

## 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](http://www.SHPNC.gov)  
CLICK ON eBenefits

Go to the State Health Plan's website [www.SHPNC.gov](http://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.

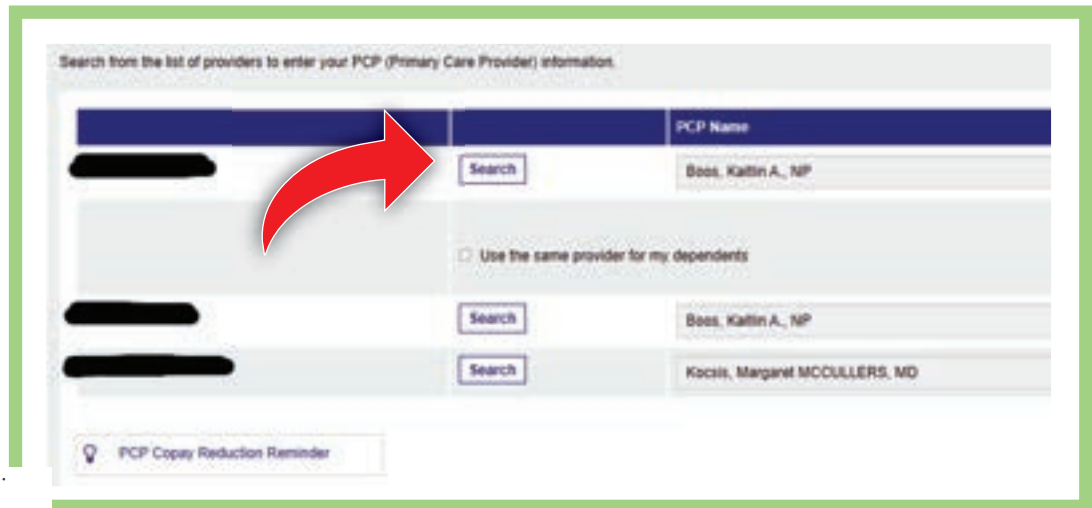
3

**SELECT**  
Select or Update  
Primary Care Provider



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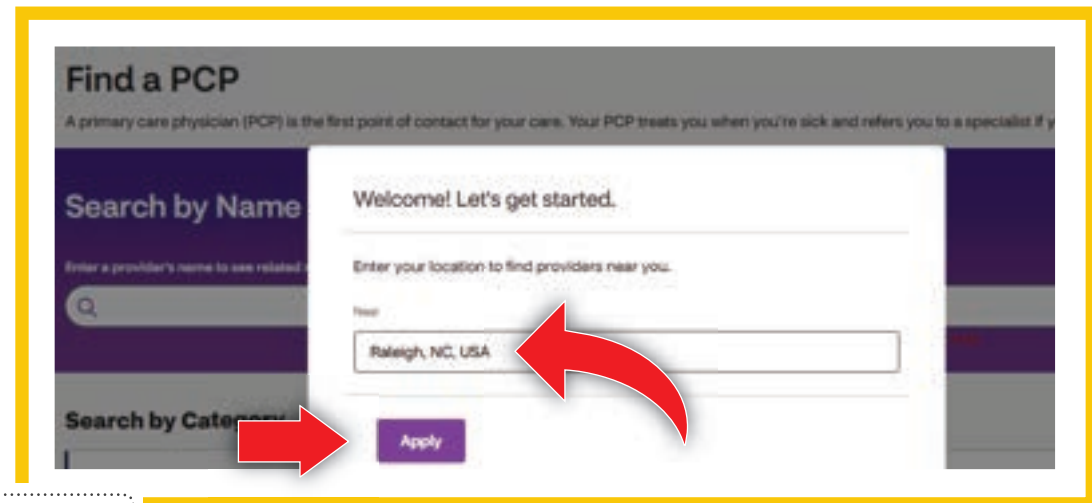
**SELECT**  
Search



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

5

**ENTER** Location  
**CLICK** Apply



Enter the location for desired provider.

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SEARCH by Name  
or by Category

**Search by Name**

Enter a provider's name to see related results.

Search bar: [ ]

Location: Raleigh, NC, USA

**Search by Category**

- Family Medicine**  
Physicians who are trained to treat a variety of medical conditions in people of all ages.  
Family Medicine PCPs →
- General Medicine**  
Physicians who treat common medical conditions. They focus on your general health.  
General Medicine PCPs →
- Internal Medicine**  
Physicians who specialize in preventive care, diagnosis and medical treatment for adults.  
Internal Medicine PCPs →
- Obstetrics & Gynecology (OB/GYN)**  
Physicians who specialize in women's health. This includes care for pregnancy and childbirth.  
OB/GYN PCPs →
- Pediatrics**  
Pediatricians specialize in care for infants, children and adolescents.  
Pediatric PCPs →
- All PCPs**  
All PCPs, including Geriatric Medicine, Nurse Practitioners, OB/GYNs and more.  
All PCPs →

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SELECT Desired Filters  
SELECT View Practice Locations,  
then View Providers

Search by name, specialty or something else

Search bar: Primary Care Physician (PCP)

Location: Raleigh, NC, USA

**To select a primary care physician (PCP):**

- Search for a PCP by name or enter "PCP" in the search field
- Use the "select" option near the provider's info

Not all providers can be selected as a PCP. This includes medical specialists and physician assistants. If you'd like to visit a certain practice, call to ask about providers who are PCPs. Or choose a provider with the "select" option available.

**Filters**

Visit Type: [v] Located Within: [v] Accepting New Patients: [v] Gender: [v] All Filters: [i] Reset

Select the desired 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.



Visit [www.shpnc.gov](http://www.shpnc.gov)  
to learn more about copay  
reductions for office visits.

**Advance Community Health - Horizon at Cornerstone**  
(General Practice (Primary Care))

Multiple Locations  
Includes selected accessible locations

Accepting New Patients  
All open locations  
Provider ID: 5827861

View All Locations

Recognitions they earned:

- Preferred Provider

**Advance Community Health - Horizon at Cornerstone**  
(General Practice (Primary Care))

Accepting New Patients

1.54 miles from you  
Horizon at Cornerstone location  
6211 Rock Quarry Road, Raleigh, NC 27613  
919.822.3111  
Provider ID: 5827861

View Details View Providers

Recognitions they earned:

- Preferred Provider

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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) 633-3111  
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 in eBenefits.

Return to eBenefits Cancel

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CLICK Next  
CLICK Next  
CLICK Save

PCP Name

Broder, Michael, MD

Boos, Karlin A., NP

Kocis, Margaret MCCOLLERS, MD

Use the same provider for my dependents

Next Previous Cancel

Medical  
Provider Summary

PCP Name

Broder, Michael, MD

Boos, Karlin A., NP

Kocis, Margaret MCCOLLERS, 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**.