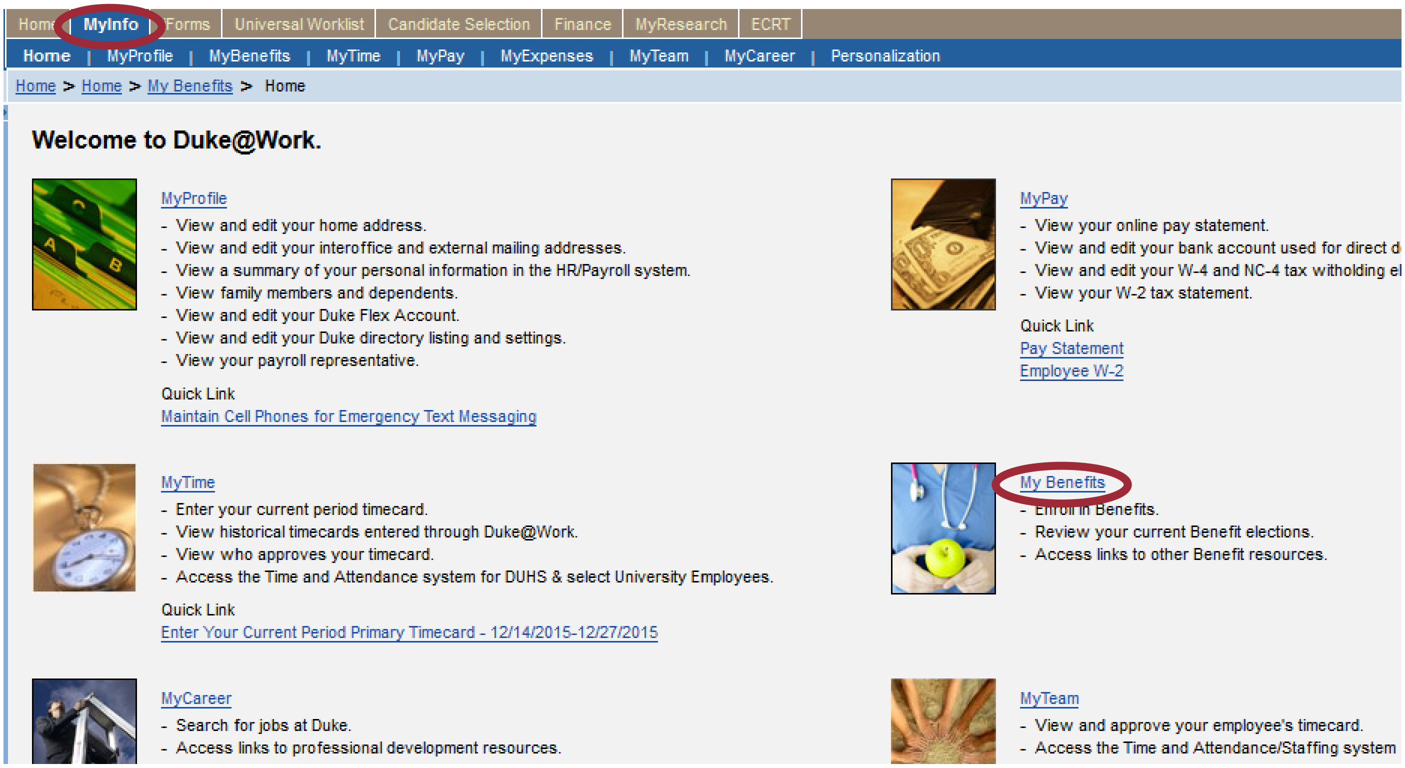
Qualifying Life Events
Online Enrollment Guide

You or a covered dependent LOST group insurance coverage
(coverage must not be a student or individual policy)

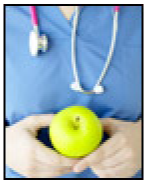
Where do I go to request a change related to a losing group health insurance?



Go to the Duke@Work employee self-service portal found at work.duke.edu and log in with your NetID and password. Make sure pop-ups are enabled.

How do I request changes to my current benefits coverage?

Click on the “MyInfo” tab, then the My Benefits link.



Your Benefit Plans

Benefit Plan Overview

View a list of plans in which you are currently enrolled.

How Do I Enroll in my Benefits?

When Can I Make Benefit Changes?

Manage Your Benefits

Qualifying Life Event Enrollment

Enroll in health coverage if you've had a life change that makes you eligible (birth, marriage, divorce, etc.).

Retirement Manager

Next, click on the "Qualifying Life Event Enrollment" link. The Qualifying Life Event Enrollment Form will launch in a new window.

Quailfying Life Event Enrollment Form

Employee Details

Employee Name:	DAHLIA FIELDS	DUID:	00671989
Home Address:	1234 TYBALT RD	Email Address:	DAHLIA.FIELDS@DUKE.EDU
City/State/Zip:	RALEIGH NC 27606		
Home Phone:	919-684-5600	Office Phone:	919-684-5600
Payroll Cycle:	MONTHLY		

Description of Qualifying Life Event (QLE)

*QLE: You or a covered dependent LOST group insurance coverage (coverage must not be a student or an individual policy)

QLE Date: 02/15/2016

Click on the drop-down menu to choose the appropriate Qualifying Life Event description; in this case, it is "You or a covered dependent LOST group insurance coverage." You'll also need to indicate the date of your qualifying life event. Most people choose to begin coverage on the first of the month following the date they lost coverage; however, you can choose to begin coverage on the date you or your dependent lost coverage.

Next, click on the "Add" button to add your new dependent.

Manage Your Dependents and Benefit Plans

Enter new dependent information here. Add a row for each new dependent.

Add

Add information about your dependent to the line below the “Add” button. First, you’ll need to indicate the relationship of your new dependent.

Search: Relationship

Dependent Type
Spouse
Same Sex Partner
Child of Same Sex Partner
Child

Manage Your Dependents and Benefit Plans

Enter new dependent information here. Add a row for each new dependent.

Add

*Relationship	*First Name	*Last Name	Title	SSN	*Date of Birth	*Gender
Spouse	GREGORY	FIELDS		999-99-9999	06/14/1976	Male

(* See the health tabs below for current dependents enrollment status)

In this example, Dahlia’s spouse, Gregory, lost coverage through his employer and needs to be added to Dahlia’s Duke coverage. First, Dahlia indicates that Gregory is her spouse by selecting that option from the relationship drop-down menu. Next, she provides his first name, last name, title (like Sr., Jr., etc. if applicable), Social Security Number, date of birth, and gender.

Dahlia has now added Gregory to her list of dependents.

Below the list of new dependents, you’ll see the monthly cost of your current Benefits selections. Just below, you’ll see the new monthly cost of your Benefits selections. We have not yet added Hugh to the medical, dental, vision or reimbursement accounts, so the totals are the same.

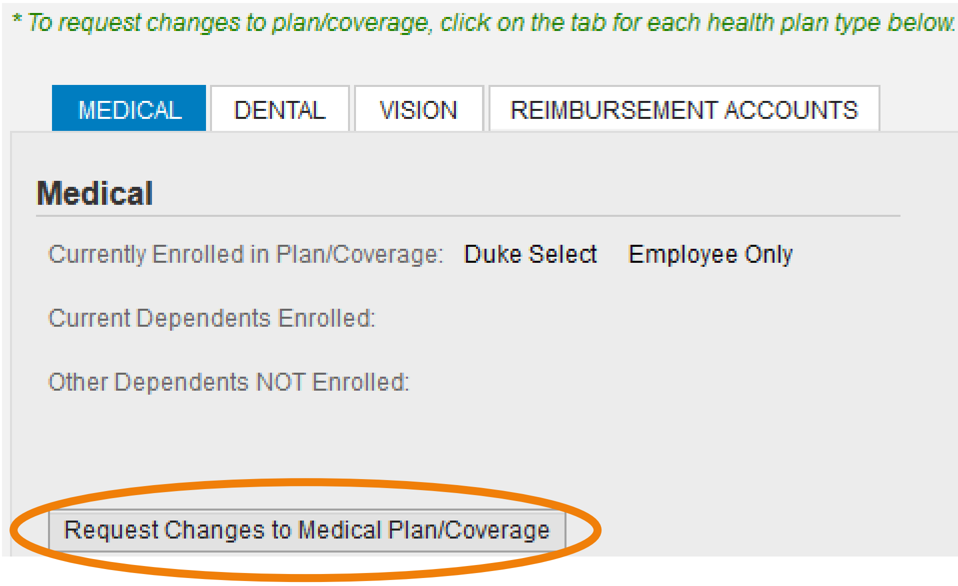
Current Benefits Total Cost Monthly (medical, dental and vision): 126.77

Current Reimbursement Accounts Total Cost Monthly (actual cost may differ based on remaining pay periods in calendar year): 0.00

New Benefits Total Cost Monthly (medical, dental and vision): 126.77

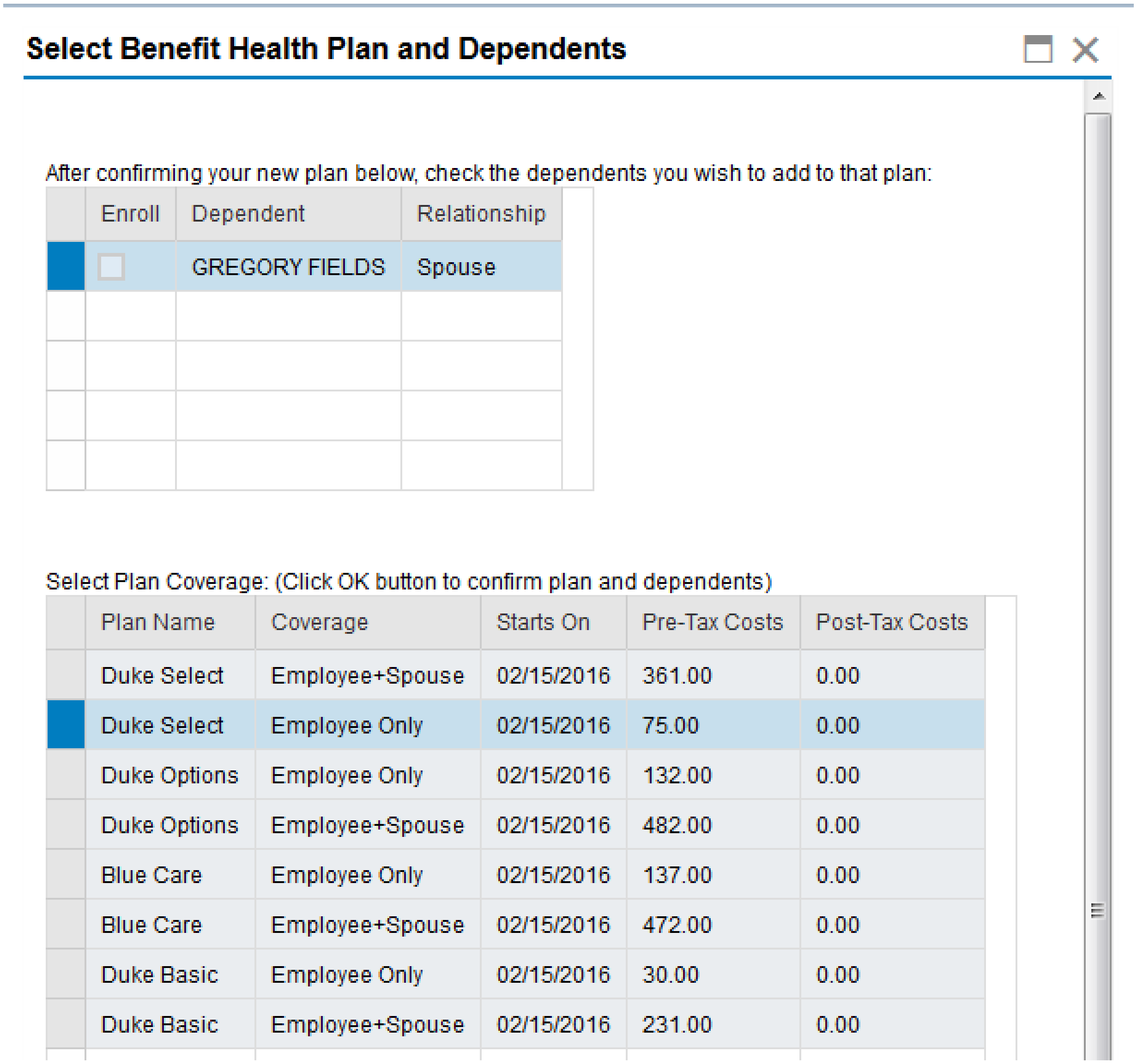
New Reimbursement Accounts Total Cost Monthly (actual cost may differ based on remaining pay periods in calendar year): 0.00

Just below the monthly cost information, you'll see four tabs for each of the four benefits plans you can change.



First, click on the "Request Changes to Medical Plan/Coverage".

A new menu will pop up:



Select Benefit Health Plan and Dependents

After confirming your new plan below, check the dependents you wish to add to that plan:

Enroll	Dependent	Relationship
☐	GREGORY FIELDS	Spouse

Select Plan Coverage: (Click OK button to confirm plan and dependents)

Plan Name	Coverage	Starts On	Pre-Tax Costs	Post-Tax Costs
Duke Select	Employee+Spouse	02/15/2016	361.00	0.00
Duke Select	Employee Only	02/15/2016	75.00	0.00
Duke Options	Employee Only	02/15/2016	132.00	0.00
Duke Options	Employee+Spouse	02/15/2016	482.00	0.00
Blue Care	Employee Only	02/15/2016	137.00	0.00
Blue Care	Employee+Spouse	02/15/2016	472.00	0.00
Duke Basic	Employee Only	02/15/2016	30.00	0.00
Duke Basic	Employee+Spouse	02/15/2016	231.00	0.00

This table shows your current medical plan. To add your new dependent to your coverage, check the box next to the name of your new dependent. In this example, we want to add Gregory Fields.

First, Dahlia clicks on the box to the left of the “Duke Select, Employee + Spouse” row on the table. She can then check the box beside Gregory’s name on the rows above to indicate she wants to add Gregory to her medical coverage.

Select Benefit Health Plan and Dependents

After confirming your new plan below, check the dependents you wish to add to that plan:

Enroll	Dependent	Relationship
☑	GREGORY FIELDS	Spouse

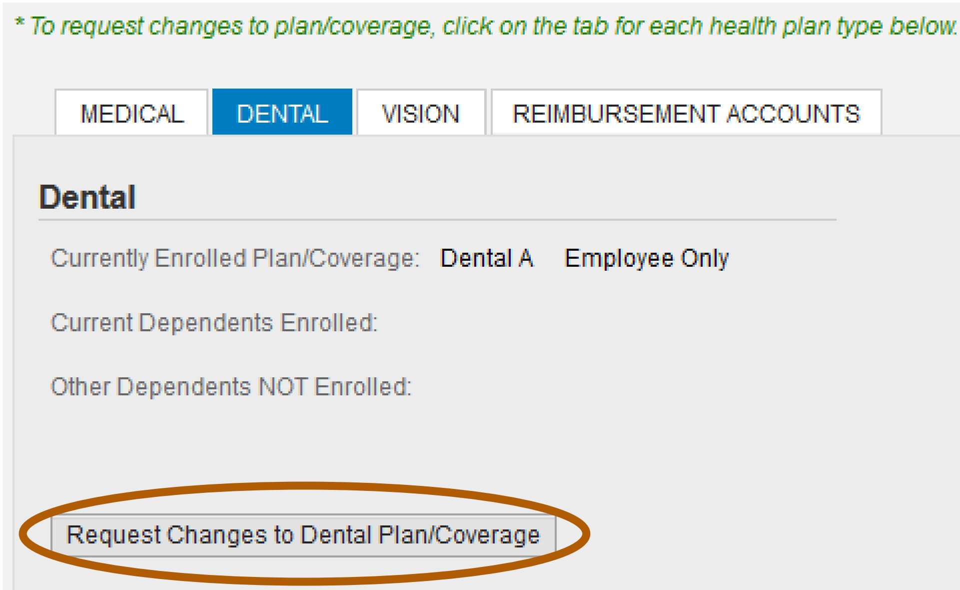
Select Plan Coverage: (Click OK button to confirm plan and dependents)

Plan Name	Coverage	Starts On	Pre-Tax Costs	Post-Tax Costs
Duke Select	Employee+Spouse	02/15/2016	361.00	0.00
Duke Select	Employee Only	02/15/2016	75.00	0.00
Duke Options	Employee Only	02/15/2016	132.00	0.00
Duke Options	Employee+Spouse	02/15/2016	482.00	0.00
Blue Care	Employee Only	02/15/2016	137.00	0.00
Blue Care	Employee+Spouse	02/15/2016	472.00	0.00
Duke Basic	Employee Only	02/15/2016	30.00	0.00
Duke Basic	Employee+Spouse	02/15/2016	231.00	0.00

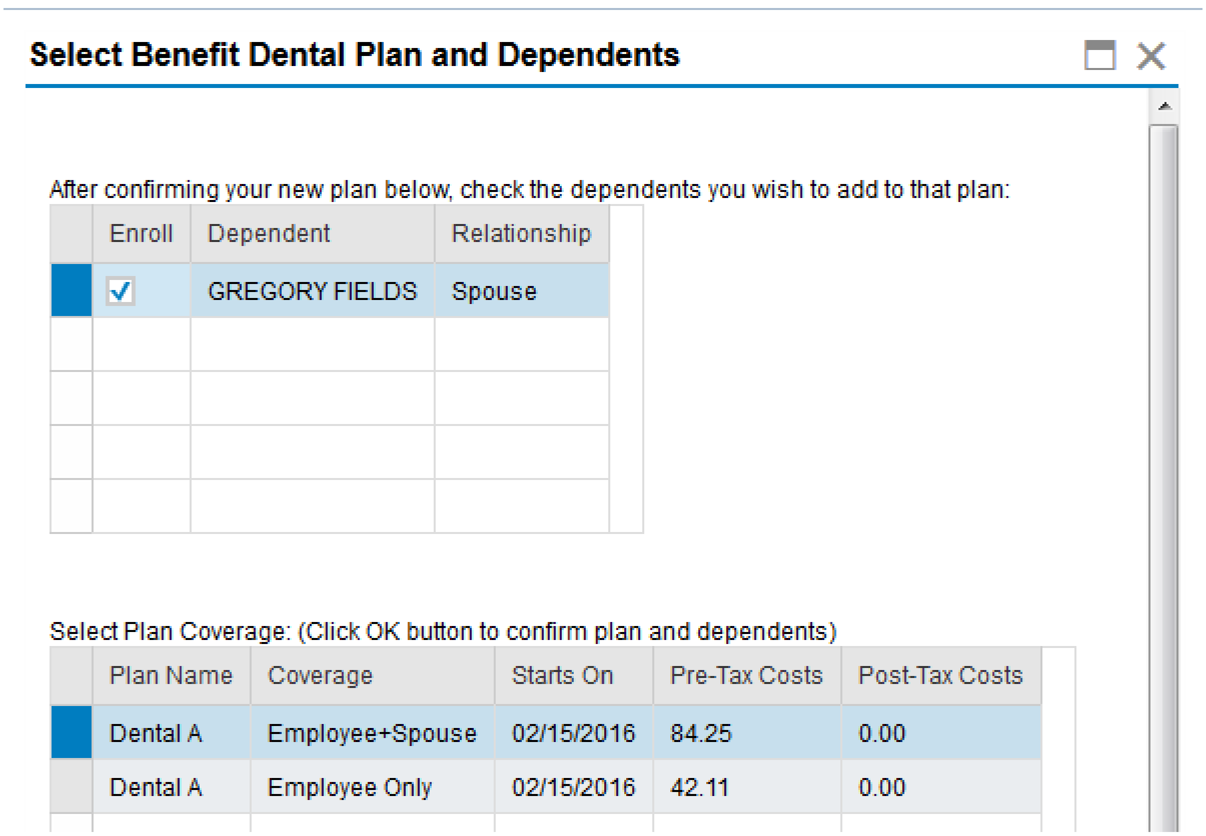
Finally, Dahlia scrolls down and clicks "OK" to add Gregory to the medical plan.

OK Cancel

Next, Dahlia clicks on the “Dental” tab to add Gregory to her dental plan.

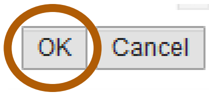


First, she clicks the “Request Changes to Dental Plan/Coverage”.

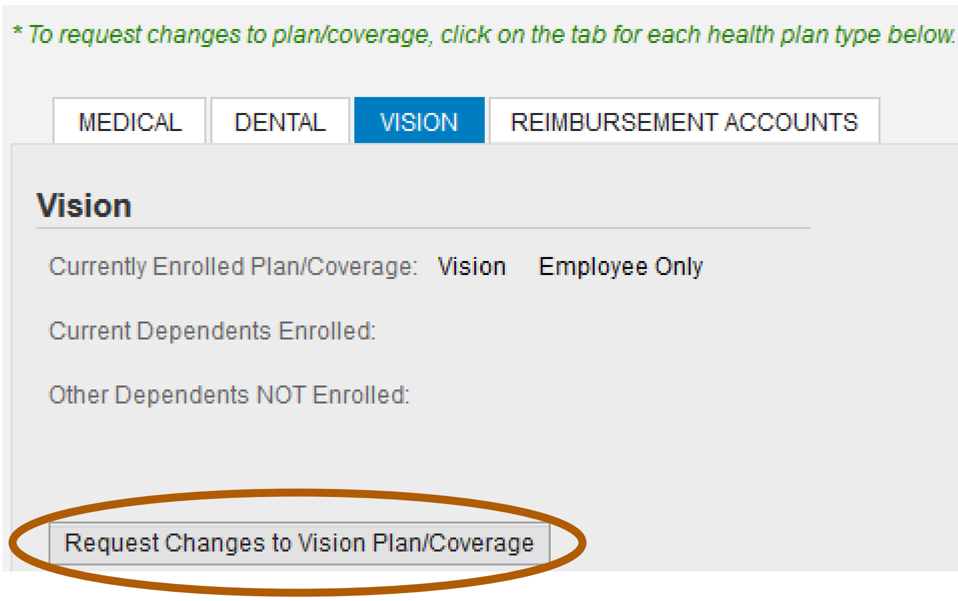


Next, Dahlia clicks the box beside the level of coverage she wants. Since she wants to add her spouse to her dental plan, she first clicks the box beside “Dental A Employee + Spouse” coverage, then she can check the box beside Gregory’s name in the table above to add him to her dental plan.

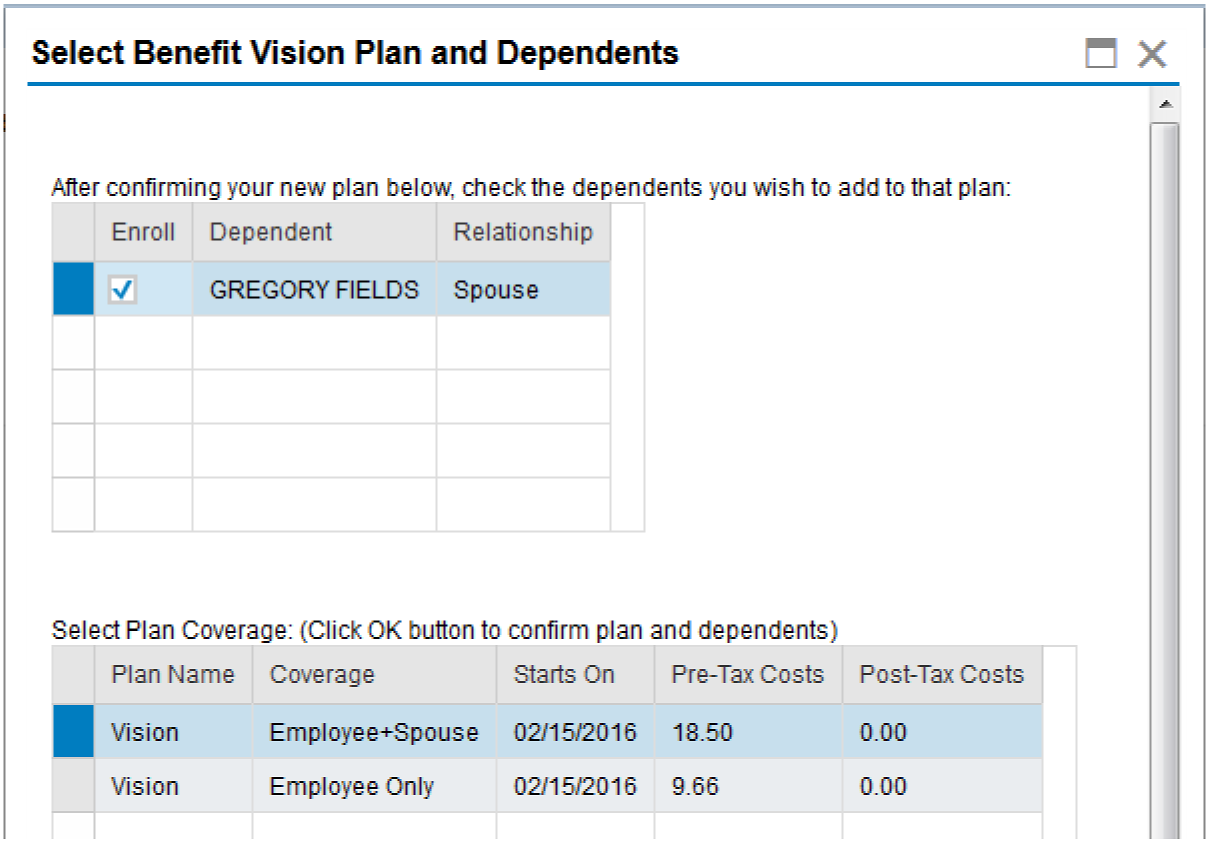
Finally, Dahlia scrolls down and clicks “OK” to add Gregory to the dental plan.



Dahlia also wants to add Gregory to her vision plan. First, she clicks on the vision tab, then she clicks on the “Request Changes to Vision Plan/Coverage” button.

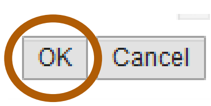


A new window pops up showing a list of dependents and the coverage options available.

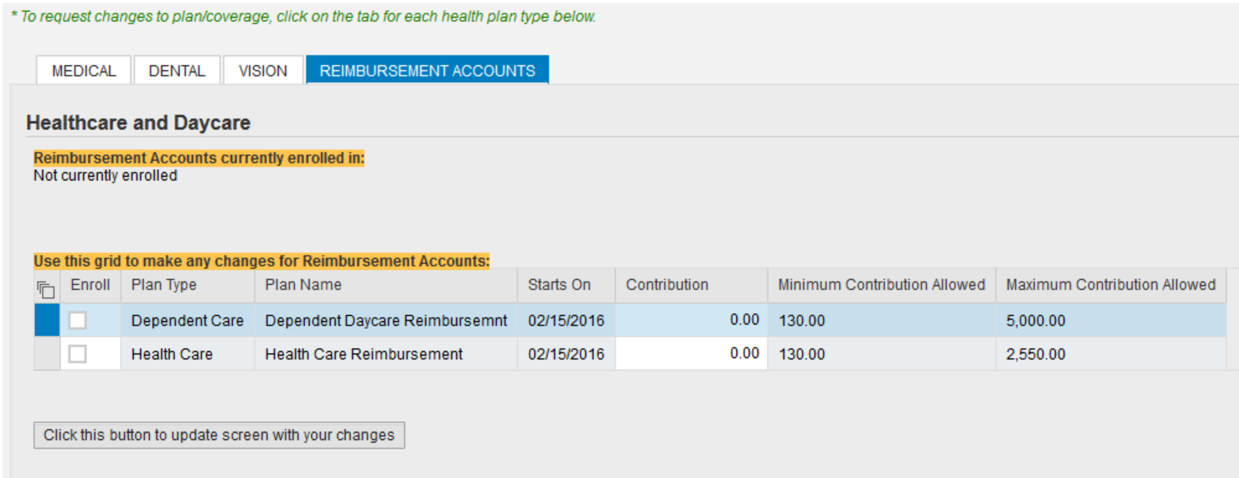


Dahlia first clicks on the box beside the "Vision Employee + Spouse" row, then checks the box beside Gregory's name in the dependent table above.

Finally, Dahlia scrolls down and clicks "OK" to add Gregory to the vision plan.

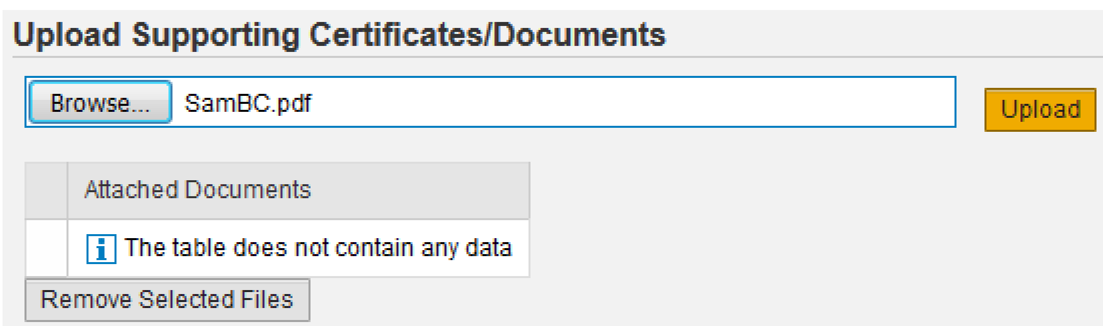


Next, Dahlia needs to decide whether she wants to make any changes to her reimbursement accounts. She is not currently participating in either account, and does not want to make changes at this point.

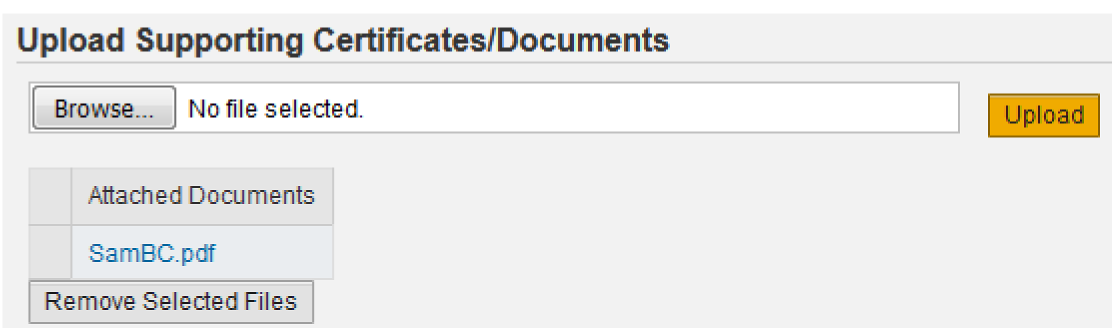


If she did want to start making contributions to the health care reimbursement account, she would simply check the box under the “Enroll” heading, then indicate the amount she wants to contribute under the “Contribution” heading. This is the annual contribution amount, and will be divided equally among the remaining pay periods for the year.

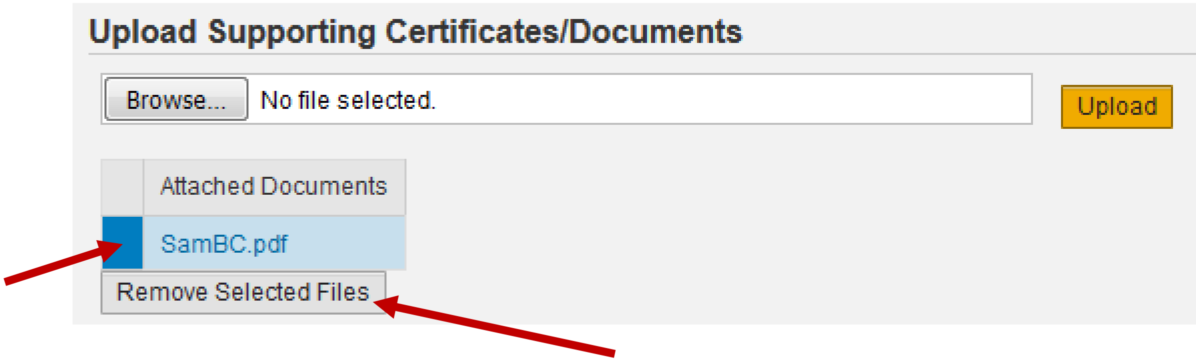
Next, Dahlia needs to upload the letter from Gregory’s employer that documents his loss of health coverage under his employer sponsored plan. She scans a copy, saves it to her personal drive, then clicks the “Browse” button to find the right file.



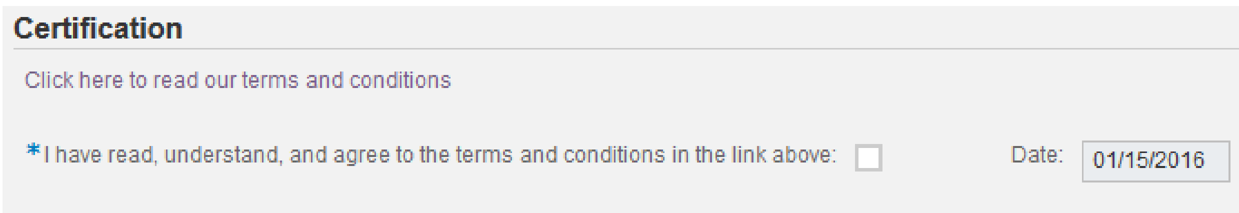
She clicks the “Upload” button. Her document will now appear in the “Attached Documents” table.



If you selected the wrong file by mistake, you can remove the file by clicking the box beside the document name in the table, then clicking the “Remove Selected Files” button.

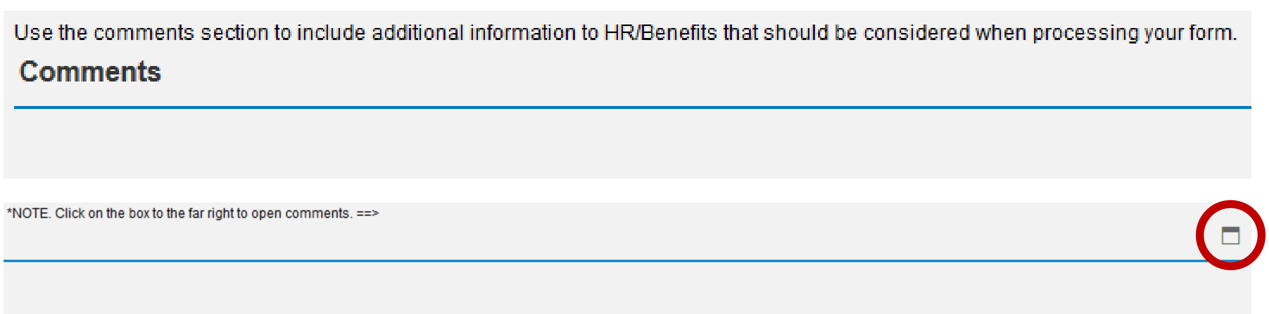


This file is the file the employee intended to attach.

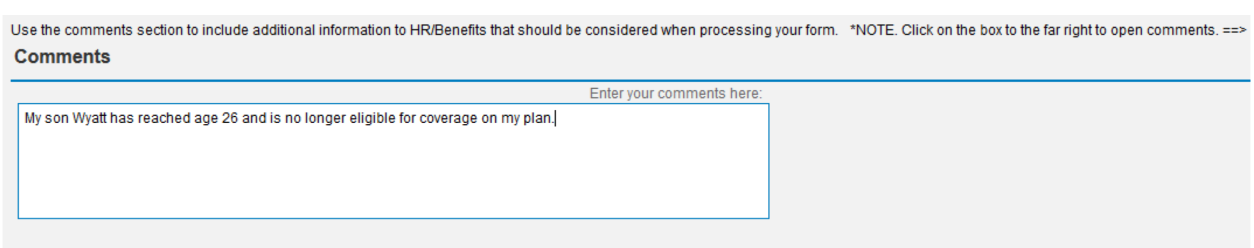


The employee will first click the link to review the terms and conditions, and will then check the box indicating she has read, understands, and agrees to them. The date is entered automatically.

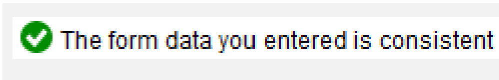
If you would like to include additional comments or clarifications, use the “Comments” section by clicking the box on the far right.



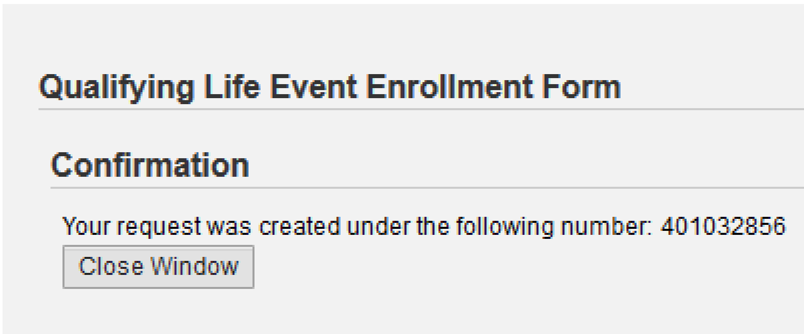
Once you click the box, that section will expand and you can type in the box.



Please use the “Check” button to find any errors. When you see the following message at the top of the screen, you can proceed.



Finally, click the “Submit” button. You will then see this screen:



Your request has been forwarded to the HR Information Center team. It will be reviewed to make sure you have requested changes within 30 days of the event, and that the changes you requested are permitted by plan rules, and consistent with the event.

For assistance while completing this online form, or to check on the status of a request you submitted, please contact the HR Information Center at 919-684-5600.