# Open Enrollment 2024 – 2025 Important Facts:

- **The Open Enrollment period is May 6 through May 24, 2024. There are no exceptions to this deadline.**

- Online Open Enrollment <u>must be completed and submitted</u> electronically no later than 5:00 p.m. on May 24, 2024. If not, your session will be interrupted and changes will not be completed/accepted.

- Online Open Enrollment is a simple and fast way to make your Open Enrollment changes from your own workspace. All you need is a *County computer* that is connected to the County's network and PeopleSoft. Please note that you cannot access from a home computer or over the internet. If you do not remember your username and password, contact the Information Systems Division (ISD) Help Desk at (209) 468-9742.

- Online Open Enrollment is <u>optional</u>. Enrollments can be made with a hardcopy Enrollment Form.

- If you are using Online Open Enrollment, you do not need to submit your hardcopy form. **Do NOT submit changes both online and via paper form**. Multiple forms received may cause confusion and enrollment in incorrect plan(s).

- You cannot use Online Open Enrollment if you are adding a **new dependent** OR if you have, or plan to add, a **registered domestic partner** on your benefits. You must use your hard copy Open Enrollment Form and submit it to the Benefits Unit. You must provide a Marriage Certificate for adding a spouse, a Birth Certificate for adding a child, or a Certificate of Domestic Partnership for a domestic partner. In addition, a copy of the Social Security card for any new dependent is required. Claims cannot be processed without a Social Security number.

- **Enrollment forms submitted without required supporting documentation will NOT be processed.**

- Benefit changes will be effective July 1, 2024. The new premiums will be deducted on your July 5, 2024 paycheck.

- You can make as many changes as you would like online during the Open Enrollment period, however, only your final changes made **prior to** 5:00 p.m. on May 24, 2024 will be processed by the Benefits Unit.

- You must get to **Step 6: Enrollment Confirmation** for your enrollment changes to be valid. <u>Print the Confirmation page for your records</u> (from the top menu, click on *File, Print,* and *Print* again). This is your proof of completion.

- If you return to make benefit changes after you have completed your enrollment, you will start at Step 1 and the event status will appear as *Submitted*. Click *Select*, then you can proceed with your changes. After May 24, at 5:00 p.m., the event status will be *Closed*, and you will **not** be able to make any changes.

- If enrolling in Sutter Health Plus, you must choose a Primary Care Physician (PCP) for you and your dependents. Your specialist must be in the same Medical Group as your PCP. If enrolling in Sutter Health Plus, go to **www.sutterhealthplus.org/provider-search** and enter the Provider ID number when enrolling. Entering the name alone is not sufficient.

- If you choose **Kaiser** or **Sutter Health Plus**, you must agree to their specific Arbitration Agreement, by signing and dating Kaiser's or Sutter Health Plus' acknowledgement statement.

- If you choose United HealthCare Dental, you may type in the name of your dentist. If you do not choose a dentist, one will be assigned to you by United HealthCare Dental. When you receive your ID card, you may call United HealthCare Dental to change your dentist. Please ensure that the dentist is a participating provider within the United HealthCare Dental network, and that they are accepting new patients.

- If you choose the Kaiser or Sutter Health Plus High Deductible Health Plan (HDHP), you will be automatically enrolled in the Health Savings Account (HSA). You must sign and date the Attestation Agreement acknowledging your understanding of the rules and requirements of an HSA, including the monthly service fee.

- If you enroll in the HDHP, you cannot enroll in the health flexible spending account (FSA) and you will forfeit your rollover FSA funds.

- **Your HSA will be effective the first of the following month after you enroll in a HDHP, per IRS requirements.**

Instructions for Online Open Enrollment Through PeopleSoft Self-Service

Access PeopleSoft HRMS and under the menu click on *Self Service>Benefits>Benefits Enrollment* to begin your online enrollment. If you do not remember your username and password, contact the Information Systems Division (ISD) Help Desk at (209) 468-9742.

Step 1: Start Open Enrollment

- Begin your enrollment by clicking on [Select]
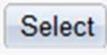
Step 2: View Your Current Benefits

- Select each benefit option for which you want to make a change by clicking on [Edit]

- If you do not make any changes, you will advance to Step 5.

Step 3: Make Your Changes

- Select the Plan you want to enroll in by clicking on the *circle* next to the name of the plan, as an example: ⊙ SELECT 3 Pre-Tax

- Click on the *name of the Plan* for a comparison summary of benefits.

- If you have Dependents, complete *Step 3A*

- The Sutter Health Plus plans and United HealthCare plans require you to choose a Primary Care Physician (PCP) or dentist. Complete the *PCP section* for each plan you are enrolled in. For Sutter Health Plus, you **must** enter the Provider ID number found at www.sutterhealthplus.org/provider-search. Entering the name of your doctor will not suffice.

- Complete the *Other Medical Coverage* box.
- Go to the next step by clicking on [Update Elections]

Step 3A: Employees with Dependents

- If your dependents are listed, you may make changes to their enrollment. If you want to add a dependent who is not listed, you cannot use Self Service. You must complete the hard copy Open Enrollment form and submit it to the Benefits Unit during the Open Enrollment period.

- Click on the dependent for which you want to make a change or delete.

- The Sutter Health Plus plans and UnitedHealth Care Dental plans require you to choose a Primary Care Physician (PCP) or dentist. Complete the *PCP section* for your dependents for each plan in which they are enrolled. Click on [Review your Dependent's Provider] to choose your dependents PCP.

- If you have a dependent on your medical coverage, you MUST provide their Social Security number to proceed with your changes.
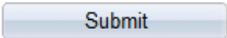- Go to the next step by clicking on [Update Elections]

Step 4: Review your Cost and New Plan Effective Date

- After your review, go to the next step by clicking on [Update Elections]

- **Repeat Step 3, 3A and 4 for each Plan change and when done with changes, click on** [Submit]

Step 5: Final Submission of Benefit Changes

- Click on [Cancel] to go back and make additional changes. If you have <u>completed your changes</u>, enter your phone number (with no spaces) in the box provided, *Daytime Telephone* [   ] and click on [Submit] under *Final Submission.*

Step 6: Enrollment Confirmation

- This step confirms the benefit changes that have been submitted to the Benefits Unit and is **your opportunity to print a Confirmation of your Open Enrollment changes**. From the top menu, click on *File, Print*, (choose your printer), and click on *Print* again.
  (This is your confirmation that your elections have been completed)

Step 7: Check your Open Enrollment Completion Status

- After printing, click on [OK] and this will bring you to the first screen. Check your status to make sure the Event Status shows *Submitted*.

Open Benefit Events		
Event Description	**Event Status**	
Open Enrollment	Submitted	[Select]

Contact Employee Benefits at <u>employeebenefits@sjgov.org</u> or (209) 468-9987, if you have any questions.