

BENEFITS INSIGHTS



The Road to Open Enrollment 2018

Diocese of Bridgeport Road to Open Enrollment Series: *Week 6-“The Deadline is approaching”*

The Open Enrollment window is scheduled to close on **December 8th at midnight**. The HR Department is experiencing an influx of emails and calls with employees having technical issues logging on to Paychex Flex system. We will be grouping employees going forward into two groups to better service you before the deadline. In an effort not to duplicate our efforts **do not call both HR and the Benefits Call Center**. At this point in time, all employees will need to contact the Benefits Call Center directly for help.

Diocese Dedicated Call Center tel# 844-675-8539 the hours arranged for operation **8:00a.m. 8:00p.m., Monday- Friday**.

Group A: Employees on Aetna insurance or other voluntary benefits that “need to make a change” on the Paychex Flex system before the deadline and experiencing log on issues please read carefully:

Do not wait to for the last day to attempt to log on the Paychex Flex system to make changes. If you are unable to log on and/or experiencing technical difficulty. Please **contact the Benefits Call Center immediately to escalate your issue**. Mention your name, where you work and that you need to make a change to your 2018 benefit elections. They will patch you through to someone in HR to assist and bump you to the top of the list to be sure you can make changes to your record for 2018 and proceed to finalize.

Group B: Employees that are “not making a change” to your 2018 benefit elections & experiencing issues: Reach out to the Benefits Call Center and explain that you are not making any changes for 2018 plan year. However, you are experiencing technical issues that prevent you to review and finalize your data. Your name will be properly documented so you will not be penalized for not having the proper technical access to the Paychex Flex system before the deadline.

Correction to last week’s communication Week 5 “I Can’t Log In”: All employees participating on the Aetna insurance regardless of changes will receive **new Aetna Whole Health ID cards in the mail** due to the network enhancement to include *Trinity Healthcare*.

As a quick review Aetna Whole Health network for 2018:

- Tier 1- 2018 Name of Medical Network: **Aetna Whole Health/Value Care Alliance/Trinity HealthCare**
- Tier 2 -Name of Medical Network: **Choice POS II**
- Tier 3 -Out of network: **Non-participating and very expensive out of pocket costs.**
- No change- Dental Network Name: **Dental PPO/PDN with PPO II**
- No change- Voluntary Vision networks: **Call Aetna directly for assistance**

Reminder for those making changes for 2018 plan year what to anticipate:

1. **Adding a new dependent**, newly eligible dependent(s) (under age 26 and legally your dependent) populate the necessary information such as; social security number, name, address, etc... then at the bottom of your benefit page **review and finalize**, then click agree at the very bottom of the next page as your final step. (Insurance cards will be issued to your new dependent in January 2018) You have the ability to log on to www.aetna.com and print temporary ID cards until your permanent ones arrive in the mail within 10-14 business days after the window closes.
2. **If you are declining coverage in 2018**, Scroll to the very bottom of the benefit admin page, **review and finalize**, **check off the decline box on the last page**, then click agree at the very bottom of the next page as your final step. Double check your first paystubs for 2018 that the deductions have completely stopped, if you participated in our 2017 benefits.
3. **As for newly eligible members**, if electing insurance for the first time please be sure you have adequate supply of your prescription prior to beginning on to our Diocese of Bridgeport Benefits to help transition onto the new benefit without jeopardizing your health. Again, cards will arrive in the mail 10 -14 business days after the window closes. You will have the ability to proceed and register on Aetna Navigator, www.aetna.com to print your temporary ID cards.

				
2018 Open Enrollment Calendar				
DATE	Location Name & Address	Activity	On-site Open Enrollment Meeting Time	Room
Wednesday, December 6th	Catholic Charities Room to Grow Preschool 208 East Avenue East Norwalk, CT 06855	2018 Open Enrollment Presentation	3:00-4:30pm	Gathering Area

Lunch and Learn
(WebEx: live links are posted on the DOB website)
6-Dec-17

Live Web Ex presentation broadcasted throughout the Diocese. If you wish to sit in and participate in person we are in Room: 107 at the Catholic Center. Lunch and Learn will be for 1 hour from 12:00 -1:00 p.m.

*Call-in toll free: 1-888-539-6338
* Meeting number: 854 971 166
*Meeting Password: Dob2017!@
[*Click on link: Join WebEx meeting](#)

Bring your lunch and join in on the conversation!

Where to find Benefit Plan Summaries and additional benefit information visit:
<https://www.bridgeportdiocese.org/human-resources/2018-open-enrollment>

Window to make your online benefit changes begin on: **November 20th – December 8th**

ACTION REQUIRED!

Instructions on How to Enroll Paychex Flex–Benefits Administration Page

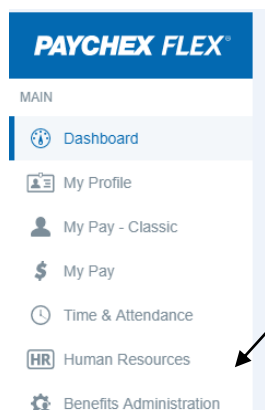
There's a New Paychex Flex- Benefits Administration page! Benefit eligible employees must log on and make their annual open enrollment elections, add/drop dependents, or decline benefits online.

Step1. Access the Benefits Administration page on Paychex Flex visit:
<https://myapps.paychex.com>

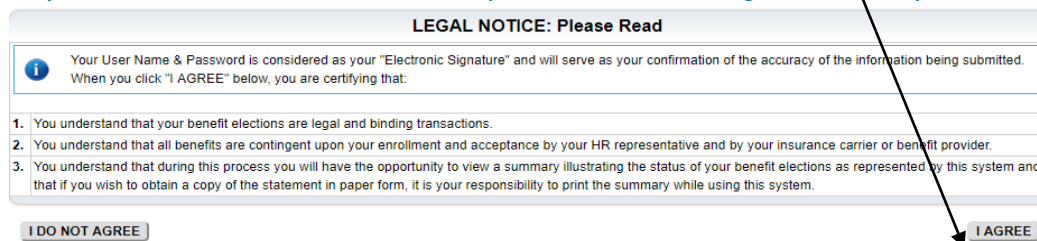
Step2. Type in your Pre registered Paychex Flex: User Name & Password

The image shows the Paychex Flex Login page. At the top is the Paychex Flex logo. Below it, the text "Paychex Flex Login" is centered. Underneath, there is a label "Enter Username" followed by a text input field. To the right of the input field is a blue button labeled "Next". At the bottom of the page, there are two links: "Sign-Up" and "Forgot Username or Password?".

Step3. Go to the Benefits Administration Section



Step 4. Review and click I AGREE when presented with the legal notice and proceed.

The image shows a "LEGAL NOTICE: Please Read" screen. At the top, the title "LEGAL NOTICE: Please Read" is centered. Below it, a blue box contains an information icon and the text: "Your User Name & Password is considered as your 'Electronic Signature' and will serve as your confirmation of the accuracy of the information being submitted. When you click 'I AGREE' below, you are certifying that:". Below this box, there are three numbered items: 1. You understand that your benefit elections are legal and binding transactions. 2. You understand that all benefits are contingent upon your enrollment and acceptance by your HR representative and by your insurance carrier or benefit provider. 3. You understand that during this process you will have the opportunity to view a summary illustrating the status of your benefit elections as represented by this system and that if you wish to obtain a copy of the statement in paper form, it is your responsibility to print the summary while using this system. At the bottom, there are two buttons: "I DO NOT AGREE" and "I AGREE". An arrow points from the "I AGREE" button towards the next step.

For video demonstration on "how to" click below .Contact the **Dedicated Benefits Call Center: 844-675-8539. (8am – 8pm EST; Mon – Fri)**

Video Resource: <http://training.paychex.com/benetrac-university/employee/index.html>

