

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.

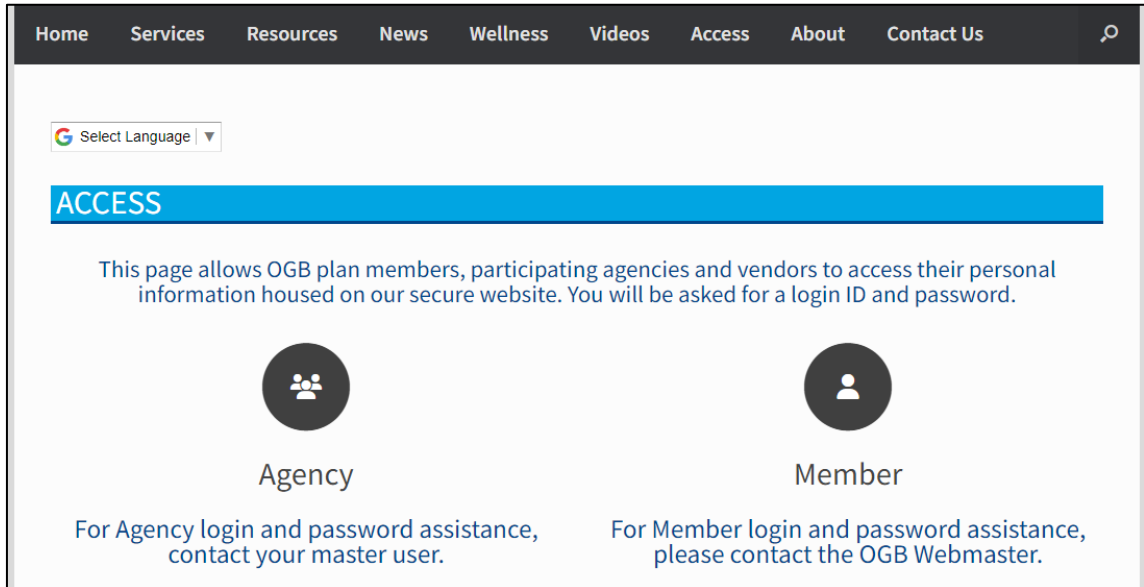
eEnrollment.Helpdesk@la.gov

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

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

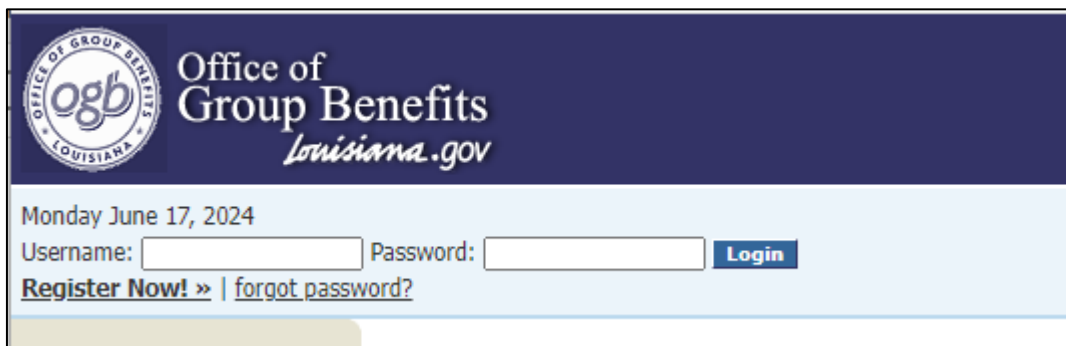
Logging In

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



The screenshot shows the 'ACCESS' page of the Office of Group Benefits website. At the top is a navigation bar with links: Home, Services, Resources, News, Wellness, Videos, Access, About, and Contact Us. Below the navigation bar is a 'Select Language' dropdown menu. The main heading is 'ACCESS' in a blue box. Below this, a paragraph states: 'This page allows OGB plan members, participating agencies and vendors to access their personal information housed on our secure website. You will be asked for a login ID and password.' There are two main options: 'Agency' and 'Member'. Each option has a circular icon with a person symbol. Under 'Agency', it says 'For Agency login and password assistance, contact your master user.' Under 'Member', it says 'For Member login and password assistance, please contact the OGB Webmaster.'

3. Enter your Username and Password¹ in the upper left hand corner and click **Login**.



The screenshot shows the login page of the Office of Group Benefits website. At the top is a dark blue header with the OGB logo and the text 'Office of Group Benefits Louisiana.gov'. Below the header, the date 'Monday June 17, 2024' is displayed. The login section has two input fields: 'Username:' and 'Password:'. To the right of the password field is a blue 'Login' button. Below the input fields are two links: 'Register Now! »' and 'forgot password?'.

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**.

The screenshot shows the 'Agencies' page of the Office of Group Benefits. On the left, a sidebar contains a list of links: 'Agencies Home', 'User Admin', 'Profile', 'Misc Documents', 'eEnrollment' (highlighted in yellow), 'Eligibility Search', 'Help Desk Calls', and 'Archived Agency Memos'. The main content area is titled 'Agency Resources' and includes a paragraph about the importance of understanding benefits. Below this, there are two sections: 'Frequently Accessed Materials' with a list of links such as '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', and 'GASB Agency Monthly Report File Layout'; and 'Your Responsibilities' with links for 'Designation of Master User' and 'Designation of Invoicing Contact'. At the bottom, it states 'For Agency Login and Password Assistance, contact your master user.' and provides a link for 'Trouble Accessing Website'.

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

The screenshot shows the 'eEnrollment Terms of Use' page. At the top, it says 'Office of Group Benefits eEnrollment Terms of Use'. Below this, a red text line states: '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:'. This is followed by a list of eight terms. At the bottom of the list, there are two buttons: 'Accept eEnrollment Terms of Use' (highlighted with a red border) and 'Reject eEnrollment Terms of Use'. At the very bottom of the page, there is a copyright notice: 'Copyright © 2004-2023 Office of Group Benefits. All rights reserved. Services and products may be provided through the Office of Group Benefits and/or its affiliates. CONTACT WEBMASTER | LEGAL NOTICE'.

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.

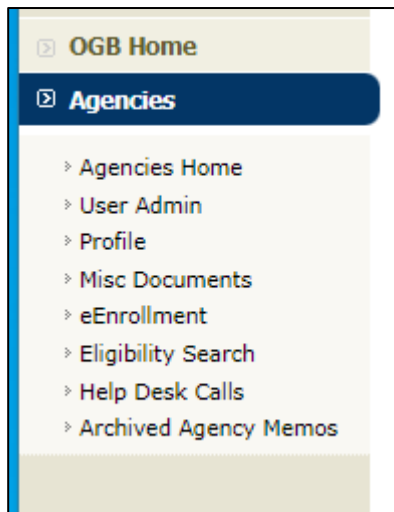
The master user has the ability to add up to 40 sub-users. The master user is responsible for maintaining these accounts, including resetting their passwords and ensuring accounts are deleted when an employee is terminated.

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**

The screenshot shows the OGB Home page. On the left, there is a navigation menu with the following items: OGB Home, Agencies, Agencies Home, User Admin, Profile, Misc Documents, eEnrollment, Eligibility Search, Help Desk Calls, and Archived Agency Memos. The 'Agencies' menu item is highlighted. On the right, there is a section titled 'Designation of Agency User' with text explaining the designation process. Below this, there is a section titled 'Deactivated Secondary-User' with text explaining the reactivation process. At the bottom of the right section, there is a button labeled 'Add Agency User'.

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

The screenshot shows a dialog box titled 'Add Agency User Validation: One User => One Logon'. The text inside the dialog box states: 'User can have only one Agency Logon. User can be Added only in their Assigned Agency. User must be an Active Employee in their Assigned Agency. Associated Username must be Deleted from Other Agency if Any. Username must not have already been used by an other User.' Below the text, there are input fields for 'Enter SSN', 'Username', 'Password', 'Confirm Password', and 'Email Address'. Each field has a corresponding label and a hint text. The 'Add Agency User' button is highlighted.

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.

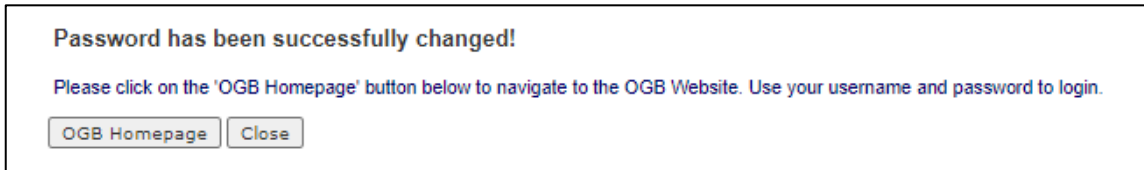
The screenshot shows a user management interface with a table of users. The 'Change Password' button is highlighted next to a user's name.

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.

The screenshot shows a dialog box for resetting a password. It contains input fields for 'Username', 'New Password', and 'Confirm Password'. The 'New Password' field has a hint text: '(passwords 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)'. The 'Submit' and 'Cancel' buttons are at the top.

(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.



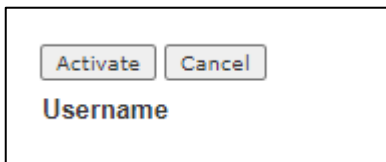
Activate/Deactivate a User:

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.



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



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.



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

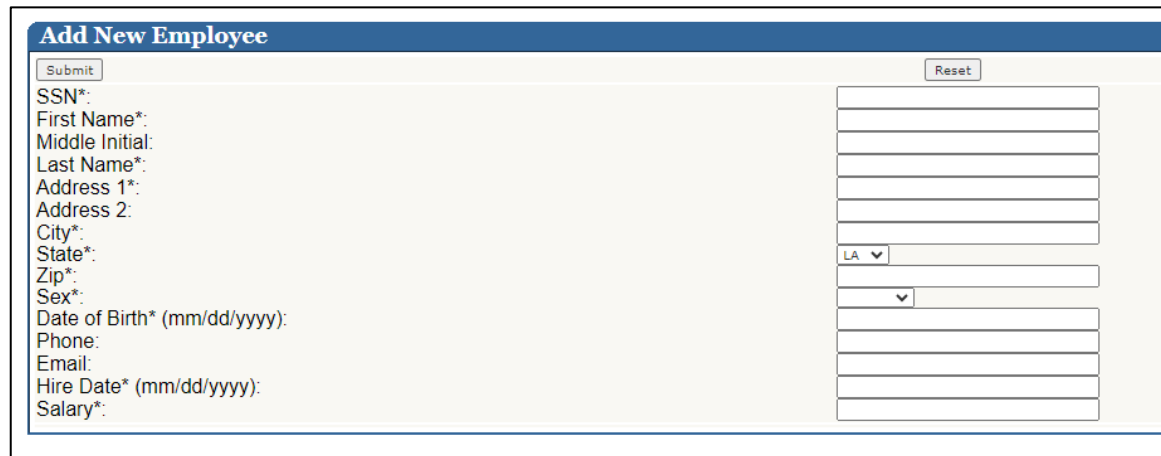
Adding a New Employee

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



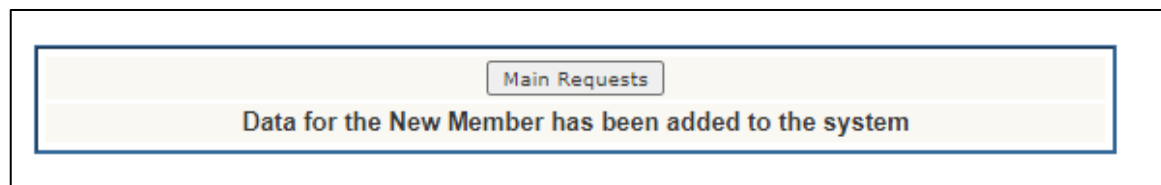
The screenshot shows a web form titled "Search Form" with a blue header. Below the header, there is a "Submit" button on the left and a "Reset" button on the right. In the center, there is a text input field labeled "Enter SSN:". On the far right, there is a dropdown menu labeled "Add New Employee" with a downward arrow.

2. The Add New Employee screen will populate.



The screenshot shows a web form titled "Add New Employee" with a blue header. Below the header, there is a "Submit" button on the left and a "Reset" button on the right. The form contains several input fields: "SSN*", "First Name*", "Middle Initial:", "Last Name*", "Address 1*", "Address 2:", "City*", "State*" (with a dropdown menu showing "LA"), "Zip*", "Sex*" (with a dropdown menu), "Date of Birth* (mm/dd/yyyy)", "Phone:", "Email:", "Hire Date* (mm/dd/yyyy)", and "Salary*".

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



The screenshot shows a confirmation message box with a blue border. At the top, there is a button labeled "Main Requests". Below the button, the text reads: "Data for the New Member has been added to the system".

Adding Spouse and Dependents

Supporting Documentation must be submitted to OGB for dependent verification.

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

Spouse Demographics			
First Name: No spouse registered with coverage	Mi:	Last Name:	Edit
Date of Birth:	Sex:	SSN:	
Health Eff. Date:	Health Term Date:		
Life Eff. Date:	Life Term Date:		

Dependent Demographics			
First Name: No dependent registered with coverage	Mi:	Last Name:	Edit
Date of Birth:	Sex:	SSN:	Relation:
Health Eff. Date:	Health Term Date:		
Life Eff. Date:	Life Term Date:		

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

Navigate to Request Page						
Return to eEnrollment Request						

Edit Dependent Demographics						
First Name:	Middle Initial:	Last Name:	SSN:	Sex:	Date of Birth:	Member ID:

Update Dependent Demographics	
Submit	Reset
* First Name:	
* Middle Initial:	
* Last Name:	
* SSN:	
* Sex:	
* Date of Birth (mm/dd/yyyy):	
* Relation:	

3. Click **Return to Enrollment Request**.
4. Click the **Submit** button that shows under the Special Request.

Submit Request
SPECIAL REQUEST Submit

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

Continue to Qualifying Event
Submit Back

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.

Cancel Request
Cancel Request
Submit Final Request
Submit

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

Please print, sign and maintain a hardcopy of this report in your files.
Employee Signature ----- Date ---/---/-----
Employer Signature ----- Date ---/---/-----
Print
Request Confirmation
The OGB system has been updated with your request.
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.

Health Insurance Plan			
Health plan: Blue Cross MAGNO Open	Employee Only	Edit	
Eff. Date: 08/01/2023	Term date: 12/31/9999	Rider 1:	Rider 2:
PEC begin date:	PEC end date:	Premium:	
Status: ACTIVE	Since: 08/01/2023	Location: 00	

Life Insurance Plan		
Life plan: Supplemental Life	Dependent Coverage:	Edit
Eff. Date: 08/01/2023	Term date: 12/31/9999	
Face life amount (Member): \$50,000.00	Face life amount (Spouse):	Face life amount (Dependent):
Life premium: \$5.00	Dependent life premium:	Location: 00

2. The Change Coverage Form will populate.

Change Coverage Form (ISIS)	
Submit	Reset
Health Coverage:	No change in coverage ▼
Member Life Coverage:	No change in coverage ▼
Dependent Life Coverage:	No change in coverage ▼
Location:	No Location change ▼
Current Location:	00
Pending Location:	NO CHANGE
Premium Conversion:	No change in Flex ▼

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

Change Coverage Form (ISIS)	
Submit	Reset
Health Coverage:	Terminate Health coverage ▼
Member Life Coverage:	No change in coverage ▼
Dependent Life Coverage:	No change in coverage ▼
Location:	No Location change ▼
Current Location:	00
Pending Location:	NO CHANGE
Premium Conversion:	No change in Flex ▼

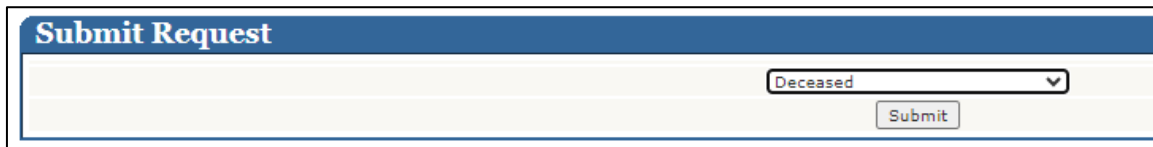
4. Next select the QLE reason on the Coverage Cancellation Qualifying Event page and click **Submit**.

Coverage Cancellation Qualifying Event	
Submit	Reset
Qualifying Reason:	
Document:	▼
Document Received?	▼
By selecting Y you certify that you have retained a copy of the relevant documents and that such documents will be made available to OGB upon request	

Note: Cancellation of coverage will be shown in RED

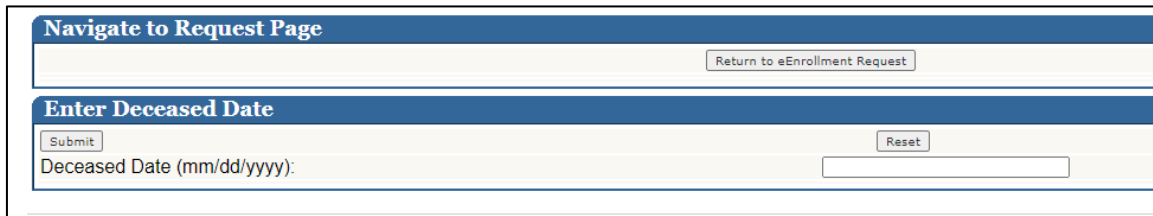
Enter a Death

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



The screenshot shows a web form titled "Submit Request" in a blue header. Below the header is a light beige area containing a dropdown menu with "Deceased" selected and a "Submit" button.

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

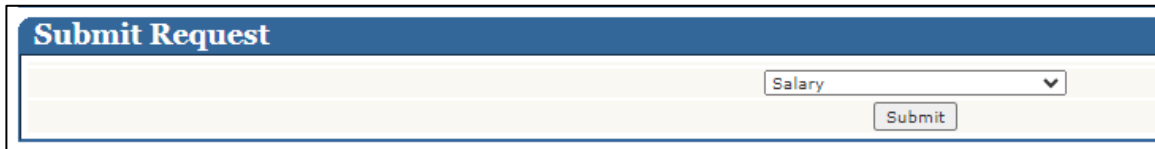


The screenshot shows a web form with two sections. The top section, "Navigate to Request Page", has a "Return to eEnrollment Request" button. The bottom section, "Enter Deceased Date", contains a "Submit" button, a "Reset" button, and a text input field labeled "Deceased Date (mm/dd/yyyy):".

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

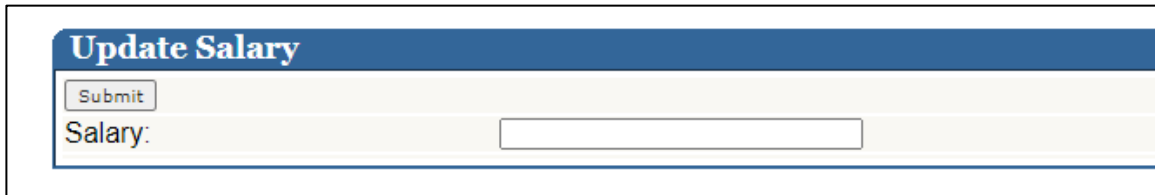
Entering a Salary Change

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



The screenshot shows a web form titled "Submit Request" in a blue header bar. Below the header, there is a light beige background area. On the right side of this area, there is a dropdown menu with "Salary" selected and a downward arrow. Below the dropdown menu is a "Submit" button.

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



The screenshot shows a web form titled "Update Salary" in a blue header bar. Below the header, there is a light beige background area. On the left side of this area, there is a "Submit" button. To the right of the button, the text "Salary:" is followed by a text input field.

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

Transfer an Employee

Losing Agency

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

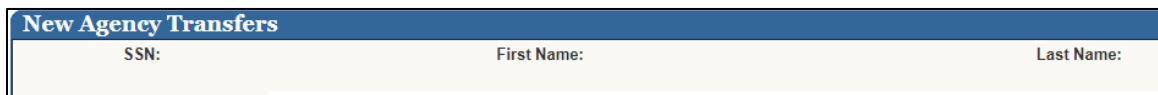


The screenshot shows a web form titled "Search Form" with a blue header. Below the header, there is a "Submit" button on the left and a "Reset" button on the right. In the center, there is a text input field labeled "Enter SSN:". To the right of the input field, there is a dropdown menu currently showing "Transfer Employee".

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

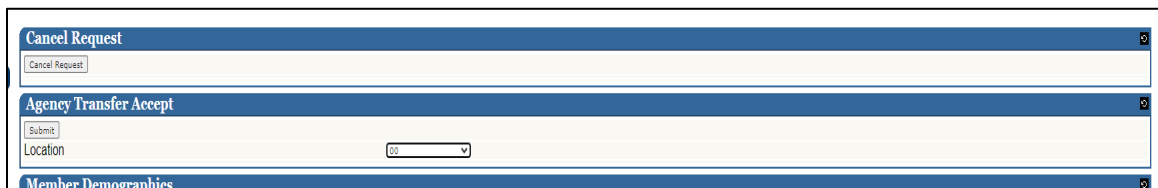
Gaining Agency

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



The screenshot shows a table titled "New Agency Transfers" with a blue header. The table has three columns: "SSN:", "First Name:", and "Last Name:". The table body is currently empty.

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



The screenshot shows a web form titled "Agency Transfer Accept" with a blue header. Below the header, there is a "Submit" button on the left and a "Location" dropdown menu on the right. Below the "Location" dropdown, there is a "Member Demographics" section with a blue header and a "Cancel Request" button on the left.

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

Terminate an Employee

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

Submit Request	
	Terminate Employment ▼
Submit	

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

Navigate to Request Page	
Return to eEnrollment Request	
Enter Employee Termination Date	
Submit	Reset
Date (mm/dd/yyyy):	

View a New Hire

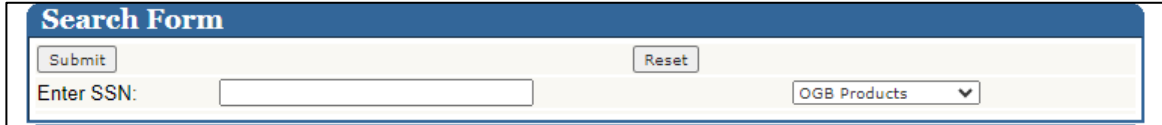
1. Click the employee's name in the New Hire(s) field.

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**.



The image shows a web form titled "Search Form" with a blue header. Below the header, there are two buttons: "Submit" on the left and "Reset" on the right. Under the "Submit" button, the text "Enter SSN:" is followed by a text input field. To the right of the input field is a dropdown menu currently showing "OGB Products" with a downward arrow.

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

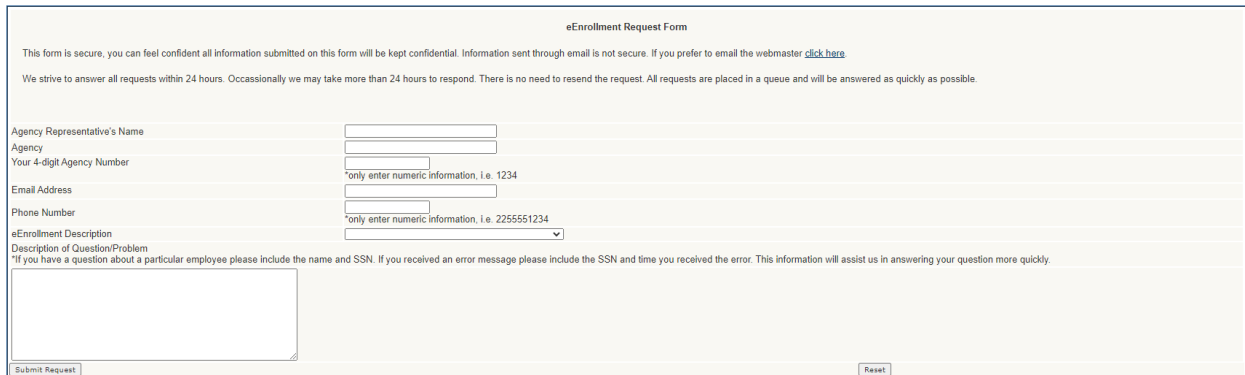
How do I get Help?

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.

EEnrollment Request Form



The screenshot shows the 'eEnrollment Request Form' interface. At the top, it states '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](#).' Below this, it says 'We strive to answer all requests within 24 hours. Occasionally 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.'

The form fields are as follows:

- Agency Representative's Name: Text input field.
- Agency: Text input field.
- Your 4-digit Agency Number: Text input field with a note '*only enter numeric information, i.e. 1234'.
- Email Address: Text input field.
- Phone Number: Text input field with a note '*only enter numeric information, i.e. 2255551234'.
- eEnrollment Description: A large text area for the description of the question/problem.

Below the description field, there is a note: '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.'

At the bottom of the form, there are two buttons: 'Submit Request' and '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 avoid 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.