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

**Qualifying Life Event Enrollment Form**

**Employee Details**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>DAHLIA FIELDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>1234 TYBALD RD</td>
</tr>
<tr>
<td>City/State/Zip</td>
<td>RALEIGH NC 27606</td>
</tr>
<tr>
<td>Home Phone</td>
<td>919-684-5500</td>
</tr>
<tr>
<td>Payroll Cycle</td>
<td>MONTHLY</td>
</tr>
<tr>
<td>DUID</td>
<td>00571989</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:DAHLIA.FIELDS@DUKE.EDU">DAHLIA.FIELDS@DUKE.EDU</a></td>
</tr>
<tr>
<td>Office Phone</td>
<td>919-684-5600</td>
</tr>
</tbody>
</table>

**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: 02/16/2016

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.
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**

<table>
<thead>
<tr>
<th>Dependent Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Spouse</td>
<td>✔</td>
</tr>
<tr>
<td>Same Sex Partner</td>
<td></td>
</tr>
<tr>
<td>Child of Same Sex Partner</td>
<td></td>
</tr>
<tr>
<td>Child</td>
<td></td>
</tr>
</tbody>
</table>

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.

*To request changes to plan/coverage, click on the tab for each health plan type below.*

<table>
<thead>
<tr>
<th>MEDICAL</th>
<th>DENTAL</th>
<th>VISION</th>
<th>REIMBURSEMENT ACCOUNTS</th>
</tr>
</thead>
</table>

**Medical**

Currently Enrolled in Plan/Coverage:  

Duke Select  Employee Only

Current Dependents Enrolled:

Other Dependents NOT Enrolled:

[Request Changes to Medical Plan/Coverage]

First, click on the “Request Changes to Medical Plan/Coverage”.
A new menu will pop up:

![Select Benefit Health Plan and Dependents](image)

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

![Image]

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

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**Qualifying Life Event Enrollment Form**

**Confirmation**

Your request was created under the following number: 401032856

[Close Window]

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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.