Frequently Asked Questions: ONLINE ENROLLMENT

Eligibility, Process, and Features for Employers

1. Are there any restrictions on the type or size of employer that can use online enrollment?

   Our online enrollment system is available to both fully and self-insured PacificSource groups and to any size group; however, the tool is a greater value to employers with ten or more employees. Age-banded large groups are not currently eligible.

2. Can both new and renewing groups use the system?

   Yes, it’s available to both new and renewing PacificSource groups.

3. What is the timeline for online enrollment?

   • After we receive the required documents, we need at least seven business days to set up the site for an employer.
   • The system sends an email to employees inviting them to enroll.
   • Open enrollment usually lasts between 30 to 60 days, and employer has access to enrollment status reports throughout this period.
   • Beginning seven days from the close of enrollment, reminder emails are automatically sent to employees who have not completed their enrollment.
   • 14 days prior to the plan effective date, we load the enrollment information into our claims system.
   • Once open enrollment closes and all information is uploaded, we create a final census and/or change reports. These reports can be provided to the group within a few days.

4. What information does the employer or agent need to supply to PacificSource to get started?

   • Completed Group Master Application (for new groups) or Renewal Confirmation Form (for renewing groups)
   • Census or enrollment roster listing all eligible employees, including their email addresses
   • Whether the employee can enroll in medical and dental independently (if the employer offers both)

5. Can the employer or agent see the enrollment status?

   Yes, during the open enrollment period, a report is available on demand through InTouch for Employers that tracks the enrollment progress of each employee. Agents, as well as new groups that don’t yet have access to InTouch, can request this report from their Sales Representative.

6. Is the 834 file compatible with this system?

   No, the employer can either send their information to us using an 834 file, or use the online enrollment system. They cannot use both.
7. **What if an employee doesn’t have an email address?**

   We can provide the employer with an Excel file report that includes each employee’s unique PIN, along with the web address and login code. The employer can then distribute personalized notifications to their employees using a method of their choice. The employees would then either enroll via their desktop computers or a single computer kiosk in a common area.

8. **Is there a demo site?**

   Yes, to try out the new enrollment site, log in to: https://enroll.pacificsource.com/GroupDemo. Use any five-digit number for the PIN and any text for the other fields.

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**Features for Employees**

9. **Can dependents be added through the system?**

   Yes, the employee is given the option to add or waive dependents as part of the online enrollment process.

10. **If an employer offers more than one plan option, does the system offer information to help them choose?**

    Yes, our online enrollment system includes “decision support.” When employees click the “Help me choose” button, the system asks a series of questions, and then recommends a plan based on their responses.

11. **Can employees enroll in their flexible spending account through this system?**

    Not at this time, but we are working to add this feature to the site.

12. **If the employer offers a choice of plans from multiple carriers, can the employee enroll in another carrier’s plan through the PacificSource enrollment system?**

    Not at this time. We are evaluating this, as well as other suggested features, and may add them to the system in the future.

13. **Is there a “self-serve” option to allow employees hired after the open enrollment period to use the system?**

    Not at this time, although we are considering adding this feature in the future. The employer, however, can use InTouch for Employers to enter new hires, terminations, and life changes that occur outside the open enrollment period.

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**Promotion and Communication**

14. **Can PacificSource put custom messaging on the system for specific groups?**

    That functionality is not currently available, but we will consider adding it in the future.

15. **Is PacificSource doing any targeted communication about this to employers?**

    We are not doing any direct or targeted employer communications at this time. We have created a sales flier and are relying on our broker partners to promote the system to clients they think would be good candidates for the process.