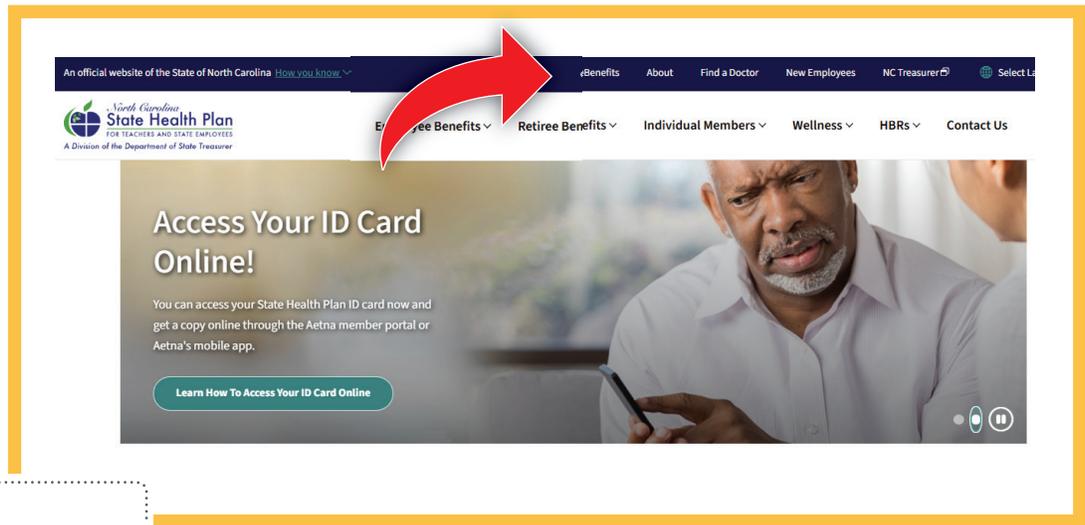


How to Select or Update your Primary Care Provider

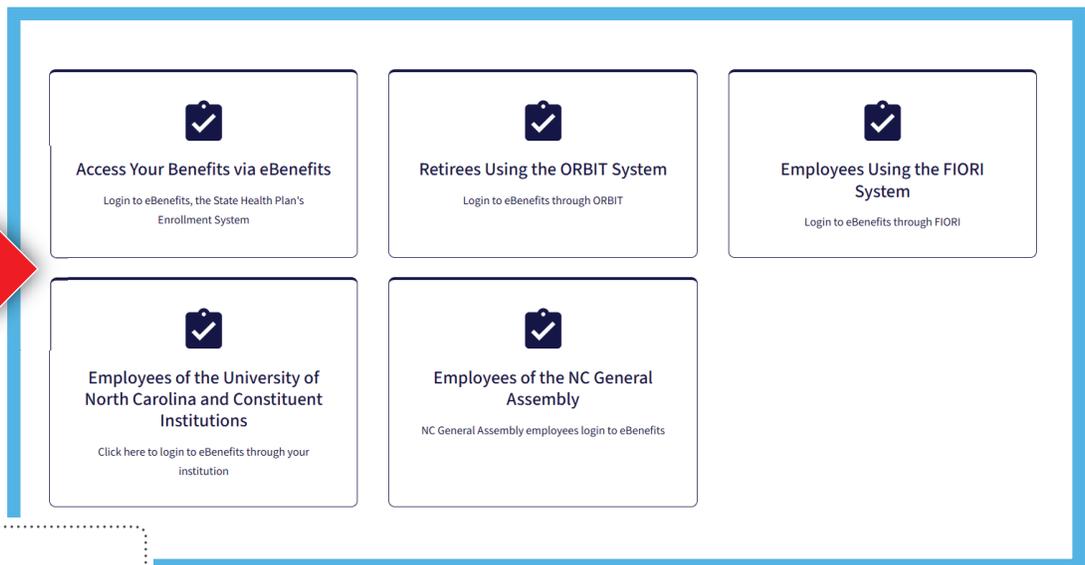
Selecting or updating your Primary Care Provider (PCP) in eBenefits, the State Health Plan's (Plan) enrollment system, is now easier than ever. Please note that it takes 7-10 days for changes to take effect and for a new member ID card to be issued. Follow the steps below to make your updates:



1

GO TO
www.SHPNC.gov
CLICK ON eBenefits

Go to the State Health Plan's website www.SHPNC.gov and click eBenefits.



2

SELECT
Appropriate Enrollment System

If you are employed by any of the organizations in the boxes, click to select. If not, click Access your Benefits via eBenefits.

3

SELECT
Select or Update
Primary Care Provider

There are two ways to access this.

Change your current benefits | Print | Update your primary care provider | View your medicare info | Update your profile

Quick Links
 Aetna Member Portal | EyeMed Vision Care
 Allstate | P&A Spending Accounts
 CVS Caremark | MetLife Dental

Primary Care Provider (PCP) Reviewed 05/02/2025
 It is important to regularly verify your Primary Care Provider on file is up to date. Please review and Select or Update your Primary Care Provider, if needed.
 View Primary Care Provider (PCP)

Email Address Reviewed 05/02/2025
 Review and confirm your email address to ensure you receive important communications from the State Health Plan.
 View Email Address

4

SELECT
Search

Search from the list of providers to enter your PCP (Primary Care Provider) information.

	Search	PCP Name
[Redacted]	Search	Boos, Kaitlin A., NP
[Redacted]	Search	Boos, Kaitlin A., NP
[Redacted]	Search	Kocsis, Margaret MCCULLERS, MD

Use the same provider for my dependents

PCP Copay Reduction Reminder

Select Search next to the member you'd like to edit.

5

ENTER Location
CLICK Apply

Find a PCP
 A primary care physician (PCP) is the first point of contact for your care. Your PCP treats you when you're sick and refers you to a specialist if y

Search by Name
 Enter a provider's name to see related

Search by Category

Welcome! Let's get started.

Enter your location to find providers near you.

Near

Apply

Enter the location for desired provider.

6

SEARCH by Name or by Category

The screenshot shows a search interface with a purple header. The 'Search by Name' section has a search bar and a location dropdown set to 'Raleigh, NC, USA'. Below it, the 'Search by Category' section displays six categories: Family Medicine, General Medicine, Internal Medicine, Obstetrics & Gynecology (OB/GYN), Pediatrics, and All PCPs. Each category includes a brief description and a link to view PCPs in that category.

7

SELECT Desired Filters
SELECT View Practice Locations,
then View Providers

The screenshot shows the search results page. The search bar contains 'Primary Care Physician (PCP)' and the location is 'Raleigh, NC, USA'. A blue information box explains how to select a PCP. Below the search bar, there are several filters: 'Visit Type', 'Located Within', 'Accepting New Patients', 'Gender', and 'All Filters 1'. A 'Reset' button is also present.

Select filters to assist in your search, then View All Locations for your desired practice. If there is more than one provider at this practice location, select View Providers.

The screenshot shows a practice profile for 'Advance Community Health - Horizon at Cornerstone'. It is a General Practice with 5 more specialties. It has multiple locations, including wheelchair accessible ones, and is a Preferred Provider. The provider ID is 5927860. A 'View All Locations' button is visible.

HELPFUL TIP

Preferred Provider

Notice the Preferred Provider badge. When you select one of these providers as your PCP you will pay the lowest copy for an office visit.

The screenshot shows a practice profile for 'Advance Community Health - Horizon at Cornerstone' with more details. It is a General Practice with 5 more specialties. It is a Preferred Provider. The location is 1.54 miles from you, wheelchair accessible, at 1011 Rock Quarry Road, Raleigh, NC 27610. The phone number is (919) 833-3111. The provider ID is 5927860. There are 'View Details' and 'View Providers' buttons.

8

CLICK Select as PCP
CLICK Return to eBenefits

Broder, Michael, MD
Family Practice

BM
In Network

Accepting New Patients

1.54 miles from you
Wheelchair accessible location
1011 Rock Quarry Road, Raleigh, NC 27610

(919) 833-3111

Provider ID: 8073583

Compare

View Details Select as PCP

Recognitions they earned
Preferred Provider

You're now leaving the Aetna website.

You've selected this provider as your primary care physician (PCP):

Broder, Michael, MD
Family Practice

This provider's name will be saved with your information on eBenefits.

Return to eBenefits Cancel

9

CLICK Next
CLICK Next
CLICK Save

	PCP Name
[Redacted]	Broder, Michael, MD
[Redacted]	Boos, Kaitlin A., NP
[Redacted]	Kocsis, Margaret MCCULLERS, MD

Use the same provider for my dependents

Next Previous Cancel

Medical
Provider Summary

	PCP Name
[Redacted]	Broder, Michael, MD
[Redacted]	Boos, Kaitlin A., NP
[Redacted]	Kocsis, Margaret MCCULLERS, MD

Next Previous Cancel

Plan details Edit to Change Benefit

Save Cancel

This will bring you back to eBenefits with this Provider now listed as your PCP. Be sure to click the final green **SAVE**.