



A Message from
Associate Vice Chancellor
Human Resources
Michelle Lamb Moone



State Health Plan Dependent Eligibility Verification Audit

The State Health Plan is conducting a dependent eligibility verification audit. The purpose of the audit is to ensure that all dependents currently enrolled in the State Health Plan are eligible to receive coverage under the Plan. This verification for dependents ONLY applies to medical coverage and does not include dental or other benefits. The audit is currently in progress, and will conclude on **July 31, 2017**.

Corrected Instructions: How to Provide Documentation

You can submit your documentation online, by fax or email.

Submit online

1. Visit the State Health Plan's website at www.shpnc.org and click **ENROLL NOW** (on the green menu bar).
2. Select the first yellow box listed (Login to eEnroll) to log into **eEnroll**.
3. Once you are logged into **eEnroll**, click **Enroll Now!**
4. Click My Documents (on the left-hand side of your screen)
5. You will then be prompted to upload the required documentation within the Document Center. You may provide a scanned copy of the document or take a photo with your smart phone and upload it directly to the Document Center.
6. If the documentation you provided cannot be verified, you will receive notification or you can log back into **eEnroll** where you can check the status of your verification.

Submit with fax or email

If you do not have access to **eEnroll**, you can fax the documents to **866-742-6444** or email the documents to SHPDependentAudit@benefitfocus.com. **You are required to include your Full Name, Dependent's Full Name, State Health Plan ID number located on your Plan ID card and the name of your employing unit on both the email and fax in order for the document to be accepted.** Mailed, hard copy documents will not be accepted.

PLEASE NOTE: If you are submitting any documentation that contains SSN, you should black out the number. SSN is not required for you or your dependent(s) as part of the dependent verification process. You may also black out any account information, financial transactions, account balances and any other information that is not pertinent to the process.

Questions?

If you have any questions about this process, please contact the Eligibility and Enrollment Support Center at **855-859-0966**, Monday through Friday, between 8 a.m. and 5 p.m. EST or at SHPDependentAudit@benefitfocus.com. For more information, you can also visit the Plan's website at www.shpnc.org.

The HR Benefits Staff is glad to assist with questions and can be reached at (336) 334-5009 or askbenefits@uncg.edu.

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Associate Vice Chancellor and Chief Human Resources Officer

