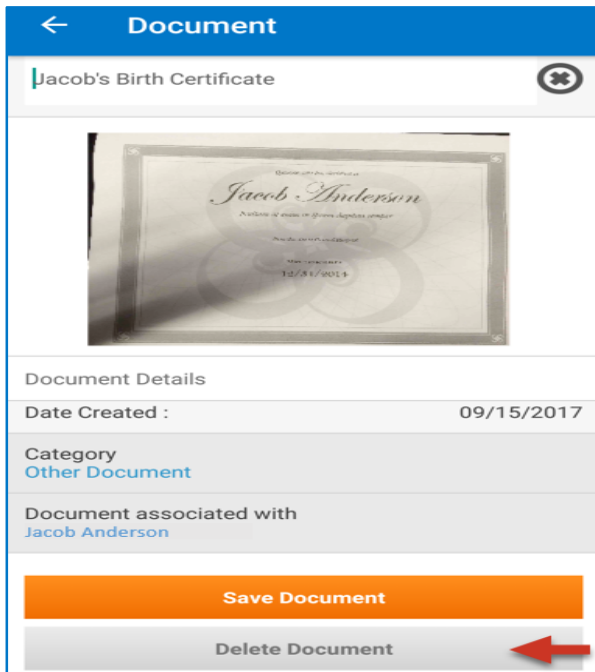
3. Tap the *Documents* link.



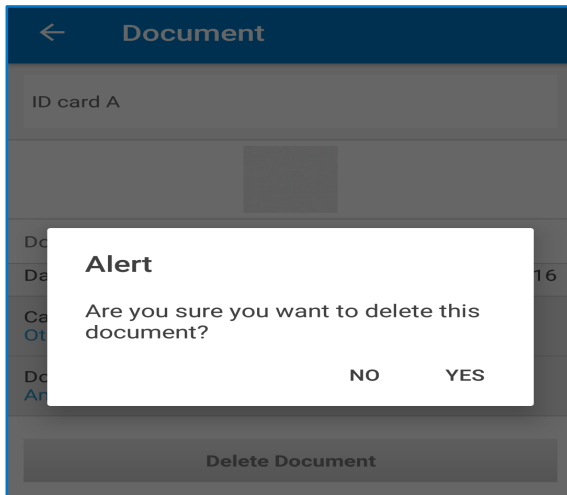
4. Tap the name of the document you want to delete.



5. Tap *Delete Document* at the bottom of the screen.



6. Tap **Yes** on the confirmation message to delete the document. You are returned to the Documents page.

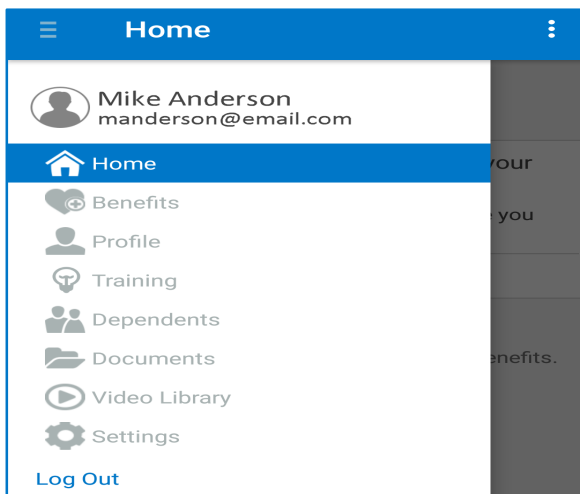


From most pages, you will also have access to a **Navigation Menu**. To navigate to another page, complete the following steps.

1. Tap the menu icon (sometimes referred to as a *hamburger menu*) in the upper left corner to access the slide-out navigation menu.



2. Tap any of the menu items to see more information.

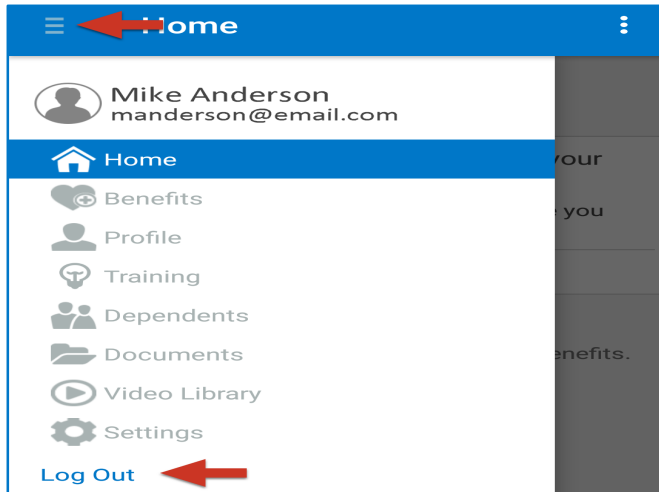


3. Tap the back icon in the top, left corner of the page to return to the previous page.

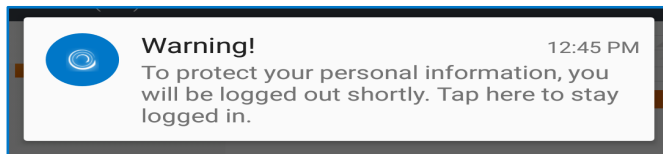


Logging Out

To log out, tap the menu icon in the upper left corner to access the slide-out navigation menu, then tap *Log Out*.



To protect your information, the App will log you out automatically after 5 minutes of idle time. You will receive a warning 30 seconds prior to being logged out.



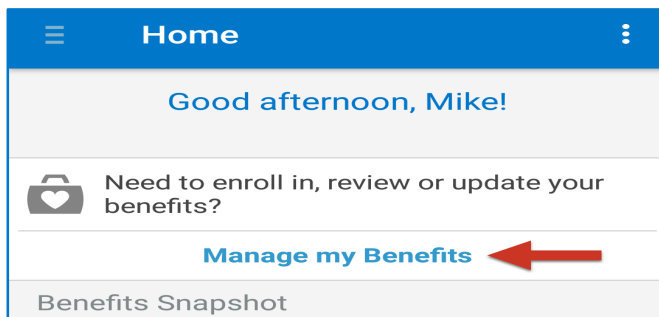
Benefits Management



You may be restricted from making certain updates, such as changing or canceling a plan, if you are not in a designated enrollment period or do not have a qualifying life event.

Please see below for a sample workflow for NC State Health Plan members. These screenshots below show what a member will see when logging to change/add a dependent due to the Qualifying Life Event, "Birth."

After logging in, Click manage my Benefits




You will be directed to the Home page. Click Get Started to update the enrollment:

Have you experienced a life change that requires you to edit your benefits?

Whether you have recently had a baby or experienced another event that requires you to edit your benefits, we are here to help. Let us walk you through any changes in order to ensure that your coverage best fits your needs.

[Get Started >](#)


Benefits Snapshot



Medical

80/20 PPO Plan | Employee Only |

You will need to scroll down on the Home Page to see the full page:



Medical

80/20 PPO Plan | Employee Only |
Effective as of 01/01/2018

\$50.00
Monthly

Do you need to update your PCP?

Click the "Select or Update Primary Care Provider" link under Manage Account.

Use the drop down to select the Reason for the change and enter the date of the life event:

Select reason for changing your benefits

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

Select reason for change *

--- please select ---

[Life event not listed?](#)

Enter the date of this life event *

mm/dd/yyyy

Next

Cancel

For this example, the Reason is "Birth." You must also include the date of the life event and click Next:

Select reason for changing your benefits

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

Select reason for change *

Birth

[Life event not listed?](#)

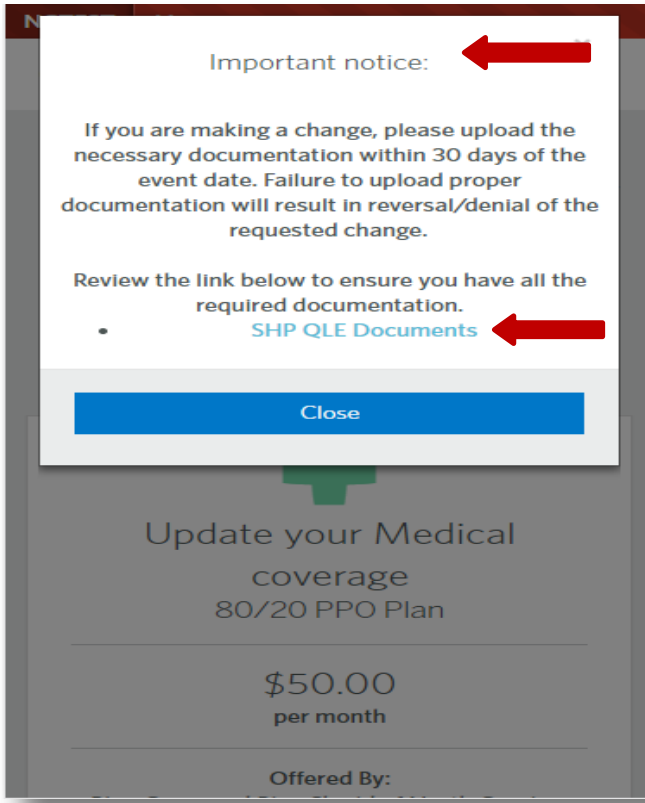
Enter the date of this life event *

07/01/2018

Next

Cancel


IMPORTANT NOTICE: A reminder regarding documentation requirements will pop up when adding a dependent:




Tap to select to which benefits to apply the Qualifying Life Event:


Select benefits to update

Now that you've entered your life change information, it's time to update your benefits.

 **Important notice:**

You may want to update these benefits



Update your Medical coverage
80/20 PPO Plan 

\$50.00
per month


Offered By:


Scroll down and click edit coverage:

Offered By:
Blue Cross and Blue Shield of North Carolina

Effective Date:
01/01/2018

Persons Covered:
John Smith

[Edit coverage](#) 

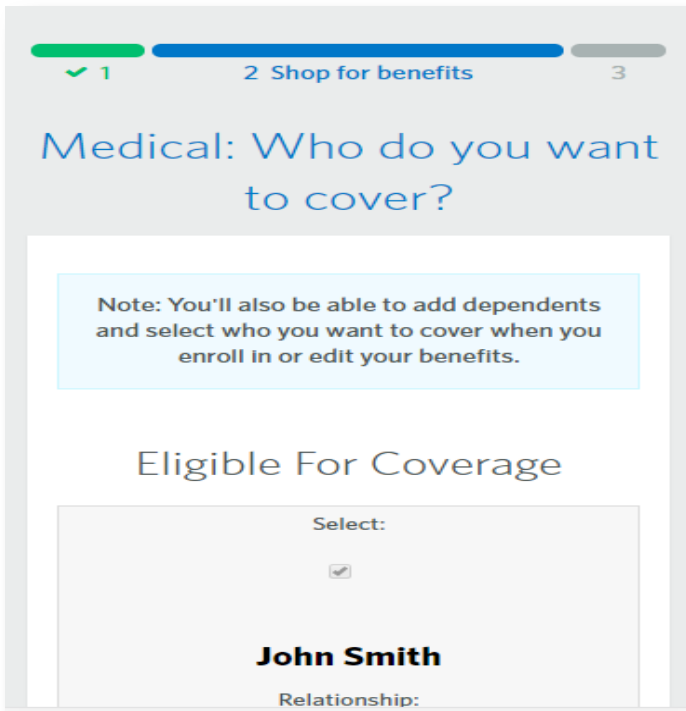
[Show Plan Details](#) 

You Pay (Monthly Total):
\$50.00

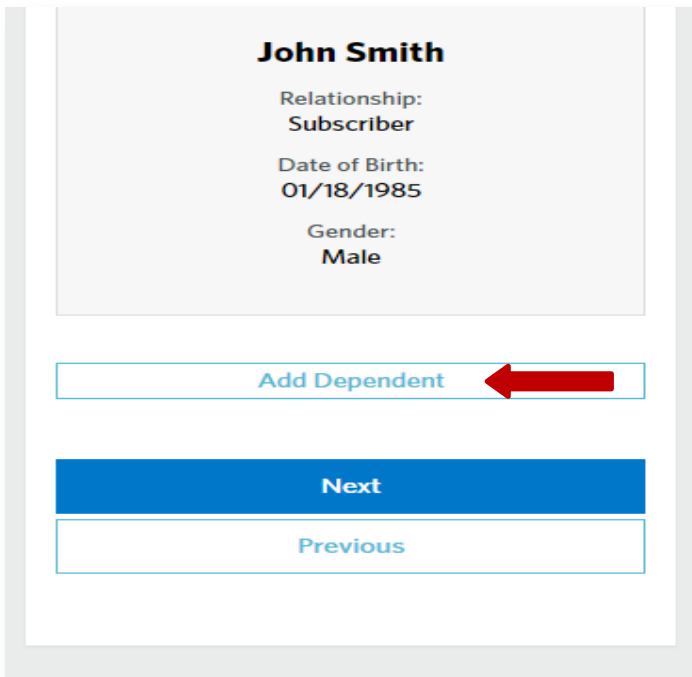
[Save changes](#)

[Cancel](#)

Choose to add a dependent:



Scroll down to click Next:



Add new dependent demographic information on this screen:

Add Dependent

First Name *

Middle Name

Last Name *

Suffix

Preferred Name

Date of Birth *

Gender *
 Male Female

Sample dependent info below:

Add Dependent

First Name *
 ●

Middle Name

Last Name *
 ●

Suffix

Preferred Name

Date of Birth *
 ●

Scroll down and use the drop down menu to select the appropriate relationship and click Save:

Relationship *
Child

Email

Home Phone

Alternate Phone

Use Subscriber Address

Save

Save & Add Another

Cancel

The dependent has been successfully added! Click Next:

Jane Smith

Relationship:
Child

Date of Birth:
07/01/2018

Gender:
Female

Edit

Add Dependent

Next

Previous

After the dependent is successfully added, you will be redirected to summary page:

✓ 1 **2 Shop for benefits** 3

Choose your Medical plan.

Please choose your coverage level and select your plan.

Covered persons: ▼

80/20 PPO Plan

\$305.00
Monthly Cost

Rate does not reflect wellness premium credits

Benefit Year Deductible	\$1,250 Individual/\$3,750 Family
Office Visit Copay	\$25; \$10 if you use PCP on ID card
Preventive Care	\$0 Copay

Scroll down and Click Next:

Specialist Visit Copay	\$85 Copay
Emergency Room Copay	\$300 Copay after deductible, then 20% after deductible or \$0 Copay when Blue Options Designated Hospital utilized
Inpatient Hospital Copay	\$450 Copay after deductible, then 20% after deductible or \$0 Copay when Blue Options Designated Hospital utilized

✓ Currently Selected

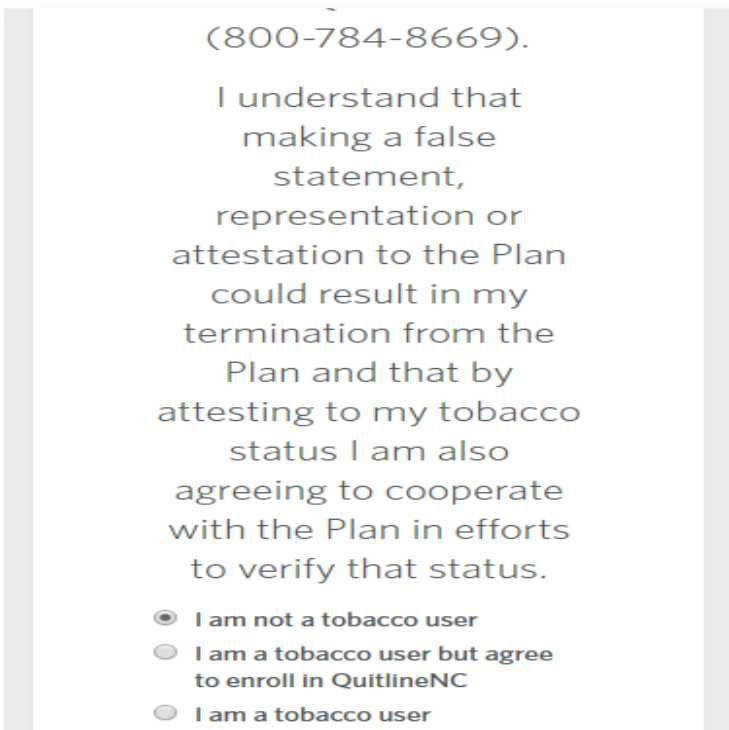
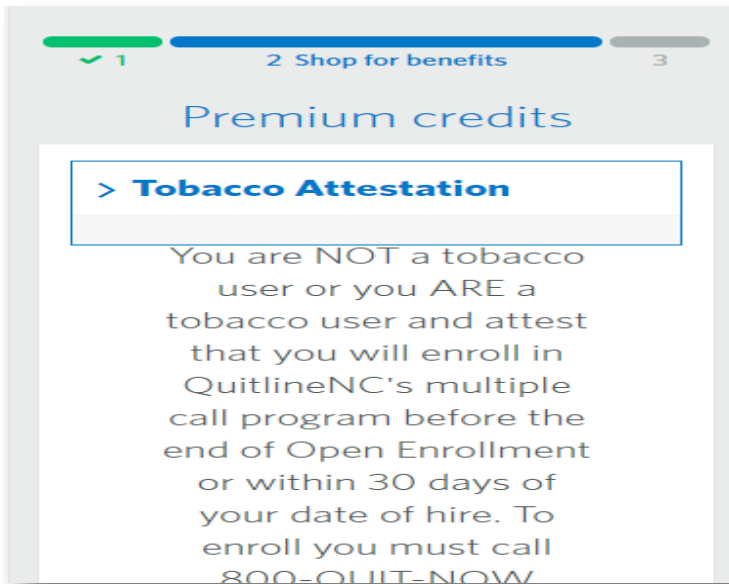
[Plan details](#)

Please Note:
This benefit cannot be declined.

Next

[Previous](#)

The next step is to complete the Tobacco Attestation:



Scroll down to make a selection and Click next:

could result in my termination from the Plan and that by attesting to my tobacco status I am also agreeing to cooperate with the Plan in efforts to verify that status.

- I am not a tobacco user
- I am a tobacco user but agree to enroll in QuitlineNC
- I am a tobacco user

Next ←

Previous

Cancel

At this step, it is **IMPORTANT** to either apply existing PCP to your dependent, or click "Search" to select a new PCP, or click Next to skip selecting a PCP.

PCP Copay Reduction Reminder

If you enroll in the 80/20 plan and visit your selected PCP, you can receive a copay reduction. Visit the State Health Plan website for more information.

- [State Health Plan Website](#)

John Smith

Search ←

PCP Name:

KIM A FINLAY-TOZZI

Once you complete the PCP selection, you will be required to answer questions about any additional insurance available for you or your dependent(s):

✓ 1 2 Shop for benefits 3

Additional Insurance

Currently, do any of the persons covered for this benefit including yourself have other health insurance?

Yes

No

Please Note: ←

It is very important to enter your and/or your covered dependents' insurance policies. By providing this information, you will ensure that the claims for you and your covered dependents will be processed timely and accurately.

Additional insurance information should NOT be supplied on non-medical policies such as Dental, Vision, Life, Cancer or Medicaid. You do not need to provide

Once you this section is completed, scroll down and Click Next:

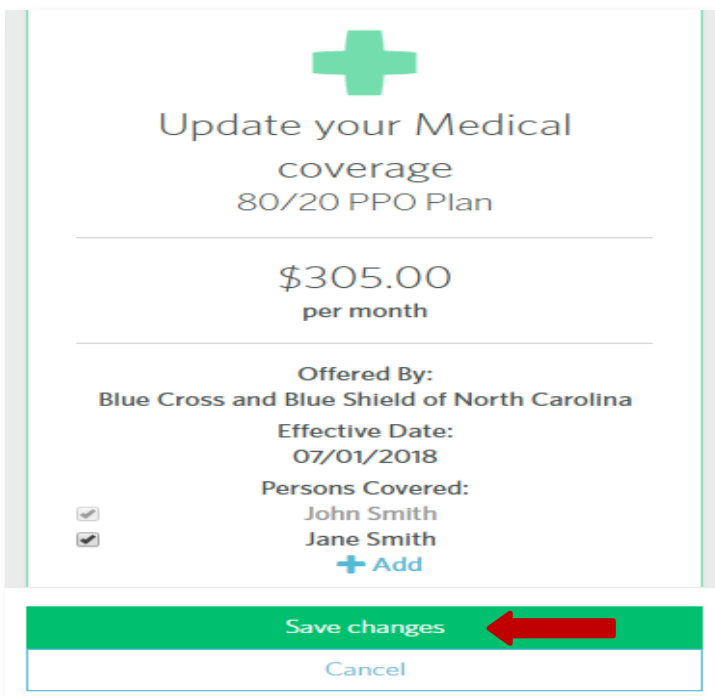
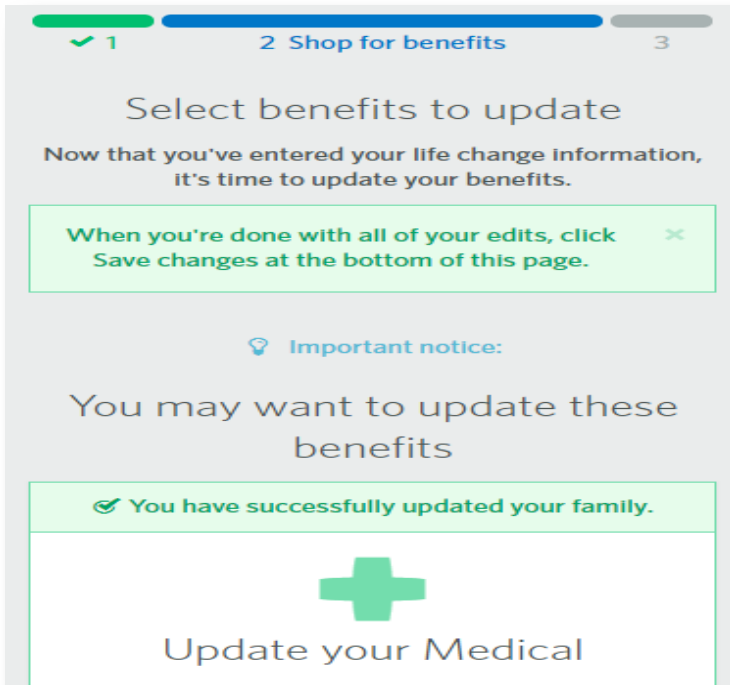
Additional insurance information should NOT be supplied on non-medical policies such as Dental, Vision, Life, Cancer or Medicaid. You do not need to provide information on policies you have previously had with other State Health Plan agencies. Additional insurance information is used to coordinate benefits if you or your dependents have other medical coverage in addition to the State Health Plan, which will continue after you are enrolled in the State Health Plan.

Next ←

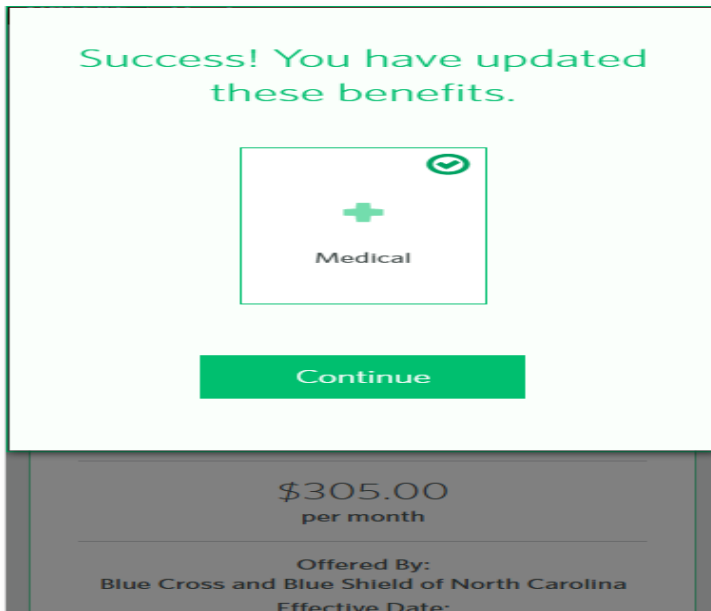
Previous

Cancel

Almost done! Next, review the Medical summary screen to ensure that changes are correct and click Save Changes:



SUCCESS! Confirmation screen will display the saved changes:



The final step is to add required documentation and click Save to return to home page:

