eEnrollment User Guide

Revised June 18, 2024

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Introduction to eEnrollment

Welcome to the Office of Group Benefits ("OGB") eEnrollment User Guide. eEnrollment will make doing business with OGB much easier and faster. You, as the agency, will have control over when changes to your employee's record are entered. This allows claims to be paid using the most accurate information.

Changes entered into eEnrollment update the employee and dependent records. If your agency participates in the OGB Flexible Benefits Plan, you will need to submit all paperwork regarding the plan to the flex benefits administrator. eEnrollment will not store any information regarding the plan.

If you have any questions about using the website, please contact the eEnrollment Helpdesk using any of the methods below. The helpdesk is available 8:00am – 4:30pm Monday – Friday.

The eEnrollment Web request form is available on the first screen of eEnrollment or from the Contact Webmaster link at the bottom of all pages. This form is the preferred method of contact. It is secure (you can submit SSNs), and it provides automatic documentation of the call.

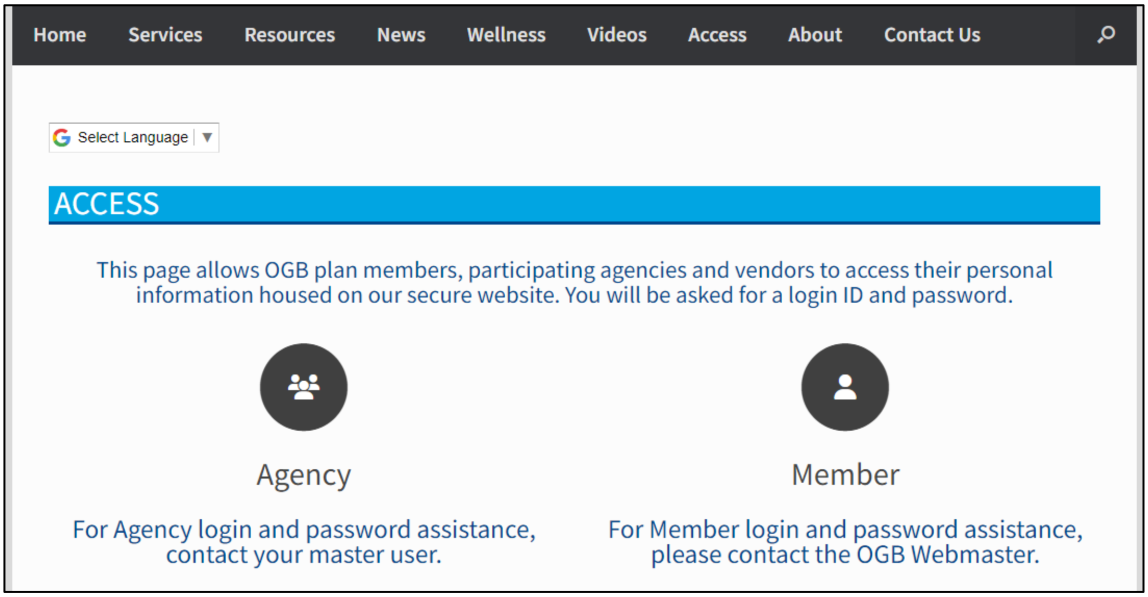
eEnrollment.Helpdesk@la.gov

Human Resource Helpdesk Line: 1-844-860-0307

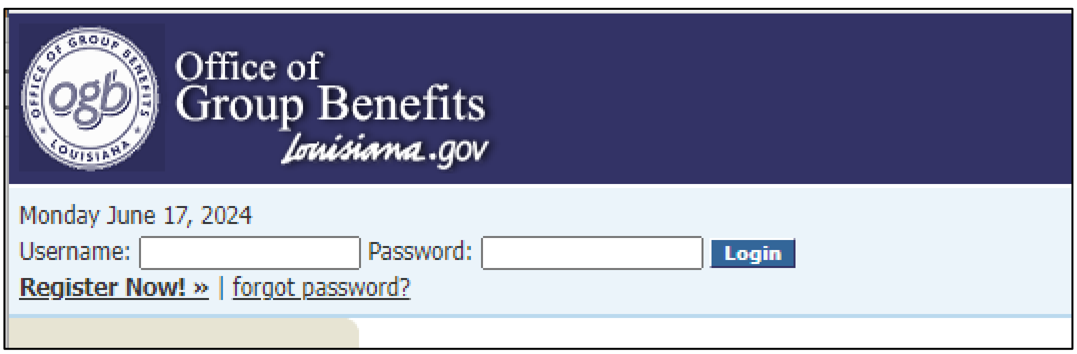
Fax: (225) 342-9917 or (225) 342-9968

Logging In

1. Go to www.info.groupbenefits.org
2. Click on **Access**, then select **Agency**.

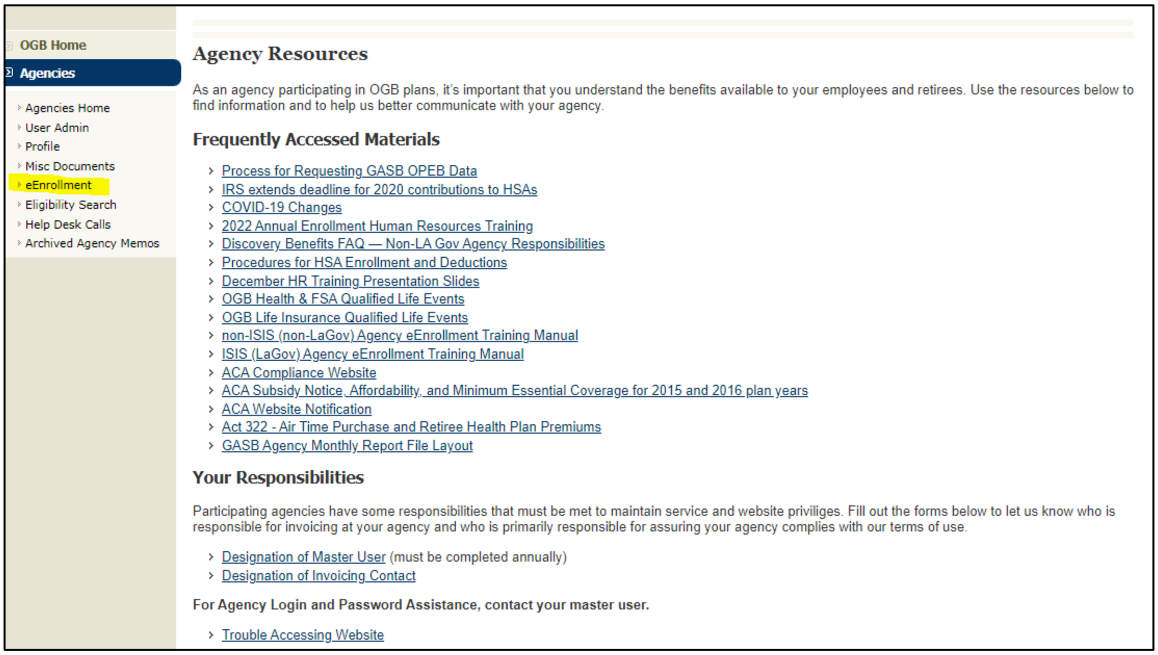


3. Enter your Username and Password[1] in the upper left hand corner and click **Login**.



[1] If you do not have a username or password, please contact your agency's master user. If you are unsure of whom the master user for your agency is, contact the eEnrollment helpdesk.

4. From the home page, click on **eEnrollment**.



OGB Home
Agencies

- Agencies Home
- User Admin
- Profile
- Misc Documents
- eEnrollment
- Eligibility Search
- Help Desk Calls
- Archived Agency Memos

Agency Resources

As an agency participating in OGB plans, it's important that you understand the benefits available to your employees and retirees. Use the resources below to find information and to help us better communicate with your agency.

Frequently Accessed Materials

- Process for Requesting GASB OPEB Data
- IRS extends deadline for 2020 contributions to HSAs
- COVID-19 Changes
- 2022 Annual Enrollment Human Resources Training
- Discovery Benefits FAQ — Non-LA Gov Agency Responsibilities
- Procedures for HSA Enrollment and Deductions
- December HR Training Presentation Slides
- OGB Health & FSA Qualified Life Events
- OGB Life Insurance Qualified Life Events
- non-ISIS (non-LaGov) Agency eEnrollment Training Manual
- ISIS (LaGov) Agency eEnrollment Training Manual
- ACA Compliance Website
- ACA Subsidy Notice, Affordability, and Minimum Essential Coverage for 2015 and 2016 plan years
- ACA Website Notification
- Act 322 - Air Time Purchase and Retiree Health Plan Premiums
- GASB Agency Monthly Report File Layout

Your Responsibilities

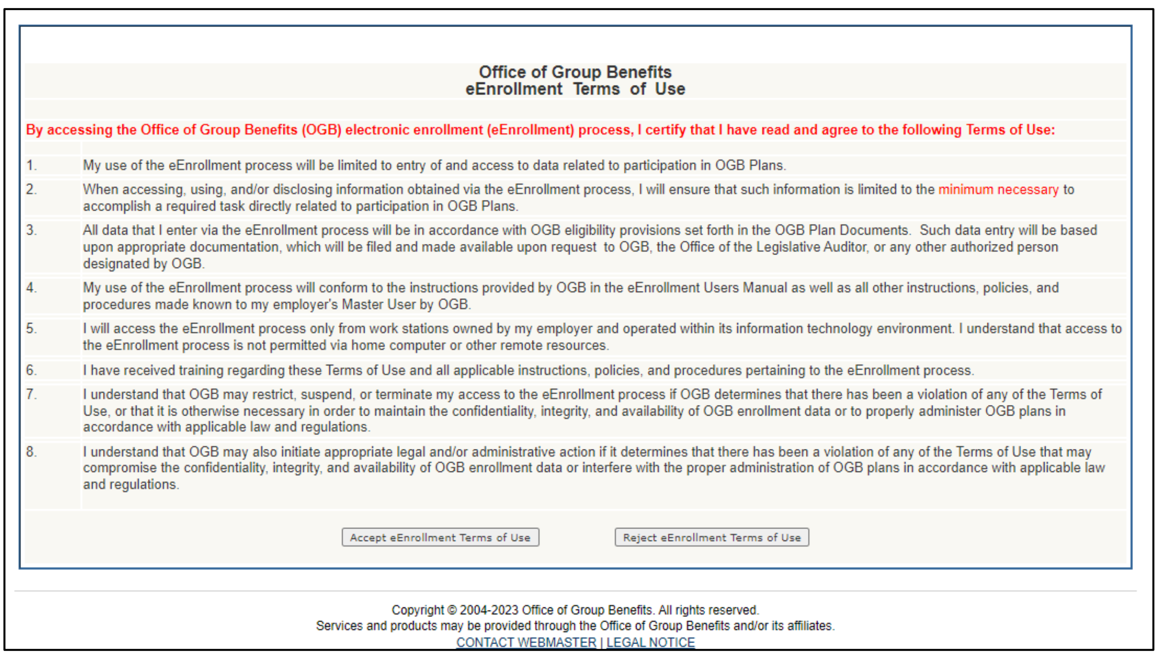
Participating agencies have some responsibilities that must be met to maintain service and website priviliges. Fill out the forms below to let us know who is responsible for invoicing at your agency and who is primarily responsible for assuring your agency complies with our terms of use.

- Designation of Master User (must be completed annually)
- Designation of Invoicing Contact

For Agency Login and Password Assistance, contact your master user.

- Trouble Accessing Website

5. Click on **Accept eEnrollment Terms of Use.**



Office of Group Benefits
eEnrollment Terms of Use

By accessing the Office of Group Benefits (OGB) electronic enrollment (eEnrollment) process, I certify that I have read and agree to the following Terms of Use:

1. My use of the eEnrollment process will be limited to entry of and access to data related to participation in OGB Plans.
2. When accessing, using, and/or disclosing information obtained via the eEnrollment process, I will ensure that such information is limited to the minimum necessary to accomplish a required task directly related to participation in OGB Plans.
3. All data that I enter via the eEnrollment process will be in accordance with OGB eligibility provisions set forth in the OGB Plan Documents. Such data entry will be based upon appropriate documentation, which will be filed and made available upon request to OGB, the Office of the Legislative Auditor, or any other authorized person designated by OGB.
4. My use of the eEnrollment process will conform to the instructions provided by OGB in the eEnrollment Users Manual as well as all other instructions, policies, and procedures made known to my employer's Master User by OGB.
5. I will access the eEnrollment process only from work stations owned by my employer and operated within its information technology environment. I understand that access to the eEnrollment process is not permitted via home computer or other remote resources.
6. I have received training regarding these Terms of Use and all applicable instructions, policies, and procedures pertaining to the eEnrollment process.
7. I understand that OGB may restrict, suspend, or terminate my access to the eEnrollment process if OGB determines that there has been a violation of any of the Terms of Use, or that it is otherwise necessary in order to maintain the confidentiality, integrity, and availability of OGB enrollment data or to properly administer OGB plans in accordance with applicable law and regulations.
8. I understand that OGB may also initiate appropriate legal and/or administrative action if it determines that there has been a violation of any of the Terms of Use that may compromise the confidentiality, integrity, and availability of OGB enrollment data or interfere with the proper administration of OGB plans in accordance with applicable law and regulations.

Accept eEnrollment Terms of Use | Reject eEnrollment Terms of Use

User Administration

Each agency has one master user account assigned by OGB. The master user account is in the format agency number + AGY. For example, if your agency number is 1000 your master user account would be 1000AGY. If the master user forgets their password they should contact the eEnrollment helpdesk.

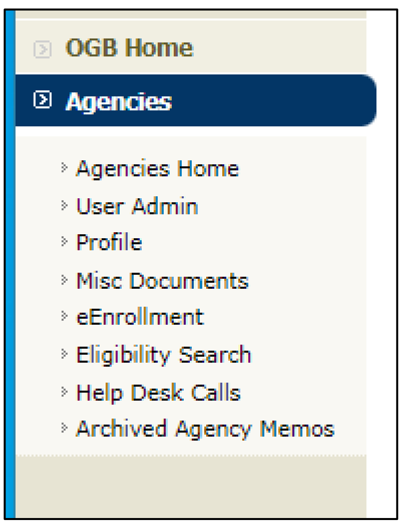
The master user has the ability to add up to 40 sub-users. The master user is responsible for maintaining these accounts, including resetting their passwords and ensuring accounts are deleted when an employee is terminated.

Due to HIPPA restrictions, sub-users cannot update their own enrollment account or the enrollment account of any other sub-user. Only the master user, assigned by OGB, can edit the enrollment of these employees.

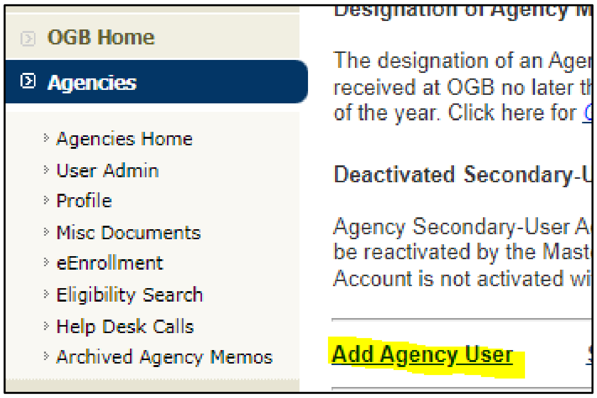
All user administration actions are performed under the master user account.

Adding a sub-user:

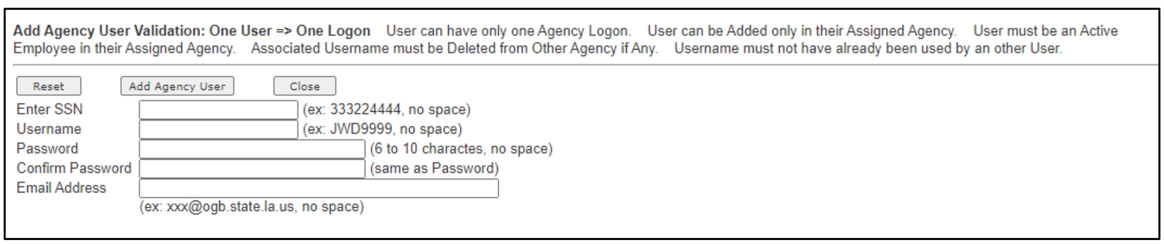
1. Click on **User Admin**



2. Click **Add Agency User**



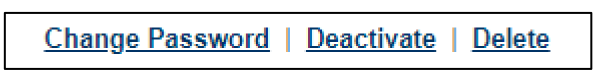
3. Enter the employee's demographics to set up the user privileges.
    a. Enter the employee's SSN (this is necessary for the HIPAA regulations).
    b. Enter the desired username
    c. Enter the password twice. When the sub-user logs in for the first time they will be prompted to change the password.
    d. Click **Add Agency User**.



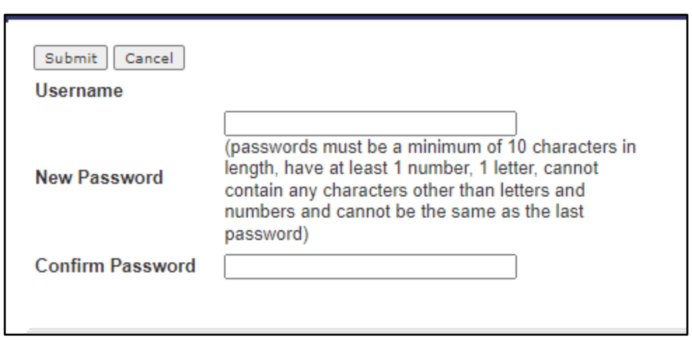
4. You will have the option to create another user or close the screen.

Resetting a Sub-User's Password:

1. Click **Change Password** next to the user's name.



2. Enter the new password twice. The first time the user logs in with this password it will expire and they will be prompted to create a new one.



(Note: The password must be a minimum of 10 characters in length, have at least 1 number, 1 letter, cannot contain any characters other than letters and numbers and cannot be the same as the last password)

3. Click **Submit**. This will be displayed after the password is successfully changed.

Password has been successfully changed!

Please click on the 'OGB Homepage' button below to navigate to the OGB Website. Use your username and password to login.

OGB Homepage | Close

Activate/Deactivate a User:
In order for a user to login into the website they must be activated. Deactivated users still have a username and password, but they cannot login. You should deactivate any user who will use the website in the future, but is not currently using the website.

1. Click **Deactivate** or **Activate** next to the user's name.

Please DELETE Users No Longer Assigned to Agency

Change Password | Deactivate | Delete
Change Password | Deactivate | Delete
Change Password | Activate | Delete
Change Password | Deactivate | Delete
Change Password | Deactivate | Delete

2. If you wish to activate a deactivated account, click **Activate**.

Activate | Cancel

Username

3. This message indicates you were successful: *"Account for USERNAME has been successfully activated"*.

Delete a User:

1. Click **Delete** next to the user's name.

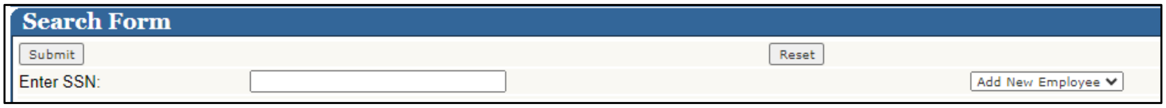
Please DELETE Users No Longer Assigned to Agency

Change Password | Deactivate | Delete
Change Password | Deactivate | Delete
Change Password | Activate | Delete
Change Password | Deactivate | Delete
Change Password | Deactivate | Delete

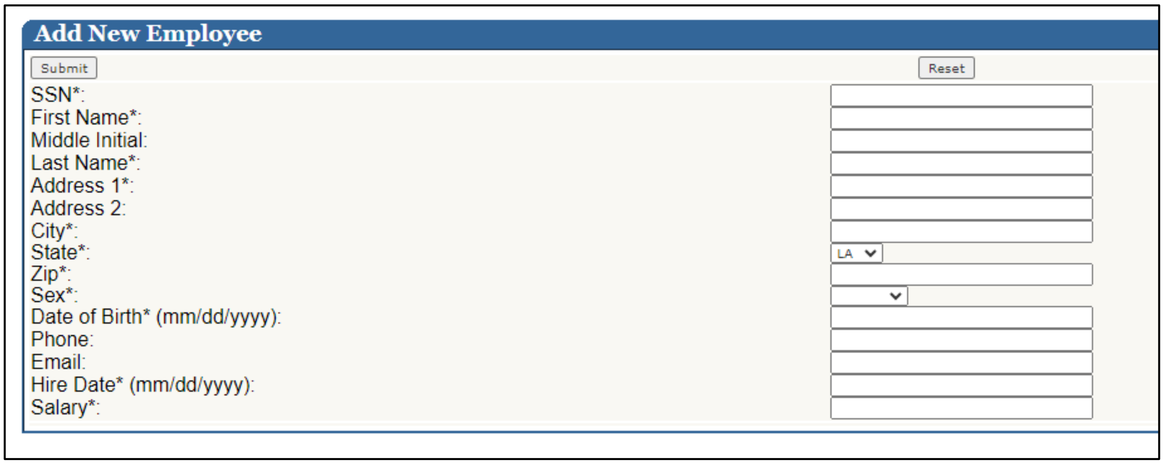
2. Click **Delete**.
3. This message indicates you were successful: *"Account for USERNAME has been successfully deleted"*.

Adding a New Employee

1. Select **Add New Employee** from the drop down menu in the Search Form field and click **Submit**.



2. The Add New Employee screen will populate.

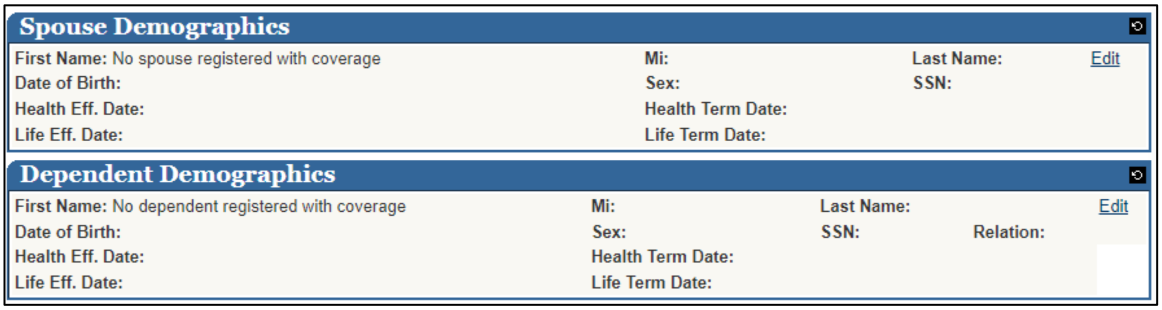


3. Enter the employee's demographics and click **Submit**.

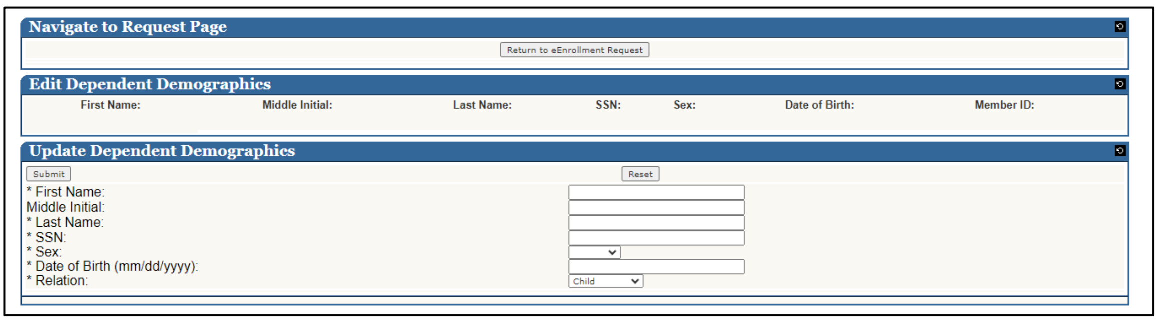
Adding Spouse and Dependents

Supporting Documentation must be submitted to OGB for dependent verification.

1. Select the **edit** button for spouse/dependent demographics.

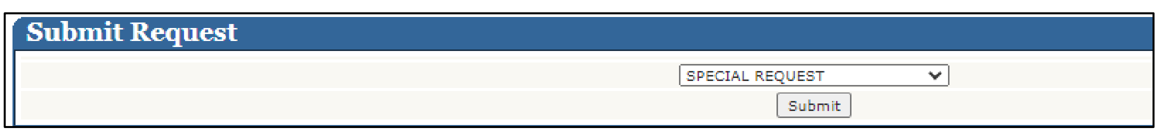


2. Enter the demographics for the spouse/dependent and click **Submit** (it will show the name of the dependent written in RED).

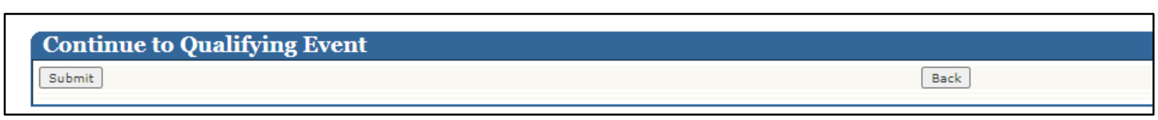


3. Click **Return to Enrollment Request**.

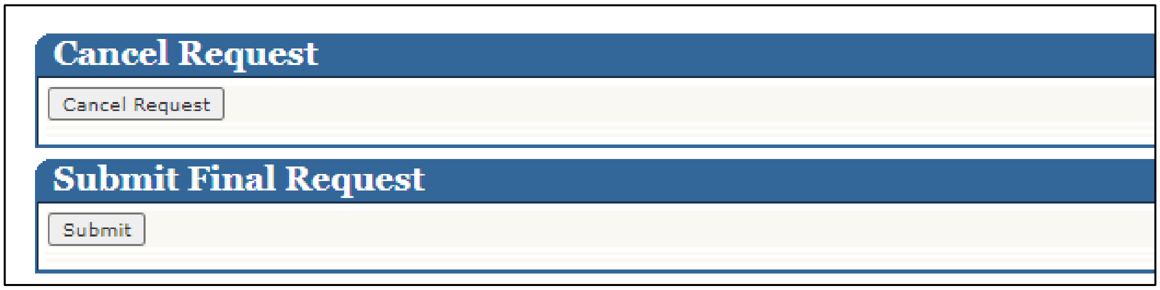
4. Click the **Submit** button that shows under the Special Request.



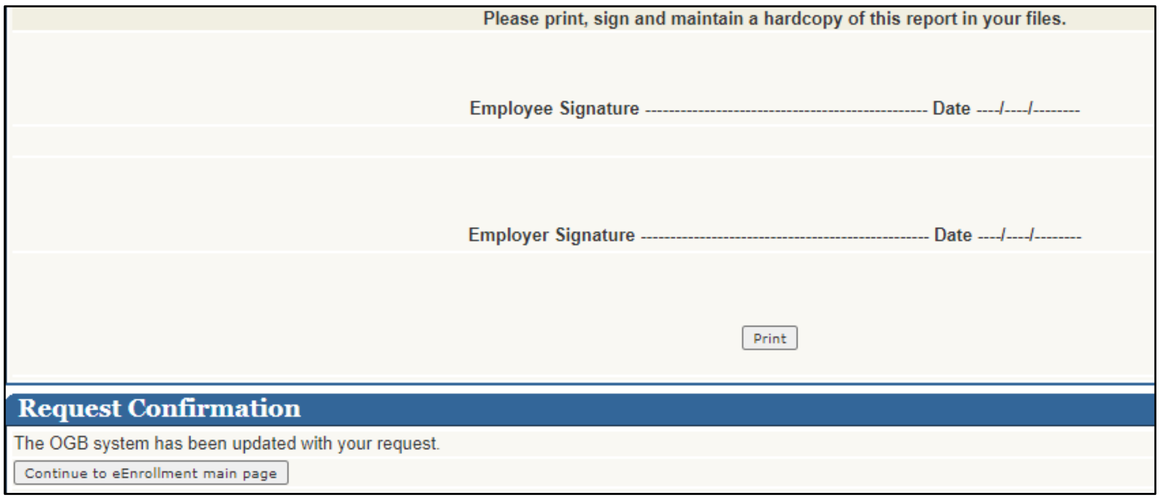
5. Continue to Qualifying Event Do not enter a Qualifying Event, you only need to click the **Submit** button.



6. Click **Submit** under Submit Final Request. This will give you the confirmation page to show the dependent has been added to the file for your employee.

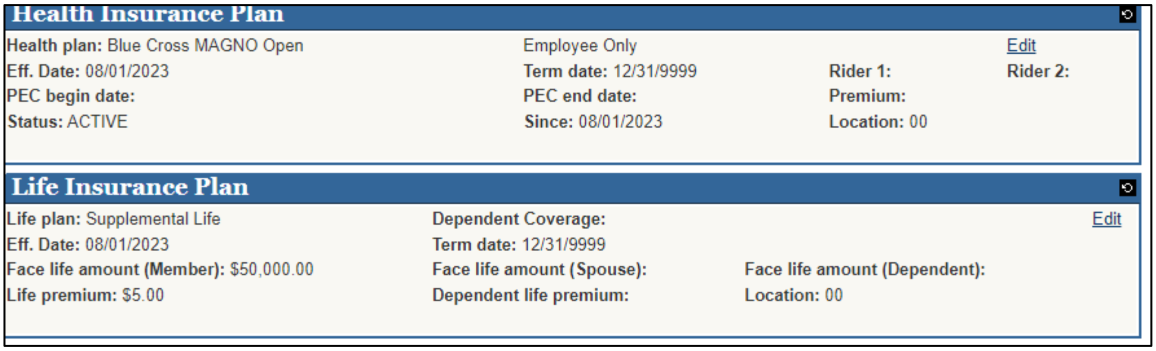


7. The final page will show the Confirmation Message. Click on **Continue to eEnrollment main page.**

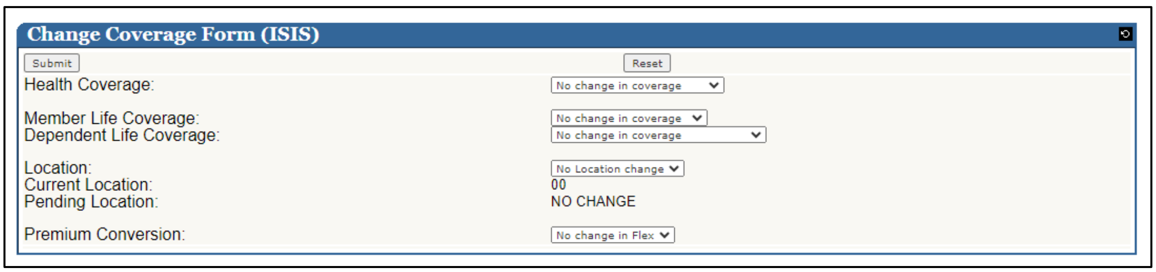


Cancel an Employee's Coverage

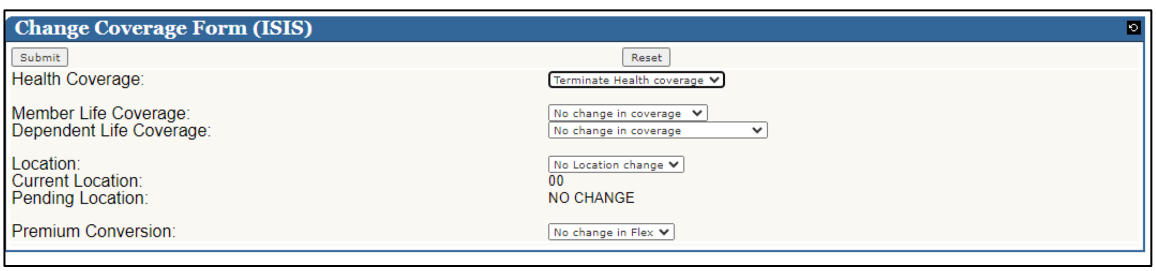
1. To cancel coverage on an employee, click **Edit** next to the coverage you need to cancel.



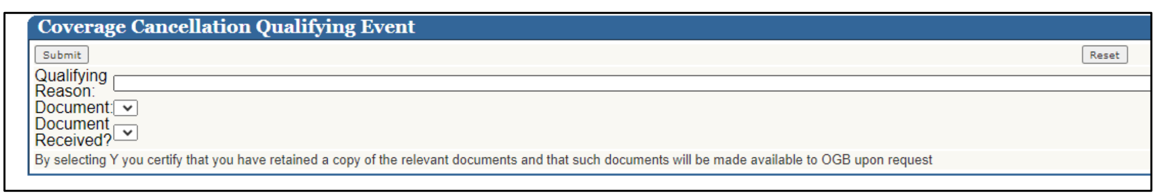
2. The Change Coverage Form will populate.



3. Select Terminate Health/Life/Dependent Life Coverage from the drop down lists and click **Submit.**



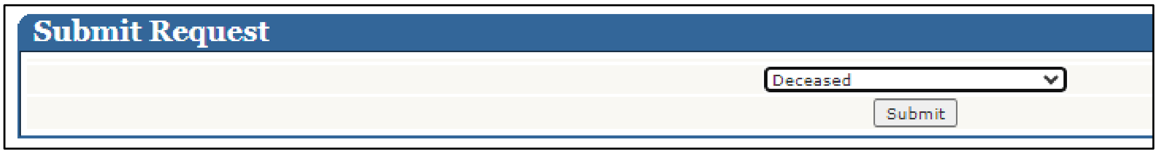
4. Next select the QLE reason on the Coverage Cancellation Qualifying Event page and click **Submit.**



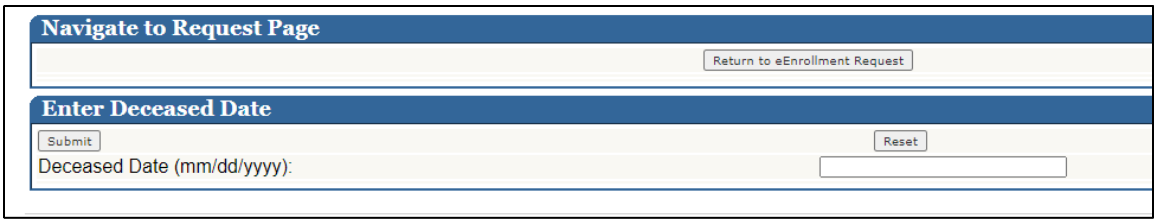
Note: Cancellation of coverage will be shown in RED

Enter a Death

1. Select Deceased from the Special Request drop down list and click **Submit**.



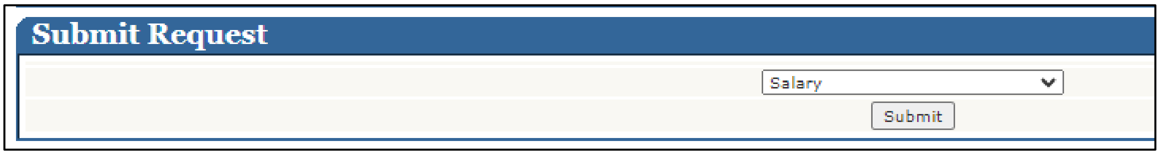
2. Enter the deceased date and click **Submit**.



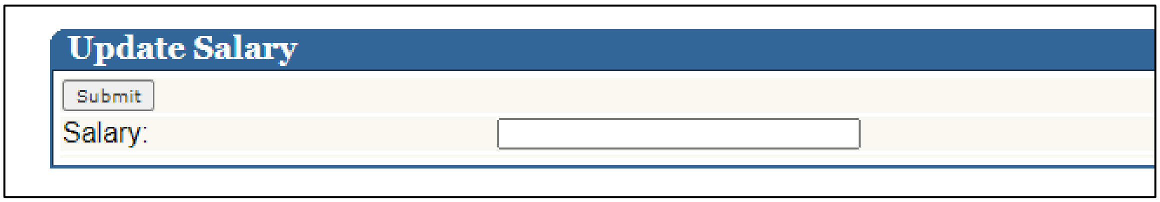
3. Click **Continue to eEnrollment main page**

Entering a Salary Change

1. Select Salary from the Special Request drop down list and click **Submit**.



2. Enter the updated salary and click **Submit**.



3. Click **Continue to eEnrollment main page**.

Transfer an Employee

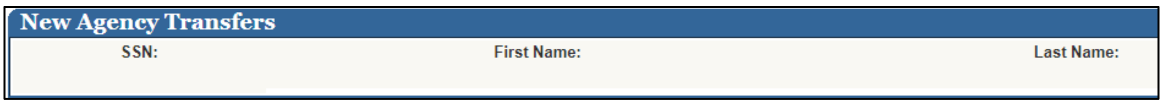
Losing Agency

1. Enter the employee's SSN and select <u>Transfer Employee</u> from the drop down list. Click **Submit**.

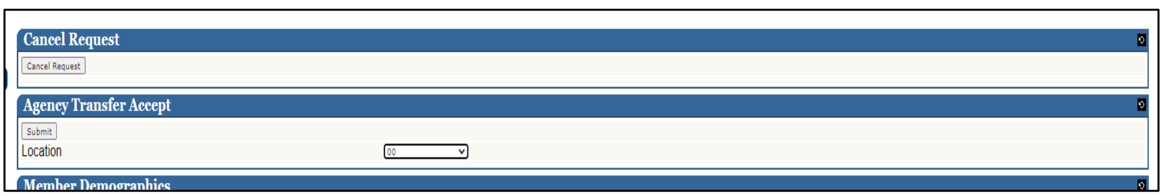
2. Select the agency the employee is moving to from the drop down list. Click **Submit**.

Gaining Agency

1. Locate the member under <u>New Agency Transfers</u>. Click on the request number next to the employee who is being transferred into your agency.



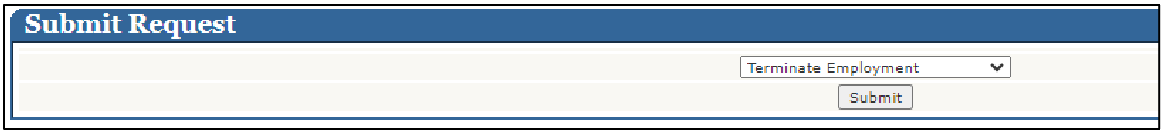
2. Under <u>Agency Transfer Accept</u>, select the Location and click **Submit**. You will receive a Request Confirmation page.



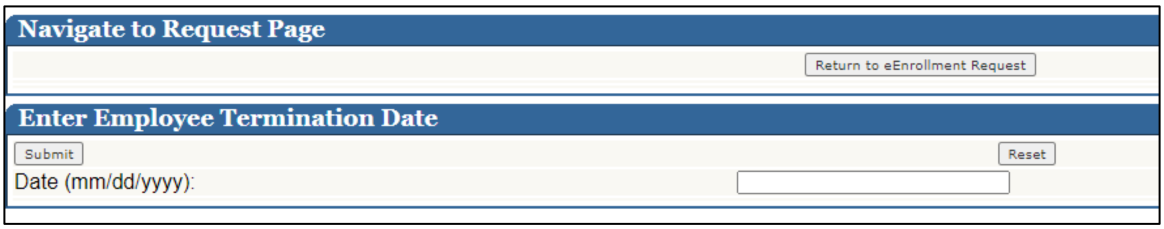
3. Click **Continue to eEnrollment main page**.

Terminate an Employee

1. Select <u>Terminate Employment</u> from the Special Request drop down list and click **Submit**.



2. Enter the date of termination and click **Submit.**



View a New Hire

1. Click the employee’s name in the New Hire(s) field.

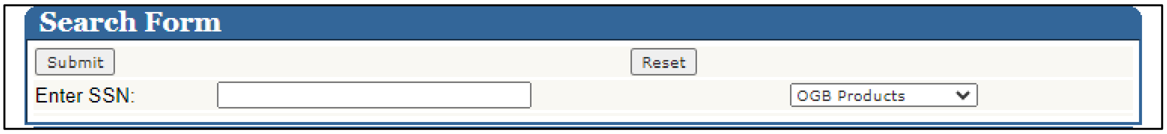
New Hire(s)

SSN	Name	Agency #

2. The employee’s information will now be displayed.

View a Member

1. Enter the employee's SSN in the Search Form Field. Select OGB Products from the drop down list and click **Submit**.



2. The employee's information will now be displayed.

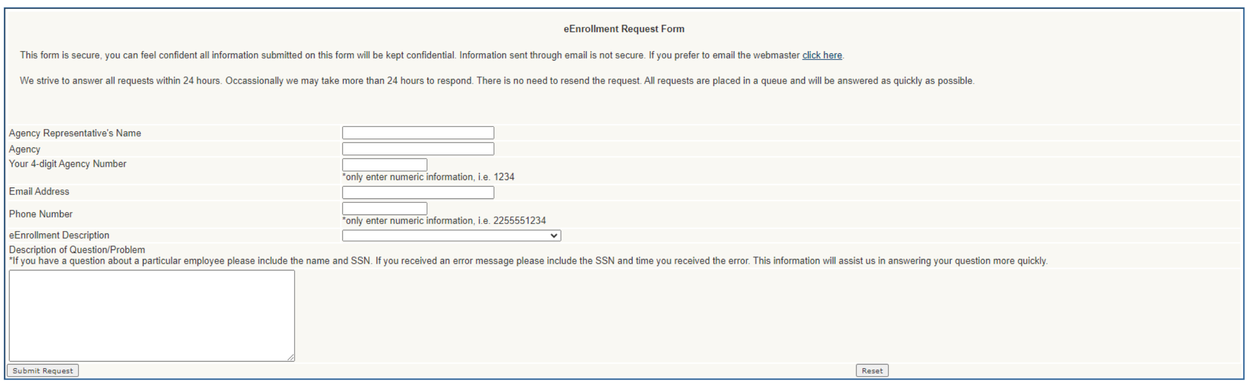
How do I get Help?

Submit an eEnrollment request form. This is the preferred method of contact with eEnrollment Helpdesk.

a) Click **eEnrollment Request Form** at the top of the main eEnrollment page.
b) Fill out your agency's information and a detail explanation of your problem. Please fill out a separate request for each employee/problem.
c) Once your ticket has been assigned to a member of the eEnrollment Helpdesk you will be notified via email.
d) Once your ticket has been resolved, notification will be through email or phone.

Requests will immediately be sent to our Helpdesk and will be answered through email once your ticket has been assigned to a member of our team.

<u>EEnrollment Request Form</u>


eEnrollment Request Form

This form is secure, you can feel confident all information submitted on this form will be kept confidential. Information sent through email is not secure. If you prefer to email the webmaster click here.

We strive to answer all requests within 24 hours. Occassionally we may take more than 24 hours to respond. There is no need to resend the request. All requests are placed in a queue and will be answered as quickly as possible.

Agency Representative's Name

Agency

Your 4-digit Agency Number
*only enter numeric information, i.e. 1234

Email Address

Phone Number
*only enter numeric information, i.e. 2255551234

eEnrollment Description

Description of Question/Problem
*If you have a question about a particular employee please include the name and SSN. If you received an error message please include the SSN and time you received the error. This information will assist us in answering your question more quickly.

Submit Request

Reset

Lagniappe

OGB would like to remind HR personnel of the importance of submitting enrollment and eligibility documents to the appropriate OGB Department. This procedure is in place to ensure documents are received and processed by the appropriate department in a timely fashion.

When submitting GB-01 and eligibility documents, please use the dedicated emails address for agency use only: OGB.Help@la.gov. This is the only email that should be used for document/ information submissions. You may continue to use the eligibility fax line (225) 342-9917; however, submission by email is preferred. DO NOT SEND DOCUMENTS AND REQUEST FOR ASSISTANCE DIRECTLY TO OGB STAFF MEMBERS. Proper procedures MUST be followed to assure documents are processed timely and correctly.

For **Flexible Spending Accounts (FSA)** enrollments, document submission and/or questions, please use FlexibleSpendingAccounts@la.gov. For terms, resignation, retirees, who have FSA, send:

- First and last name
- Effective date of term
- Last 4 digits of SSN
- Agency number

For **Health Savings Accounts (HSA)** enrollments, document submission and/or questions, please use HealthSavingsAccounts@la.gov.

For **COBRA** enrollment, document submission and/or questions, please use COBRA@la.gov.

For **Prudential Life Insurance** questions, please use PrudentialLifeIns@la.gov.

For **LA GOV Statewide Products** questions, please use Statewideproducts@la.gov.

Anything sent to one of the above email addresses that is not related to that particular product or service **will not** be processed.

***Master User Designation** form should be completed yearly to avoided agency lockout. The form should be submitted to OGB.Help@la.gov.

***Transfer Zone** can only work if the agency transfer is from a NON-LA GOV agency to another NON-LA GOV agency. Submit an enrollment request to remove employees from the transfer zone.

***Participation Request** should be sent to OGB.Help@la.gov prior to retirement. The Participation Research Form (GB-07) should only be used for discrepancies and research.

***Invoice Liaisons** are assigned to each agency to assist with invoice inquiries. You can contact eEnrollment Helpdesk to request contact information for your agency assigned liaison.

***Miscellaneous Documents** provides reporting and invoicing spreadsheets that are beneficial to your agency. Be sure check them periodically.

We are dedicated to serving you and appreciate the opportunity to do so.

Please contact the HR Helpdesk with any questions at (844) 860-0307.