# Workterra User Guide

#### Introduction

Workterra is the State of Rhode Island's online benefits enrollment system. Access Workterra to:

- · Review and/or update demographic information for yourself and your dependents
- Add/remove dependents from your record
- Enroll in/waive/make changes to State benefits medical/dental/vision coverage, general and limited health flexible spending accounts (FSA and LFSA), life insurance, dependent care spending accounts and legal coverage
- Waive medical coverage and elect the medical waiver opt-out payment
- Manage health savings account (HSA) payroll deduction amounts (initiate, change, cancel)
- Upload supporting documentation

OPEN ENROLLMENT: During the open enrollment period, you can access Workterra to add dependents to your Workterra record and make/change benefits elections as many times as you like. The deadline is 11:59pm eastern on the last day of the open enrollment period.

NEW EMPLOYEES & QUALIFYING EVENTS: If you are a new employee or you experience a qualifying event during the plan year, you may enroll in coverage or make changes to your coverage elections <u>WITHIN 31 DAYS</u> of your employment start date or qualifying event date. If you fail to make elections in your 31-day period, you will not be able to change your benefits elections until your next open enrollment period unless you experience a qualifying event first.

Note: When using Workterra to process a qualifying event, you may NOT make changes at the PLAN level for a coverage that you had already enrolled in.

 Example: If you had enrolled in Anchor Plus, so long as your qualifying event is consistent with your requested change, you may switch from single coverage to family coverage and vice versa, but you may NOT switch to Anchor or Anchor Choice.

# Before you begin

If you plan to add any NEW dependents to Workterra, be sure to gather all necessary information for each person before you begin your enrollment process:

- Date of birth
- Social security number
- Supporting documentation as shown on <u>www.employeebenefits.ri.gov/enrollment/supporting-documentation.php</u>
- 10-digit PCP National Provider Identifier (if you have preferred PCPs)
  - > See <u>www.employeebenefits.ri.gov/documents/pcp-id-instruction.pdf</u> for stepby-step instructions for finding your 10-digit PCP NPI(s)

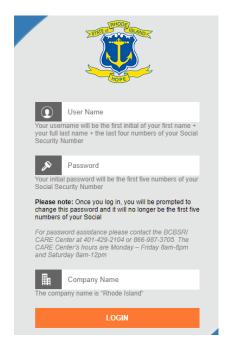
Special note for adding a newborn: You will not have an SSN or birth certificate immediately after your child is born. Please make sure to get a "proof of birth" document from the hospital where you child is born and upload that in Workterra when adding your child. Then add your child's SSN and birth certificate later by uploading them to your Workterra account or emailing them to the Office of Employee Benefits at doa.enrollmenthelp@hr.ri.gov.

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# Step 1a: Logging in

Open an internet browser and go to sori, workterra.net. Turn off any pop-up blockers.



NEW HIRES: Use the below credentials the first time you log on to Workterra.

| Login Credentials |   |  |
|-------------------|---|--|
| User Name         | First initial of your first name, your full last name (no hyphens, apostrophes, spaces or titles), last four digits of your SSN  Example: if your name is John O'Brien-Johnson, Jr. and the last four digits of your SSN are 1234, your User Name would be "jobrienjohnson1234" |  |
| Password          | First five digits of your SSN. (You will change this upon first login. Be sure to write down your new password!)  |  |
| Company           | Rhode Island (not case sensitive, but the space between "Rhode" and "Island" is required)   |  |

QUALIFYING EVENTS: Your user name and company will be the same as the login credentials listed above, but your password will be whatever you most recently set it to. If you do not remember your password, you can request a One-Time password reset. Reference page 6 for details.

OPEN ENROLLMENT: During open enrollment, your password will be reverted back to the default credentials applicable for new hires and you will be required to designate a new password after your initial log-in.

Need help logging into Workterra/resetting your password? Contact the BCBSRI State Employee CARE Center at (401) 429-2104 or 1-866-987-3705. CARE Center hours are Mon-Fri, 8am-8pm and Sat, 8am-12pm.

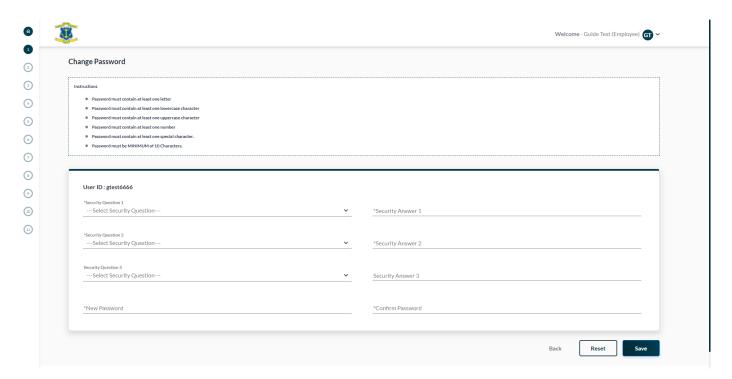
# Step 1b: Change initial password

\*\*\* Only applicable if you are accessing Workterra for the first time as a new hire or for the first time during open enrollment. You may also change your password at any time by clicking "Change Password" off your dashboard.

Select your security questions and enter your answers.

Create a new password for future logins. Your password must:

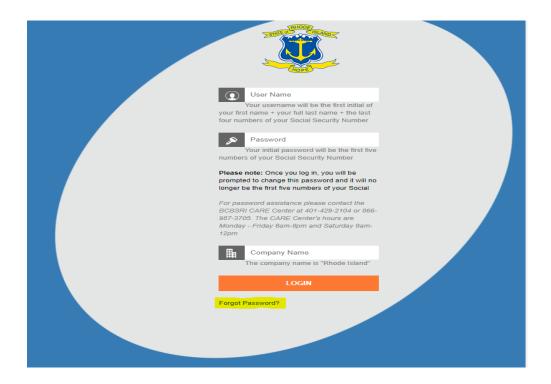
- Contain at least one letter
- Contain at least one lowercase letter
- Contain at least one uppercase letter
- Contain at least one number
- Contain at least one special character
- Be a minimum of 10 characters



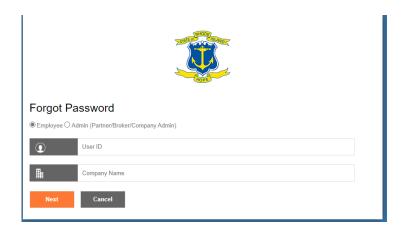
Be sure to write down your new password and keep it in an easily accessible place!

# Step 1b: One-Time Password Reset

\*\*\* Only applicable if you have attempted to access Workterra and have forgotten your password and have exceeded the number of attempts allowed. You can request a One-Time Password at any time by clicking "Forgot Password."

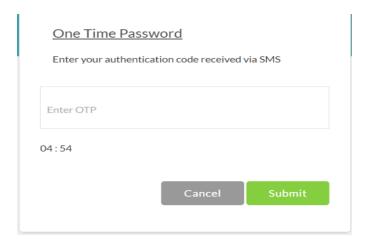


After selecting "Forgot Password" you will need to enter your User ID and Company name and select "Next."



# Step 1B Continued: One-Time Password Reset

The One-Time password (SMS) will be sent by email. You will be prompted to enter your authentication code received via SMS.



Email Address: To use the one-time password option, a valid email address is required. If you do not have a valid email on file, and need assistance with resetting your password, please contact the State of Rhode Island Employee Care Center at (401) 429-2104 or (866) 987-3705. Care Center hours are Monday - Friday, 8am - 8pm and Saturday, 8am - 12pm.

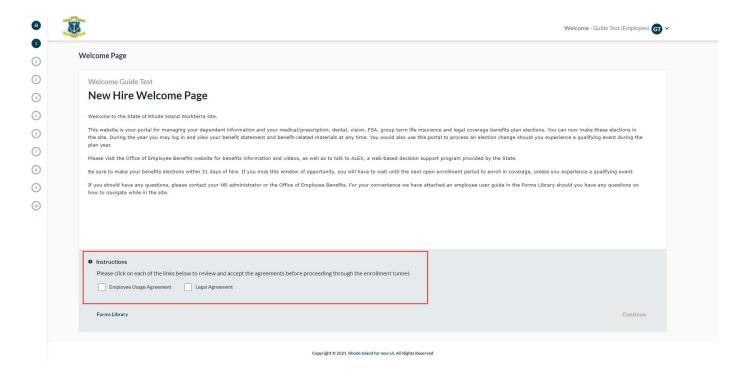


# One Time Password To use the one-time password option, a valid email address is required. If you do not have a valid email on file, and need assistance with resetting your password, please contact the State of Rhode Island Employee Care Center at (401) 429-2104 or (866) 987-3705, CARE Center hours are Monday - Friday, 8am - 8pm and Saturday, 8am - 12pm. Enter your authentication code received via Email Enter OTP 03:24 Cancel Submit

# Step 2: Select your appropriate workflow

#### If you're a newhire

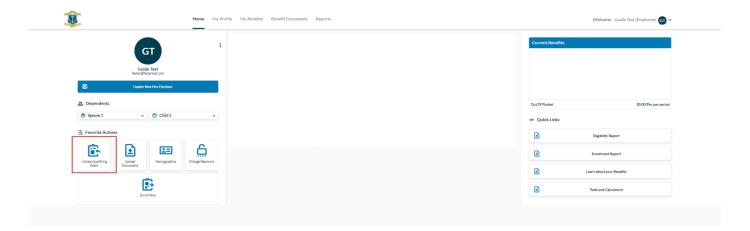
When you log into Workterra for the first time, you will see the Welcome Page, Check the "Employee Usage Agreement" and "Legal Agreement" boxes and click "Continue" at the bottom of the page to proceed.

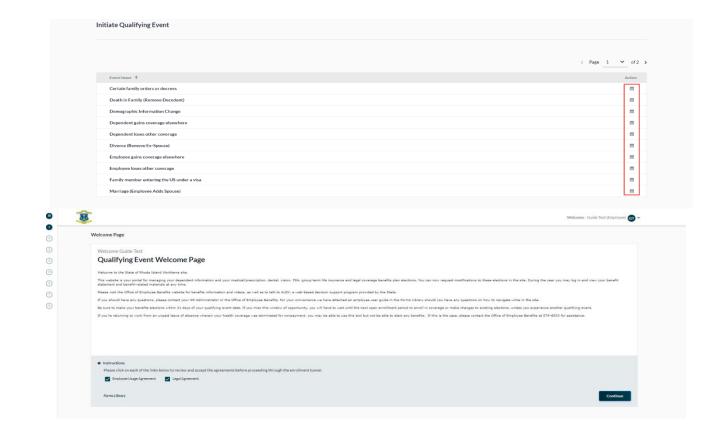


If you're a new hire during open enrollment, you must click the "Finish" button on your confirmation statement page after you complete your new hire elections in order to proceed to your open enrollment election workflow and make elections for the next plan year. If you do not proceed to your open enrollment election workflow, your medical, dental, vision, life and legal elections will carry over to the next year, but FSA/LFSA/dependent care spending account elections will not - you must make FSA/LFSA/dependent care spending account elections for the next plan year in the open enrollment election workflow.

#### If you've experienced a qualifying event outside of open enrollment

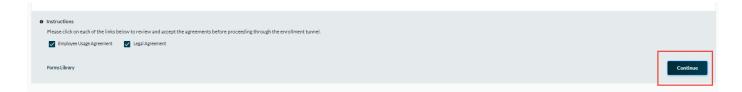
On your Workterra user dashboard, click the "Initiate Qualifying Event" button. Choose the appropriate event and enter the event date. Check the "Employee Usage Agreement" and "Legal Agreement" boxes and click "Continue" to proceed.





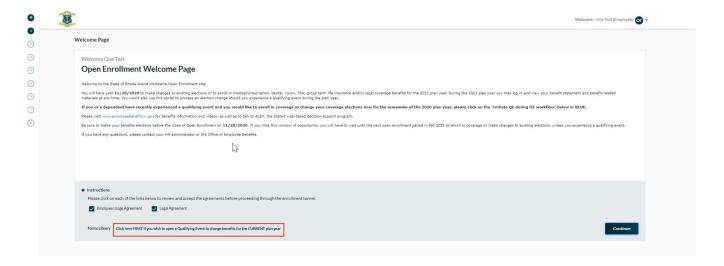
#### If you're in openenrollment

When you log into Workterra for the first time during open enrollment, you will see the Open Enrollment Welcome Page. Check the "Employee Usage Agreement" and "Legal Agreement" boxes and click "Continue" at the bottom of the page to proceed.



#### If you've experienced a qualifying event during open enrollment

Click the "Click here FIRST if you wish to open a Qualifying Event to change benefits for the CURRENT plan year" link at the bottom of the Open Enrollment Welcome Page to process a qualifying event enrollment/election change during open enrollment.



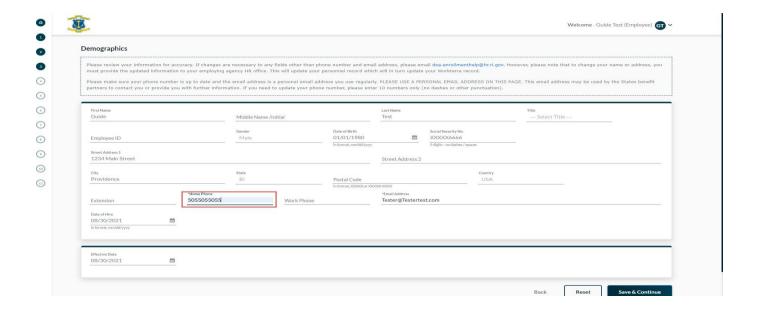
# Step 3: Employee demographics

Review your information for accuracy. Make sure your phone number is up to date and the email address is a personal email address you use regularly.

If changes are necessary to any fields other than phone number and email address, please email <a href="mailto:doa.enrollmenthelp@hr.ri.gov">doa.enrollmenthelp@hr.ri.gov</a>.

#### Updating your phone number

When entering your phone number, please enter NUMBERS ONLY - no spaces or punctuations such as dashes or parentheses.



PLEASE USE A PERSONAL EMAIL ADDRESS ON THIS PAGE. This email address may be used by the States benefit partners to contact you or provide you with further information. If you need to update your phone number, please enter 10 numbers only (no dashes or other punctuation).

## Updating your name/address

To change your name or address, you must provide the updated information to your employing agency HR office. Please email <a href="mailto:doa.enrollmenthelp@hr.ri.gov">doa.enrollmenthelp@hr.ri.gov</a> to update your personnel record which will in turn update your Workterra record.

## **Step 4: Dependents**

# Reviewing/updating dependents' demographic information

If you want to review or update any dependents' demographic information, click the pencil icon under "Action" beside each dependent's name on the Spouse and/or Child page.

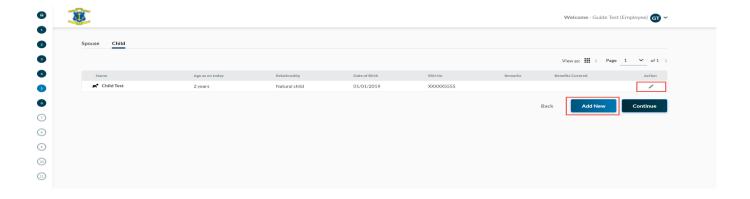
If you are not adding any NEW dependents, and all dependent information is accurate, click Skip to proceed.

#### Adding dependents

To add a spouse or a child, click "Add New" of "Add Another Child" on the Spouse or Child page and enter their demographic information.

- When adding a child, please select only "Natural Child" or, if your child is over 26 and handicapped, "Disabled Child". If selecting "Disabled Child" for a handicapped dependent over age 26, please also select "Yes" in the Disabled Child field.
- Foster children, grandchildren, and children of domestic partners are NOT eligible for coverage unless the employee has adopted them, or the coverage is court-ordered.

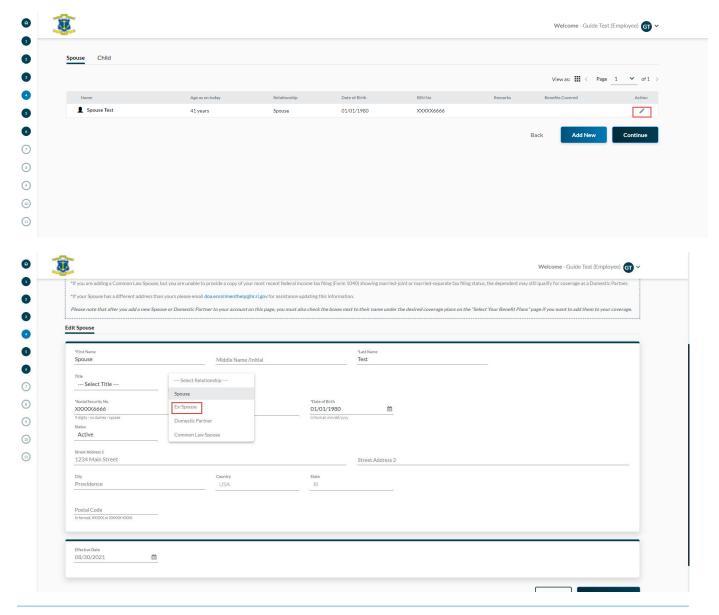
If you add any NEW dependents, you must also submit supporting documentation for them. See "Step 16: Upload documents" on page 35 for details.



#### Ex-spouse eligibility & dropping a spouse due to divorce

NEW HIRES: Ex-spouses are not eligible for coverage.

QUALIFYING EVENTS: To drop a spouse due to divorce, click the pencil icon under "Action" on the Spouse page, then change the Relationship status to "Ex-spouse" on the Spouse Demographics page. This change will be pended for administrator review and you will need to supply a copy of your final divorce decree (see "Step 16: Upload documents" on page 35). If the change is approved, any current coverage will be immediately terminated, and COBRA will be offered to your ex-spouse so long as the final divorce decree was issued in the previous 31 days. If the final divorce decree was issued more than 31 days prior, COBRA will not be offered.



OPEN ENROLLMENT: If your divorce was finalized before January 1, 2014 and you've been covering your ex-spouse since divorce, and you drop them from your coverage during open enrollment, they will be removed from your coverage as of January 1 of the following year and COBRA will not be offered because it is a voluntary drop of coverage during open enrollment. If you voluntarily drop your ex-spouse from your coverage, you will not be able to add them back at any time in the future.

If your divorce was finalized after January 1, 2014, you may not cover an ex-spouse under your State employee health plan. However, if your divorce was finalized before that date and you accidentally dropped your ex-spouse from coverage by changing their relationship code from "Spouse" to "Ex-Spouse," please return to the Spouse page, change the Relationship status to "Spouse," and contact the Office of Employee Benefits (see page 35) for further assistance.

# Step 5: United Way

#### **Reviewing United WayInformation**

Click on the link or use the QR code to access the United Way's website and schedule a regularly occurring charitable donation from your paycheck to the United Way of Rhode Island. This is managed exclusively by the United Way of Rhode Island and questions should be directed to them at (401) 444-0600.

Click "Continue" to proceed.

#### Charitable Giving Through United Way of Rhode Island

Every year, state employees team with the United Way of Rhode Island to support hundreds of local non-profits doing good work in our communities.

State employee participation in this annual campaign makes an enormous difference to these organizations who count on our support to further their missions. Please consider a payroll deduction to support your favorite charities. Sign up at https://uwriweb.org/RIState, or use this QR code for easy access from your mobile device.



# Step 6: DeferredCompensation

#### **Reviewing Deferred Compensation Plan Information**

The State's deferred compensation plan is a voluntary retirement savings plan that allows employees to make pre-tax payroll contributions to an account at Fidelity, TIAA or Voya. The page in Workterra is purely informational and enrollment is coordinated through the Retirement@Work platform. Review the available information and click on the link for Retirement@Work (a separate website) if you would like to enroll. Alternatively, you may call Retirement@Work at 855-200-0135 to enroll.

Click "Continue" to proceed.

#### **Deferred Compensation Plan**

The State's deferred compensation plan allows employees to accumulate tax-deferred savings for retirement. Employees can elect automatic payroll deductions (subject to IRS annual maximums), and they may enroll and/or make changes to their contributions at any time during the year. Employees may invest their contributions with one, two or all three investment providers: Fidelity TIAA and Vova.

A deferred compensation plan account should not be viewed as a regular checking/savings account. Funds contributed to the deferred compensation plan generally cannot be accessed until after termination of State employment. The primary exception to this rule is a severe financial hardship caused by an unforeseeable emergency, but this would need to be applied for and is a relatively high standard to meet. See the 457 Plan summary/FAQ for more detailed information.

Employees enroll in the deferred compensation plan and manage their contribution amount elections using the Retirement@Work platform. Log into Retirement@Work at www.retirementatwork.org/ri. Employees may also call Retirement@Work at 855-200-0135. For help navigating the Retirement@Work experience. please review the Retirement@Work Ouick Start Guide. Please note that new employees will not be able to log into Retirement@Work until after ther/ve received their second paycheck.

Special note for non-classified employees of the State's higher education system - while the State's deferred compensation plan described above is available to you, a separate deferred compensation plan also exists for your benefit. It is administered independently of the State's plan and does not use the Retirement@Work platform at all. If you have any questions this separate deferred compensation plan for non-classified higher education employees, please contact your HR office.

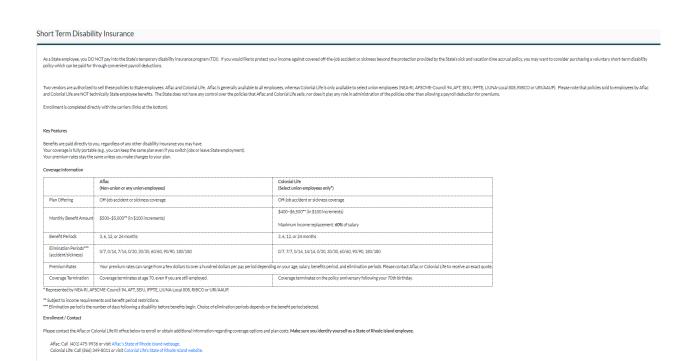
Enrollment in this benefit can occur at any time during the year - it is not tied to open enrollment or any other enrollment window. Also, you do not enroll in this benefit using Workterra - it is done at the Retirement@Work web platform.

# Step 7: Short Term Disability

#### Reviewing Short Term Disability Information

State employees do not pay into the State's temporary disability insurance ("TDI") fund and are not eligible to receive TDI benefits if they experience an off-the-job accident or illness. If you want protection for your income above and beyond the State's sick and vacation leave accrual policies, you may consider purchasing a short-term disability policy through Aflac or Colonial Life. Aflac policies are available to all employees and Colonial Life policies are only available to employees represented by NEA-RI, AFSCME-Council 94, AFT, SEIU, IFPTE, LIUNA-Local 808, RIBCO or URI/AAUP. The page in Workterra is purely informational and enrollment is coordinated directly through the vendors. Review the available information and click on the link for Aflac or Colonial Life if you would like to enroll. Alternatively, you may call Aflac or Colonial Life at the numbers listed on the page.

Click "Continue" to proceed.



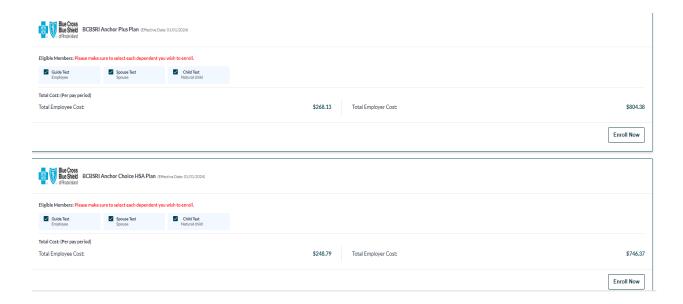


# Step 8: Select medical coverage

#### To enroll in medical coverage

When you reach the Medical section, scroll to the plan that you want, make sure to click the plus sign next to EACH person that you want to enroll so they are highlighted, and then click "Enroll Now" or "Keep Plan."

"Keep Plan" will only be available if it is the plan, you are currently enrolled in. That plan will be outlined in green with an "Enrolled" indicator in a green bubble to the right of the plan name. For new hires and employees enrolling into coverage due to a qualifying event, only "Enroll Now" will be available.



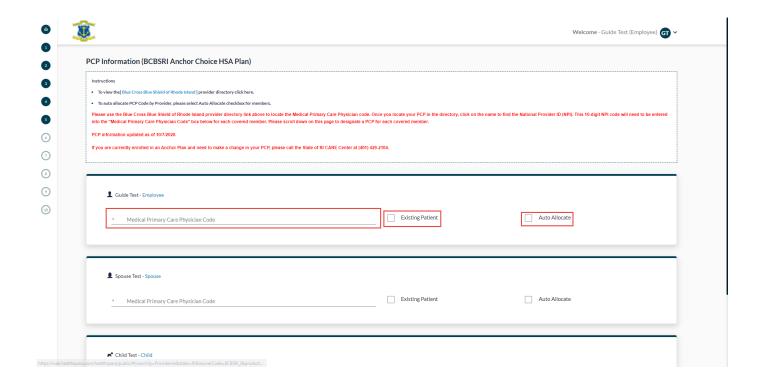
You must CLICK THE CHECK BOX next to EACH person that you want to enroll under the desired plan! They will then be highlighted in dark blue. Anyone whose name is not highlighted will NOT be enrolled under that particular plan.

#### Designate PCP(s)

You will be asked to designate a primary care provider (PCP) for each person you enroll in a medical plan:

- You may designate preferred PCP(s) yourself...
  - > Find their 10-digit PCP ID number(s) by following the Step-by-Step Instructions on www.employeebenefits.ri.gov/documents/pcp-id-instruction.pdf
  - > Enter the ID number(s) for EACH person that will be covered under your medical plan in the "Medical Primary Care Physician Code" field.
    - Spaces, letters or special characters are NOT allowed in the ID field.
    - Be sure to check the "Existing Patient" box if you are an existing patient of the PCP.
- · ...OR, you may have PCP(s) automatically designated based on where you live
  - > Leave the ID field blank and check "Auto Allocate".
  - > Please note: If you choose this option, your initial BCBSRI medical ID card will say "PCP Required" on it, and the auto-allocation will not actually occur until 30 days after the plan effective date.
    - You will have 30 days from the plan effective date to choose a PCP for yourself and others on your plan.
    - If you take no action within this 30-day window, BCBSRI will then assign a PCP to you and each covered member of your family.
    - You can change your PCP at any time during the plan year by calling the BCBSRI State of Rhode Island Employee CARE Center (see page 41) or by accessing your online account at mybcbsri.com.

If you are using Workterra during open enrollment or because of a qualifying event, your PCP's ID number should already be listed. Simply save and proceed with the workflow. If you would like to change your assigned PCP, don't do it here - please contact BCBSRI's CARE Center instead.



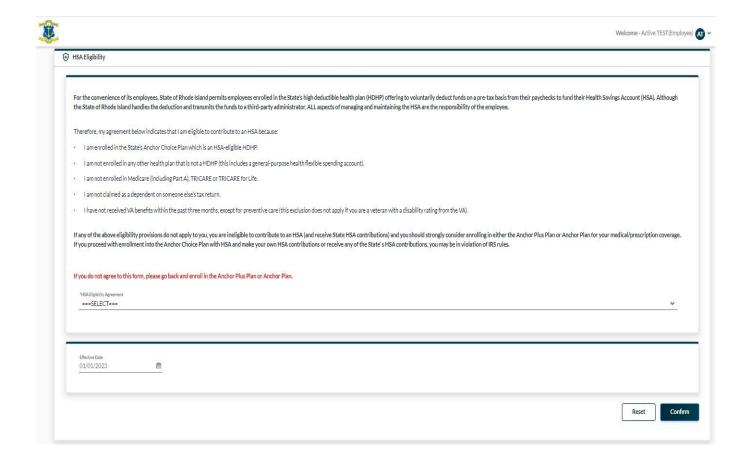
If you have multiple family members, be sure to SCROLL DOWN in the PCP pop-up box to enter PCP designations for every person.

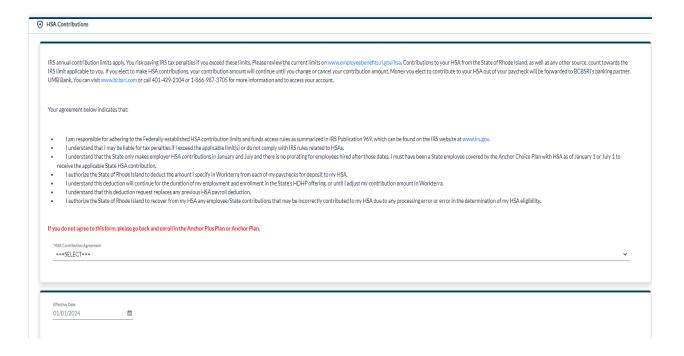
#### To review PCP designation(s)

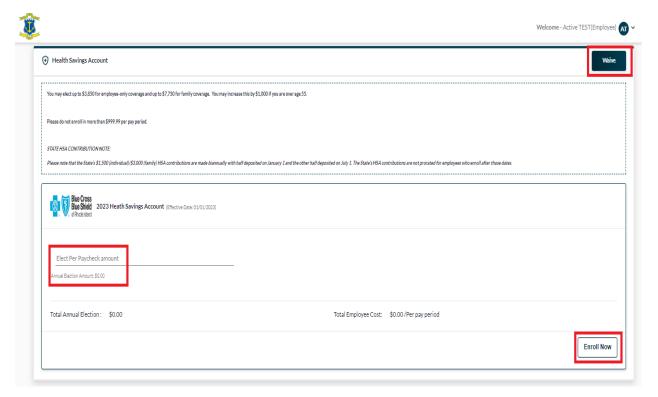
See "Appendix 2: Review PCP designation(s)" on page 39 for instructions on how to review your PCP designation(s) after you have finished the enrollment process.

#### If enrolling in Anchor Choice with HSA

If you enroll in the Anchor Choice plan, a health savings account (HSA) will be automatically opened for you so you must confirm your eligibility to contribute to an HSA and your understanding of responsibility with respect to IRS rules governing HSA contributions on the "HSA Eligibility" and "HSA Contributions" pages respectively. Then you will have the option to schedule pre-tax HSA payroll contributions by entering a per-paycheck contribution amount and clicking "Enroll Now" in the lower right of the "Health Savings Account" section. If you do not want to contribute to your HSA through payroll deductions, click "Waive" in the upper right of the "Health Savings Account" section.

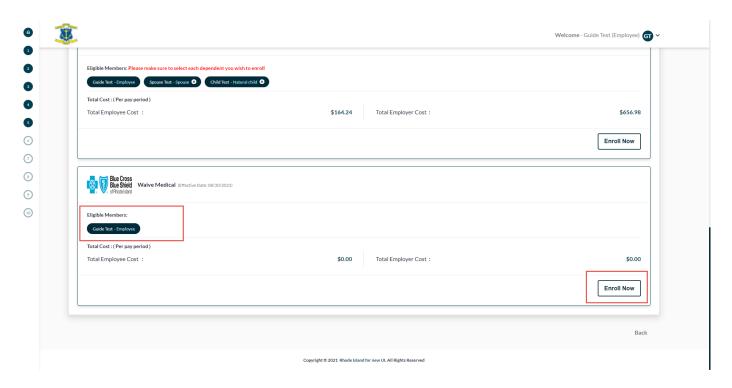






# To <u>waive</u> medical coverage

In the Medical section, scroll down until you reach the "Waive Medical" plan option. Click "Enroll Now" and fill out the Waiver of Medical and Pharmacy Coverage form on the next page.



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# Step 9: Select dental & vision coverage

#### To enroll in dental/vision coverage

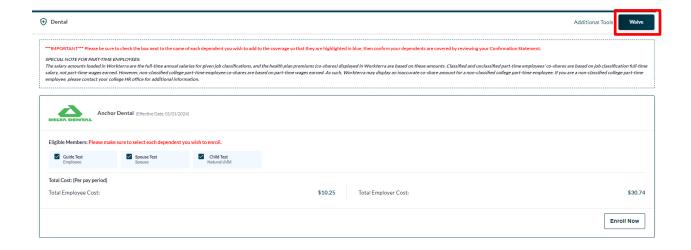
In the Dental/Vision sections, scroll down to the plan(s) that you want, make sure to click the Check Box next to EACH person that you want to enroll, and then click "Enroll Now" or "Keep Plan."

"Keep Plan" will only be available if it is the plan you are currently enrolled in. For new hires and employees enrolling into coverage due to a qualified status change, only "Enroll Now" will be available.

You must CLICK THE CHECK BOX next to EACH person that you want to enroll under the desired plan! They will then be highlighted in dark blue. Anyone whose name is not highlighted will NOT be enrolled under that particular plan.

#### To waive dental and/or vision coverage

Click the "Waive" button that is at the TOP of the dental/vision sections.



# Step 10: Select FSA/LFSA contributions

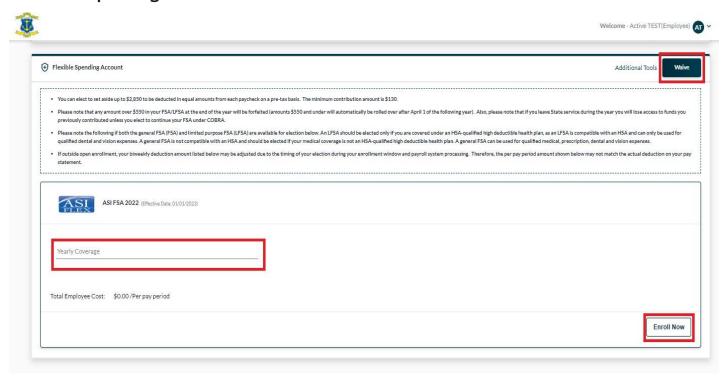
Please note the following eligibility criteria for the two types of FSAs:

- General health FSA ("FSA"): If you are covered under the Anchor or Anchor Plus medical plans (or other non-HSA-qualified high deductible health plan coverage)
- Limited health FSA ("LFSA"): If you are enrolled in the Anchor Choice Plan with HSA (or another HSA-qualified health plan)

#### To enroll in or waive a health FSA

If you would like to open an FSA/LFSA for the following/remainder of the plan year, enter your desired annual contribution amount in the "Yearly Coverage" box, then click "Enroll Now". Your per-pay-period contribution will be automatically calculated for you.

If you do not want to open an FSA/LFSA, click the "Waive" button that is at the TOP of the Flexible Spending Account section.

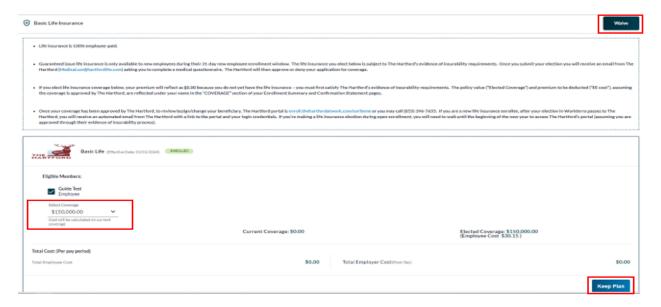


STATUS CHANGES: When processing a qualifying event in Workterra to decrease/eliminate your bi-weekly contribution amount moving forward, the amount you enter in the "Yearly Coverage" box should include what you have already contributed to your FSA up to that point in time. If you are increasing your bi-weekly contribution amount moving forward, the resulting per-pay-period contribution amount displayed in Workterra should take into account your prior contributions up to that point in time. Please contact the Office of Employee Benefits (see page 29) for assistance processing an FSA qualifying event.

# Step 11: Basic Life Insurance

You will have the opportunity to enroll in or waive life insurance. You will have option to elect basic life insurance (coverage equals your salary amount rounded to next highest \$1,000, up to a maximum of \$150,000). If you elect basic life insurance, you will also have the option to elect supplemental life insurance as well. Supplemental life insurance provides the same coverage as basic life insurance, so if elected, it will double your life insurance coverage to two times your salary amount up to a maximum of \$300,000 total.

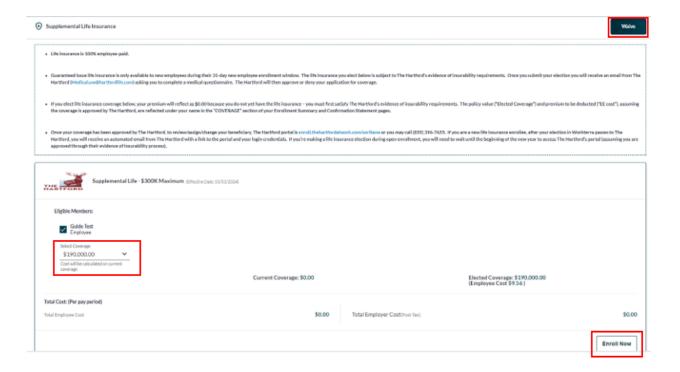
NEW HIRES: Please note that per statutory mandate, you are automatically enrolled into basic life insurance. When you make your initial benefits elections in Workterra, you have the option of waiving basic life insurance or adding supplemental coverage.



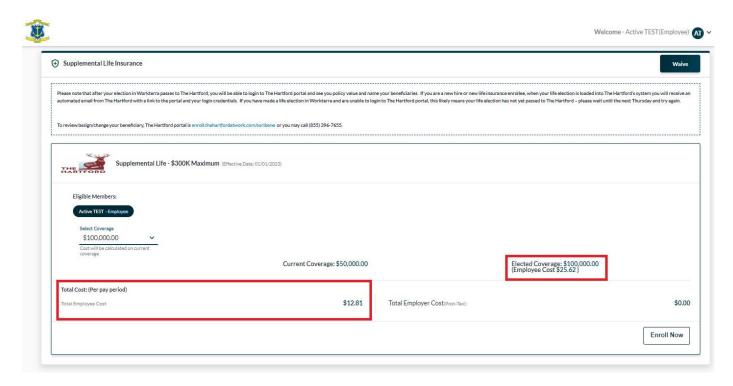
EVIDENCE OF INSURABILITY: If you waive basic life insurance coverage and want to add it and/or supplemental coverage at a later date, you are considered a late applicant and will need to provide evidence of insurability (EOI) to the State's life insurance carrier after submitting your election in Workterra. "Providing EOI" usually only means completing a medical history questionnaire, but the State's life insurance carrier may request additional information/documentation. Life insurance coverage for late applicants is not effective unless and until the State's life insurance carrier approves the application. The EOI process is handled entirely by the State's life insurance carrier.

# Step 12: Supplemental Life Insurance

If you elect basic life insurance, you will also have the option to elect supplemental life insurance. There are two levels of supplemental coverage which each provide the same amount of coverage as basic life insurance. So, if only one level of supplemental coverage is elected, it will double your life insurance coverage to two times your salary amount up to a maximum of \$300,000 total. If both levels of supplemental coverage are elected, it will increase your overall life insurance coverage up to the lesser of three times your salary amount 0r \$450,000.



Please note: When electing the 2-times-salary of supplemental coverage, the "Total Cost: (Per pay period)" will reflect the biweekly premium for 1-times-salary level of supplemental coverage. The biweekly premium cost for the 2-times-salary level will be reflected to the right under "Elected Coverage."

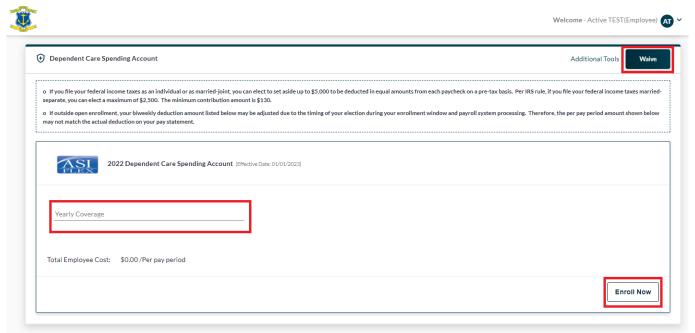


EVIDENCE OF INSURABILITY: If you want to add or increase supplemental coverage at a later date, or if you initially waived all coverage and want to elect some level of coverage at a later date, you are considered a late applicant and will need to provide evidence of insurability (EOI) to the State's life insurance carrier after submitting your election in Workterra. "Providing EOI" usually only means completing a medical history questionnaire, but the State's life insurance carrier may request additional information/documentation. Life insurance coverage for late applicants is not effective unless and until the State's life insurance carrier approves the application. The EOI process is handled entirely by the State's life insurance carrier.

# Step 13: Select DCSA contributions

You will have the opportunity to make contributions to a DCSA. If you would like to open a DCSA for the following/remainder of the plan year, enter your desired annual contribution amount in the "Yearly Coverage" box, then click "Enroll Now". Your perpay-period contribution will be automatically calculated for you.

If you do not want to open a DCSA, click the "Waive" button that is at the TOP of the Dependent Care Spending Account section.



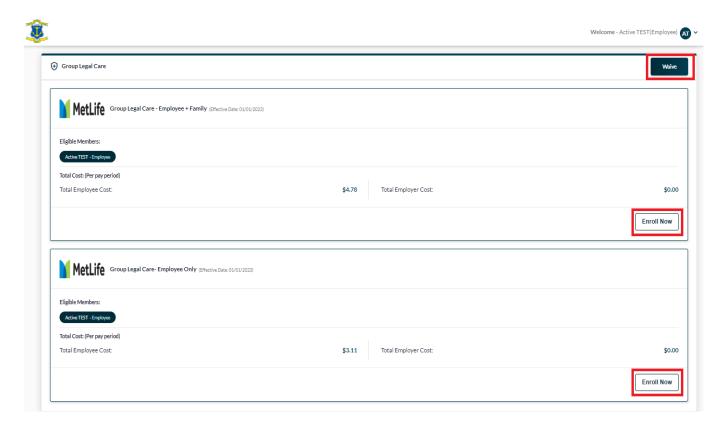
STATUS CHANGES: For DCSAs, when processing a qualifying event in Workterra to decrease/eliminate your bi-weekly contribution amount moving forward, the amount you enter in the "Yearly Coverage" box should include what you have already contributed to your DCSA up to that point in time. If you are increasing your bi-weekly contribution amount moving forward, the resulting per-pay-period contribution amount displayed in Workterra should take into account your prior contributions up to that point in time. Please contact the Office of Employee Benefits (see page 39) for assistance processing a DCSA qualifying event.

# Step 14: Legal Coverage

You will have the opportunity to enroll in or waive legal coverage.

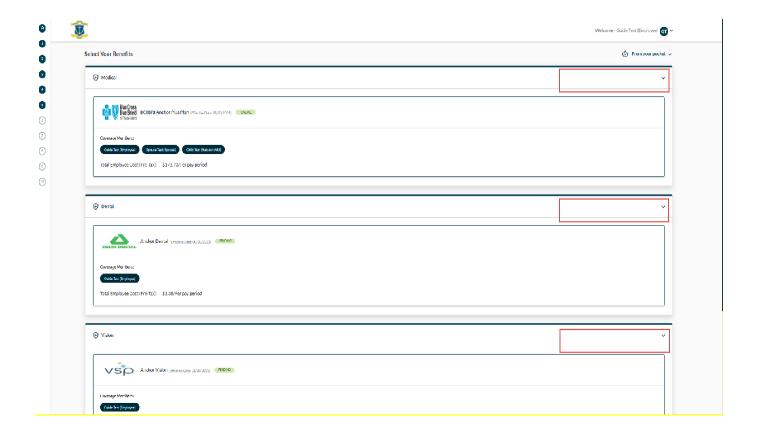
For legal coverage, you will have two plans available: Employee Only and Employee + Family. Please choose employee only if you wish to only coverage yourself and Employee + Family if you wish to cover any of your dependents as well.

If you do not want legal coverage, click the "Waive" button above the plan options.



# Step 15: Review elections

You will have the opportunity to review your medical, dental, vision, FSA/LFSA, life insurance, DCSA and legal coverage elections. If you want to make any changes to a particular coverage at this point, click the arrow at the top right corner of the respective benefit plan to return to that section. If you are ready to move on, click "Continue" in the lower right of the page.



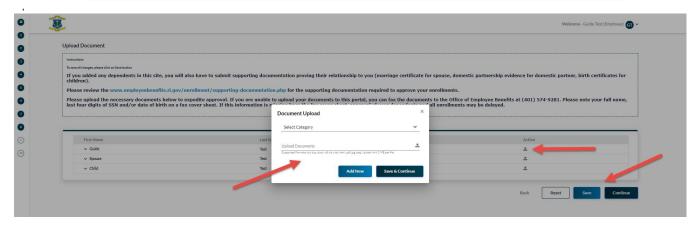
# Step 16: Upload documents

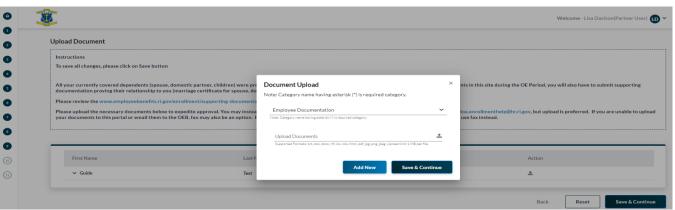
After completing all of your elections, you will come to the Upload Documents page. Please attach any supporting documentation evidencing a NEW dependent's relationship to you or proving the occurrence of a qualified status change event.

To see the list of supporting documentation, visit <a href="https://www.employeebenefits.ri.gov/enrollment/supporting-documentation.php">www.employeebenefits.ri.gov/enrollment/supporting-documentation.php</a>.

To upload a document, click the icon under "Action" under yourself or the dependent needing documentation, select your category on the popup, and click the upload icon to find the document on your computer, then click "Save and Continue" or "Add New" if more documents are needed. Once you are finished uploading all the necessary documents, click "Save" then "Continue".

The supported formats are: txt, pdf, rtf, ppt, pptx, xls, xlsx, doc, docx. The maximum file size is 4096 KB.







# Step 17: Confirmation statement

After completing all your plan elections, you will come to the Confirmation Statement. Be sure to review the following for accuracy:

- Demographic information for you and any dependents
- Plan elections and who's covered under each plan (in the ENROLLMENT SUMMARY section(s), NOT the Demographics section)

If anyone's name does not appear next to a <u>medical/dental/vision</u> plan in the ENROLLMENT SUMMARY section, it means that they are NOT covered under that plan!!

Return to Steps 5-6 to check the box next to anyone missing coverage.

The ENROLLMENT SUMMARY section may display differently for you based on your status as a new hire or an ongoing employee processing a status change or in open enrollment. For instance, if you're currently enrolled in coverage and are making some sort of change during open enrollment (adding/subtracting a dependent or changing plans during open enrollment), you will want to review the FUTURE ENROLLMENT SUMMARY section.

Keep a copy of the confirmation statement by clicking on the PDF button and/or the Print button at the top of the page.

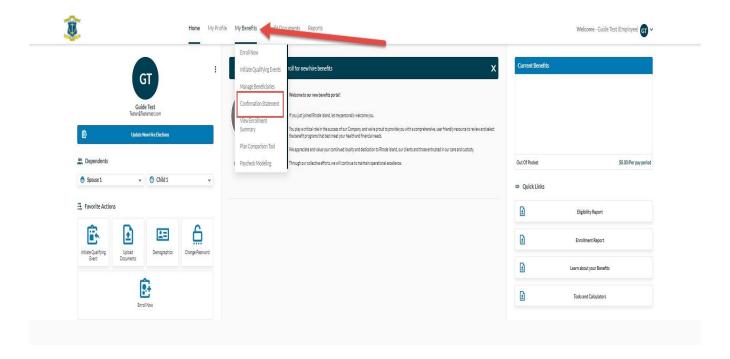
• Forgot to save a copy? You can always log back into Workterra to review your elections (see page 34).

ONCE YOU HAVE COMPLETED REVIEWING YOUR ELECTIONS, CLICK "FINISH" AT THE BOTTOM OF THE PAGE. You should see a pop-up message confirming that you have completed the enrollment process.

# Appendix 1: Review/change your plan elections

#### Review your confirmation statement

You can log back into Workterra at any time to review your confirmation statement. On your User Dashboard, click "My Benefits" at the top then "Confirmation Statement" on the dropdown. Ignore any pop-up message about clicking the "Finish" at the bottom of your confirmation statement.

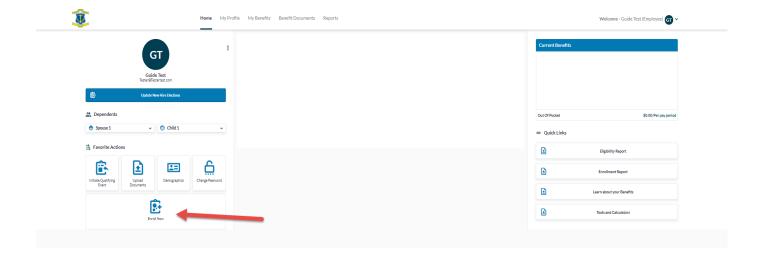


#### Change plan elections

If you want to make any changes within your enrollment period, the easiest way to do so is to click

the "Enroll Now" widget on your employee dashboard.

- · Click "Enroll Now"
- · Under "Select Effective Date", choose the appropriate event.
- Under "Benefit Type", click on the benefit that you would like to change. You will then be brought to the respective section to make your changes.
- Your new elections will be pended for administrator review and if you do not submit appropriate supporting documentation for your transaction, your new elections will be denied.

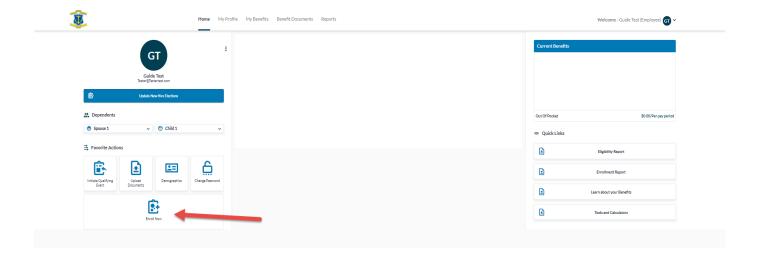


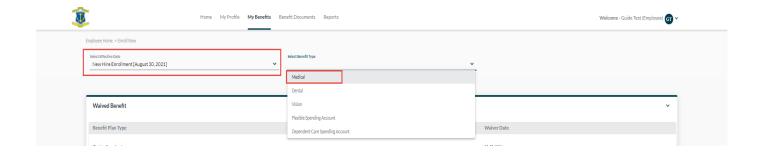


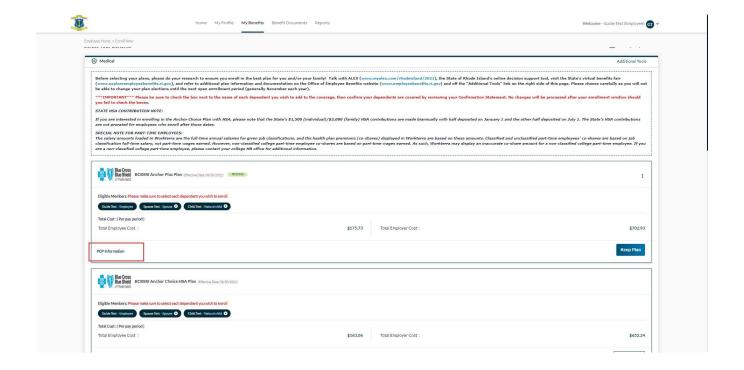
# Appendix 2: Review PCP designation(s)

If you have finished the enrollment process but want to review your PCP designation(s) at a later time, the easiest way to do so is through the "Enroll Now" Widget:

- Click "Enroll Now" on the employee homepage.
- Under "Select Effective Date", choose the appropriate event. Under "Benefit Type", choose "Medical". You will then be brought to the Medical section.
- Scroll down to the plan that you had enrolled in. Click "PCP Information".
- Review your PCP designation(s) and make sure any applicable boxes are checked.
- If you have any questions or need assistance changing your PCP(s), please call the BCBSRI State of Rhode Island Employee CARE Center at (401) 429-2104 or 1-866-987-3705. CARE Center hours are Monday-Friday, 8am-8pm and Saturday, 8am-12pm.







# **Questions?**

- If you need help with logging into Workterra / resetting your password, navigating Workterra, finding your PCP and their 10-digit NPI, or medical plan selection, call the BCBSRIState of Rhode Island Employee CARE Center at (401) 429-2104 or 1-866-987- 3705. CARE Center hours are Monday-Friday, 8am-8pm and Saturday, 8am-12pm.
- If you have questions about plan coverage specifically, please contact the respective plan administrators. You can find a list of contacts at www.employeebenefits.ri.gov/contact.
- · If you have other enrollment-related questions, contact the Office of Employee Benefits:
  - > Email <u>doa.enrollmenthelp@hr.ri.gov</u>
  - > Call (401) 574-8530