2017 Benefits Open Enrollment – FAQs

*Open Enrollment begins at 8:00am Thursday, October 27th and ends at 5:00pm Tuesday, November 22nd*

1. **How do I enroll or make changes during Open Enrollment?**
   a. Employees may go online to [http://atyourserviceonline.ucop.edu](http://atyourserviceonline.ucop.edu) to enroll or make changes to their benefits.

2. **I don’t have a computer/internet access, how can I make changes/enroll in my benefits?**
   a. Contact the benefits office for assistance with enrolling
   b. Attend a Help Desk Event for one-on-one assistance
      - 11/01/2016: Hillcrest - IT Training Rm (Security Bldg.) (7am-12pm & 2pm-6pm)
      - 11/08/2016: La Jolla - UTC IT Building, 9560 Towne Centre Dr., (10am-2pm)
      - 11/15/2016: La Jolla - EVS Building (7am-12pm & 2pm-6pm)
      - 11/17/2016: UCSD Campus - MET Building, Room 313 (8:30-1pm)
      - 11/21/2016: La Jolla – UTC IT Building, 9560 Towne Centre Dr. (10am-2pm)

3. **When will my enrollment(s)/changes become effective?**
   a. January 1, 2017

4. **I forgot my password for AYSO (or have been locked out). How can I get it reset?**
   a. Go to AYSO log in screen and click on “Forgot your Username or Password”.
   b. If that does not work, [create a Service Now case](#).

5. **How do I know if my provider is in my Network?**
   a. You can search for providers on the Open Enrollment website at [http://ucnet.universityofcalifornia.edu/oe/](http://ucnet.universityofcalifornia.edu/oe/).

6. **I am satisfied with my current enrollments. Do I need to make changes during Open Enrollment?**
   a. There are some changes happening and everyone should take a look at the new offerings.
      i. Blue Shield plans will be under Anthem and Optum Rx
      ii. Disability plans have been redesigned. (see #6 for more details)
   b. Health and Dependent Care Flexible Spending Account (FSA) enrollment does not continue on to the next calendar year. If you would like to enroll/re-enroll, you will need to make your election.

7. **Is the Supplemental Disability Plan available this open enrollment period?**
   a. Yes, the plan is open for enrollment this year.
      i. It is now open for those who were previously eligible but didn’t enroll. No Statement of Health is necessary.
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ii. It is now open for those who have mid-level or core level benefits. No Statement of Health is necessary.

b. There are changes within the plan design.
   i. Those currently enrolled in Supplemental Disability will be automatically enrolled in the Voluntary Disability Plan and the Long Term Disability Plan. Premiums will change.
   ii. Employees are now able to enroll into the Voluntary Disability Plan, and/or the Long Term Disability Plan

8. Is the Supplemental Life Insurance Plan available this open enrollment period?
   a. No, the plan is not open for enrollment.
   b. If you are outside of your 31-day Period of Initial Eligibility (PIE), you can request for enrollment approval from Prudential. This is done by completing a Statement of Health (medical questionnaire) and sending it to Prudential for review and approval.
   c. If you want to increase your coverage amount you would need to complete a Statement of Health and submit it to Prudential for review.
   d. If you want to decrease your coverage amount you can complete a UPAY850 form at any time throughout the year.

9. Is ARAG Legal Plan being offered this year?
   a. Yes, the legal plan is part of our Open Enrollment portfolio.

10. How do I enroll or make changes to my 403(b) and 457(b) plans?
    a. Contact Fidelity Retirement Services at (866)682-7787 or at www.netbenefits.com
    b. This can be done at any time throughout the year, allow 1-2 pay cycles to see changes to payroll deductions.

11. How do I change my investment funds in the DC Plan, 403(b) and the 457(b) plans?
    a. Contact Fidelity Retirement Services at (866)682-7787 or at www.netbenefits.com
    b. This can be done at any time throughout the year.

12. I am a former employee and I have questions regarding my COBRA open enrollment options with CONEXIS.
    a. Please call the CONEXIS Customer Service Center at (877)722-2667.

13. I am a Retiree. How do I enroll or make changes during Open Enrollment?
    a. Retirees may go online to AYSO to enroll or make changes in their benefits. Retirees who do not have computer access may contact the Health Care Facilitator Office at (858) 534-2816 Monday through Friday, 8:30 a.m. – 4:00 p.m., Pacific Time for assistance.
    b. Retirees may also contact RASC at 800-888-8267.
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14. Where can I find out more information about our insurance plans?
   a. Visit the University of California’s Human Resources and Benefits UC Net website at http://ucnet.universityofcalifornia.edu/oe.
   b. A booklet was mailed out to all employees on 10/21/16. (Note: Employees hired after 08/31/16 will not receive a packet in the mail and will be emailed an electronic version.)

15. If you have any problems enrolling online, contact your local Human Resources/Benefits Office:
   a. Create a Service Now case from the HSHR website.
   b. Or, you can call the Benefits Unit at (619)543-3200. Be advised that there will be a high call volume during Open Enrollment.

16. How do I know if my Open Enrollment elections are processed?
   a. You will receive an email confirmation from the system once you complete your changes online.
   b. If you did not receive an email confirmation, you may have not completed the process. Log back into AYSO to review your elections, then follow the steps to submit your changes.
   c. If you completed a paper enrollment/change form, you will receive an email confirmation from MyHSHR.