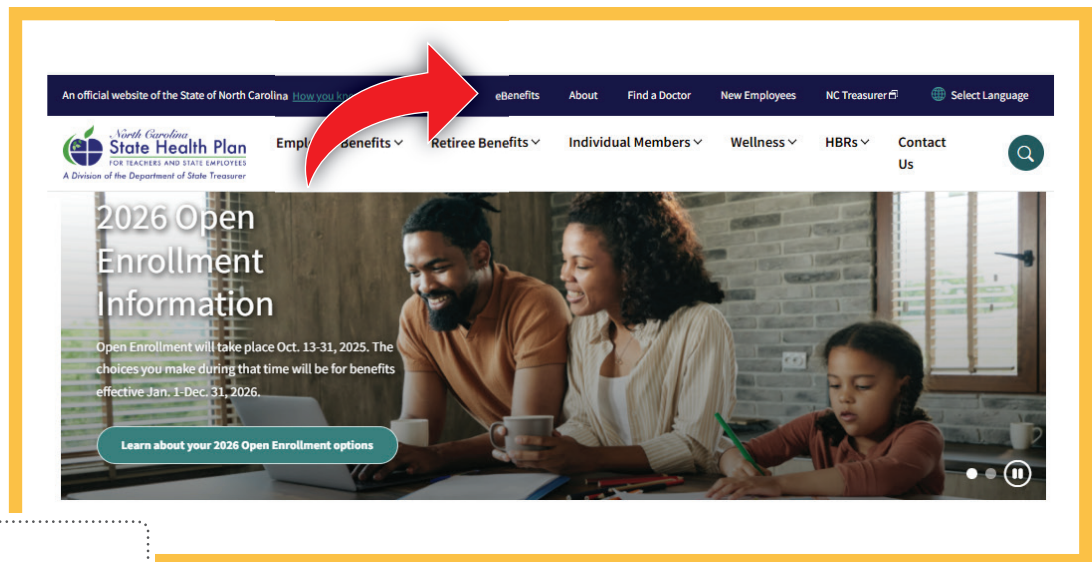


How to Request a New State Health Plan ID Card

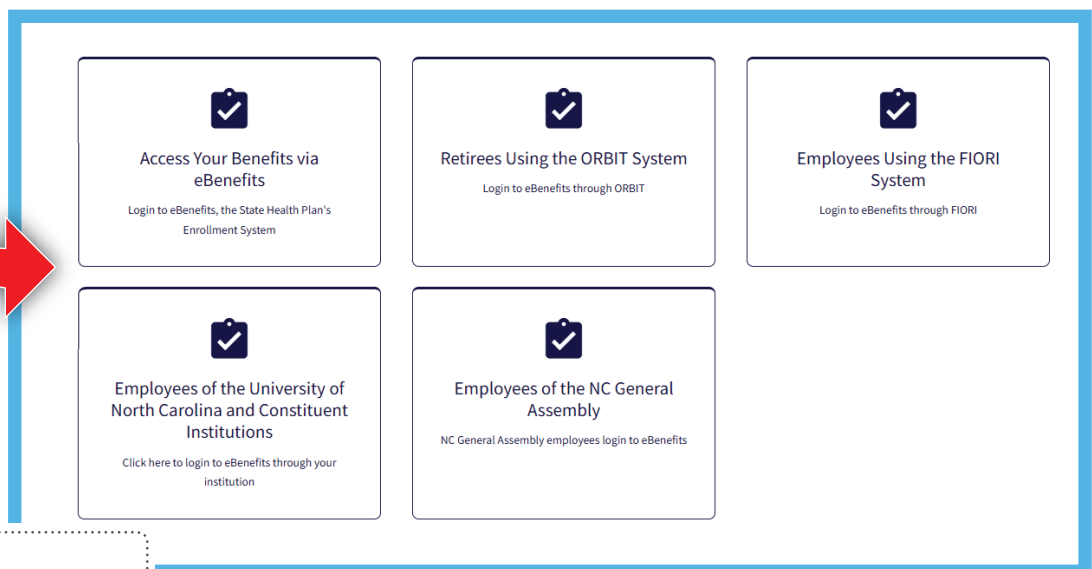
(For Members on the Standard PPO, Plus PPO & HDHP Plans)



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
Benefits System

3

SELECT
Aetna Member
Portal

The screenshot shows the top navigation bar of the Aetna member portal. It contains five buttons: 'Change your current benefits', 'Print your benefits', 'Update your primary care provider', 'View your medicare info', and 'Update your profile'. Below this is the 'Quick Links' section, which lists 'Aetna Member Portal', 'Allstate', 'CVS Caremark', 'EyeMed Vision Care', 'P&A Spending Accounts', and 'MetLife Dental'. A red arrow points from the 'Aetna Member Portal' link to the callout box on the left.

Once logged into eBenefits, click Aetna Member Portal under Quick Links.

4

SELECT
ID Cards

The screenshot shows the Aetna Home screen for a user named Ignacio. At the top, there is a search bar with the text 'What can we help you with today?' and a red arrow pointing to it. Below the search bar are navigation links for 'Home', 'Claims', 'Benefits', 'Find Care & Pricing', 'Health & Wellness', and 'Support'. The main content area is divided into two columns. The left column has a 'Welcome, Ignacio' header and a 'Your New Member ID' card. The right column has a 'Get vaccinated and get protected' card. Below these is the 'Find Care & Pricing' section with three buttons: 'Find a Provider', 'Get Quick Care', and 'Manage my Primary Care'. The 'Benefits' section is visible, with a red arrow pointing to the 'ID Cards' link. The 'Claims' section is also visible with a 'View All Claims' link.

On the Aetna Home screen, select ID Cards.
Please note, you can access this in two locations.

English | Inbox | Notifications | ID Cards | Account

What can we help you with today?

Home | Claims | Benefits | Find Care & Pricing | Health & Wellness | Support

ID Cards

Member: [REDACTED]

Available Cards: Medical

State Health Plan

JANE DOE

ID: 0192681

DEPT OF NATURAL & CULTURAL RESOURCES

Group No: 0192681 | Eff Date: 01/01/2026

Plus PPO Plan

Choice POS II

RXBIN: 004336 | RXPEN: ADV | RXGRP: RX0274

SELF INSURED

Plan for by YOU and other NC Residents

Third Party Administrator:	Pharmacy Benefits Administrator:
aetna	CVS caremark
Benefits & Claims Number	1-833-690-1037
Eligibility & Enrollment	1-855-859-0966
Behavioral Health	1-800-424-4047
Provider Relations/Precent	1-888-632-3862
24-Hour Nurse Line	1-800-556-1555
Pharmacy Help Desk	1-800-364-6331
CVS Caremark	1-888-321-3124
Lantern \$0 Surgery	1-833-916-3926
Aetna Life Insurance Company	Payer No: 60054 0155
Submit Claims To: PO Box 14079	www.SHPNC.gov
Lexington, KY 40512-4079	

Request ID Card

Share Via Email

Print ID card ▾

5

CHOOSE
Request ID Card,
or Print ID Card

Choose to Request an ID Card by mail; or to Print an ID Card.

If you choose Print ID Card

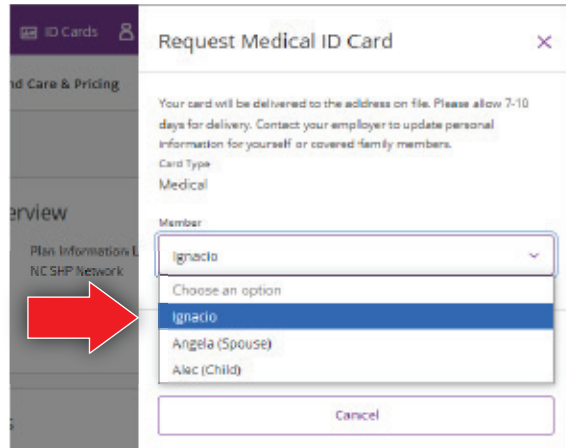
- Request ID Card
- Share Via Email
- Print ID card ▾
 - Print ID card
 - Print all ID cards

6

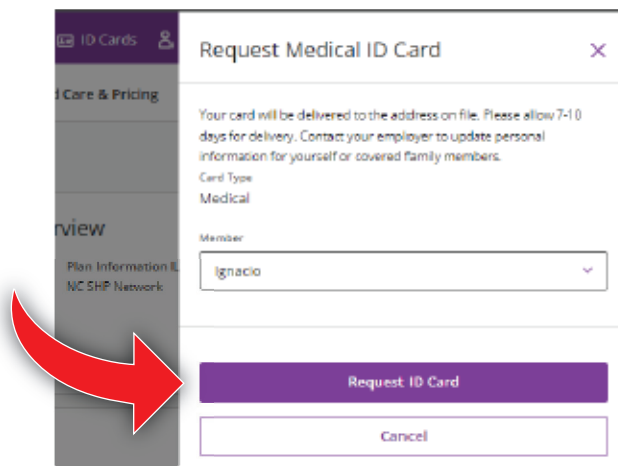
SELECT
Print ID Card(s)

Select Print ID Card to print an ID Card for the displayed member. OR, you can select Print all ID Cards to print an ID Card for every member of the plan.

If you choose Request ID Card



The screenshot shows the 'Request Medical ID Card' form. The 'Member' dropdown menu is open, showing options: 'Ignacio', 'Choose an option', 'Angela (Spouse)', and 'Alec (Child)'. A red arrow points to the 'Ignacio' option.

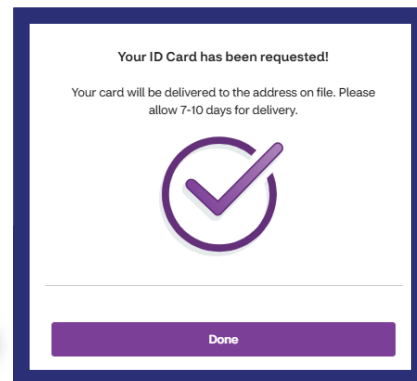


The screenshot shows the 'Request Medical ID Card' form with the 'Request ID Card' button highlighted in purple. A red arrow points to this button.

7

SELECT
Request ID Card

Select needed member from dropdown if multiple members are covered. Please note, you can only select one member at a time. Then, select Request ID Card. Click DONE when finished.



The confirmation screen displays the message: 'Your ID Card has been requested!' followed by 'Your card will be delivered to the address on file. Please allow 7-10 days for delivery.' A large purple checkmark icon is centered on the screen. At the bottom, there is a purple 'Done' button.