



# Instructions for Completing Your Benefit Enrollment Online

## Information to have with you before you begin the enrollment process

- If you have insurance with another insurance company, have the name of the insurance company and the policy number
- If you will be covering your spouse or dependent(s), have their date of birth and social security number
- If you or any of your dependents are covered by Medicare, have your Medicare coverage information available

1. Your personal online record is created by UNC Health Care. The creation of this record must be completed in order for you to begin the online benefit enrollment process. Once this has been completed, you may proceed to step #2.

2. Navigate to HR InTouch through UNC Health Care's Benefit site: <https://unch.hrintouch.com/>

3. Enter your HR InTouch Login ID and Password

**Login ID:** Your first name, the first initial of your last name and the last 4 digits of your social security number.

**Initial Password:** Your social security number without spaces or dashes.

Example for employee John Doe with SSN 111-22-3333: Login ID is JohnD3333 and Password is 111223333.

4. Logging in for the first time  
You will be prompted to create a new password.

Hint: passwords must be at least six characters and contain both numbers and letters

5. Enroll in benefits select the link titled *eBenefitsNow* on the left side of your screen under the section titled Quick Links. Select *Complete Enrollment* to begin the benefit enrollment process. You should review your information in the Personal Information section and update any information that is missing or incorrect. If your name or social security number is not correct, please notify Employee Records at 966-3056. You must provide them with a copy of your Social Security Card.

**Note:** Your ID card(s) and plan documents will be sent to the address you see in eBenefitsNow – please make sure it is correct and includes your apartment number or P.O. Box, if applicable.

6. Accepting your benefits

When you begin to make your benefit elections, each benefit will be displayed to you, one after the other. Please either accept or decline each benefit offered. When you accept a benefit, you will be prompted to enter additional information.

**Note:** You will be asked questions only as they relate to your election. For example, if you elect Employee Only coverage, you will not be prompted to enter dependent information. However, please be as complete as possible when answering questions to ensure your enrollment is processed successfully.

7. Review and print your benefit summary

Once you have completed the enrollment process, you will have the opportunity to review and print a summary of your personal information and all of your benefit elections.

8. Log out of eBenefitsNow

Use the Logout button to exit eBenefitsNow.

### Questions

If you have questions about using the online enrollment application or are having trouble logging in, please call 1-866-239-1055 for assistance.

If you have questions regarding your State Health Plan benefits, please contact: State Health Plan Customer Service at 1-888-234-2416.