How to Request a New State Health Plan ID Card
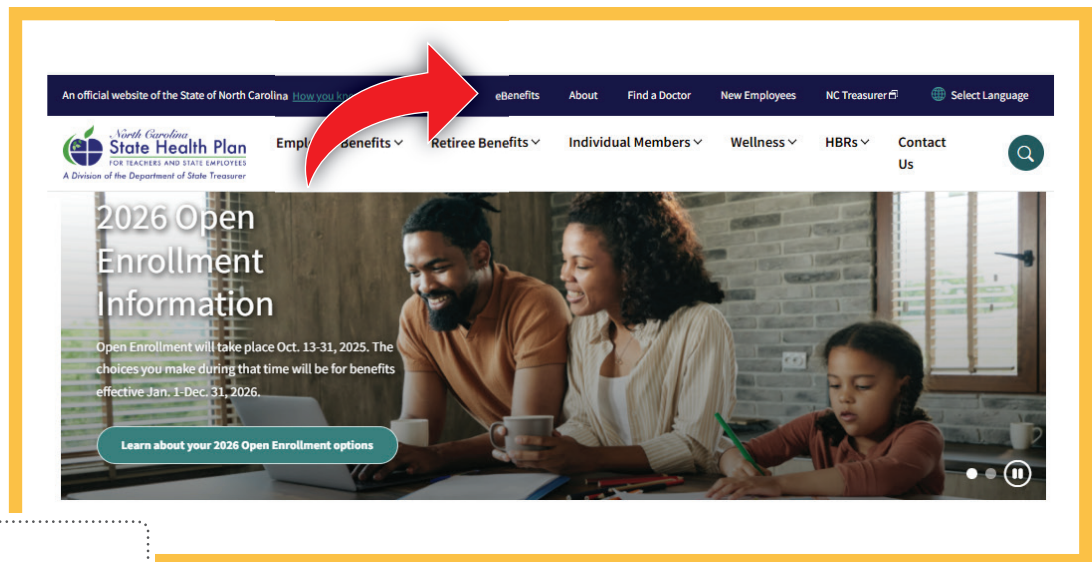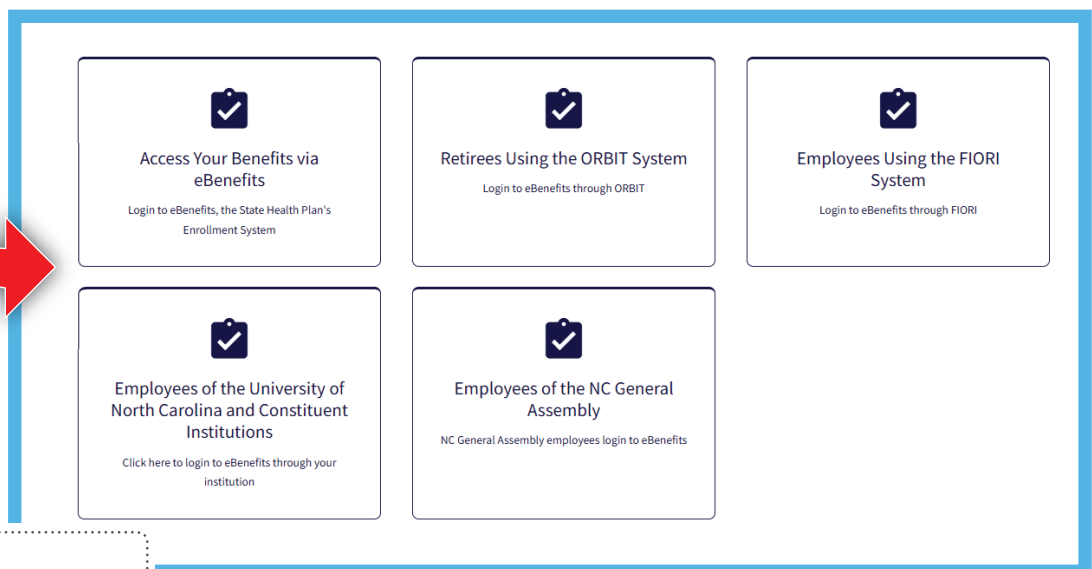
(For Members on the Standard PPO, Plus PPO & HDHP Plans)

1

GO TO
www.SHPNC.gov
CLICK ON eBenefits

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

Access Your Benefits via eBenefits

Login to eBenefits, the State Health Plan's Enrollment System

Retirees Using the ORBIT System

Login to eBenefits through ORBIT

Employees Using the FIORI System

Login to eBenefits through FIORI

Employees of the University of North Carolina and Constituent Institutions

Click here to login to eBenefits through your institution

Employees of the NC General Assembly

NC General Assembly employees login to eBenefits

2

SELECT
Appropriate
Benefits System

Change your current benefits

Print your benefits

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)

3

SELECT
Aetna Member
Portal

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

🌐 English   ✉ Inbox   🔔 Notifications   🪪 ID Cards   👤 Account

♥aetna | State Health Plan

What can we help you with today? 🔍

Home   Claims   Benefits   Find Care & Pricing   Health & Wellness   Support

Welcome, Ignacio

Your New Member ID
From Jan 1, 2025, use your new 12-character Aetna ID for medical services.

New Member ID 1/1/25 →

Get vaccinated and get protected
Protect yourself and your family. Same-day appointments may be available at CVS or another provider.

Find Vaccine Providers →

Find Care & Pricing

Find a Provider

Get Quick Care

Manage my Primary Care

Benefits

Benefits & Plan Documents

ID Cards

Spending Tracker

Prescription Coverage ⌄

Claims   View All Claims

4

SELECT
ID Cards

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

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

6 SELECT
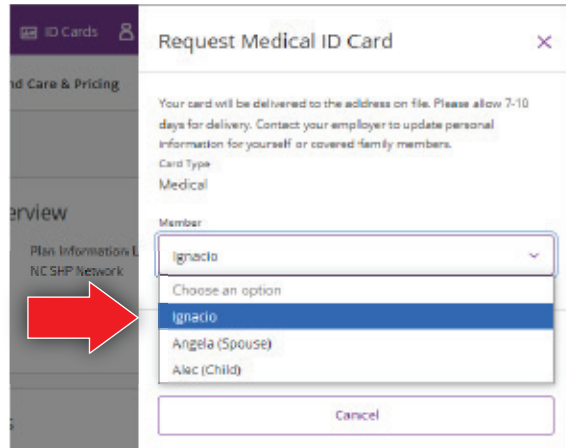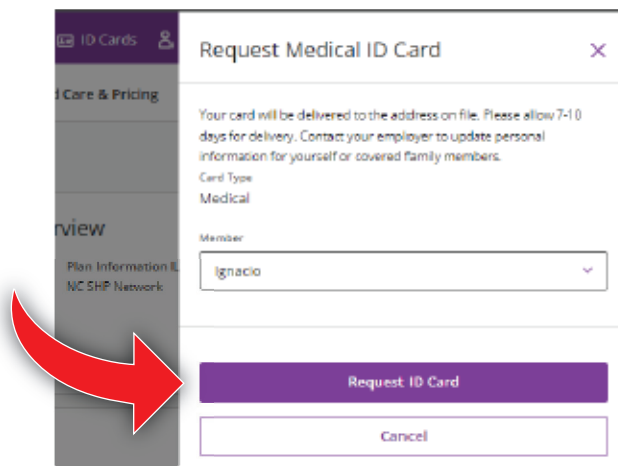Print ID Card(s)

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
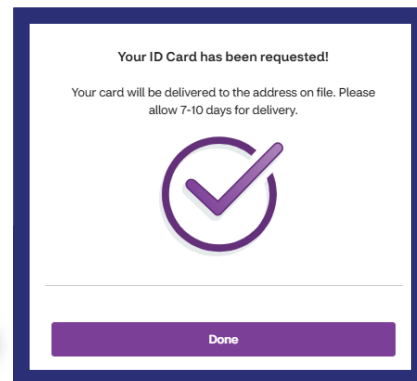
7

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.

North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer