BENEFITBRIDGE FREQUENTLY ASKED QUESTIONS
For Employees

What is BenefitBridge?
BenefitBridge is a secure, web-based portal that employers and their employees access for benefits information and enrollment. BenefitBridge houses employee enrollments, providing employees with self-service access to benefit information and a single resource for eligibility.

What can I do on BenefitBridge?
- View Current Plan Year Benefits
- Compare Plan Options
- Enroll in Benefits
- View Resource Center containing Health Insurance Basics, Medicare information, a Glossary and Media Resources
- Manage Life Events, e.g., Add or Remove Dependents
- Add or Remove Beneficiaries
- View Message Center
- Update Account Information

How do I log on to BenefitBridge?
- First time user? You will need to create login credentials.
  - In the web URL address bar (NOT in the Bing, Google, Yahoo search engine field), type www.benefitbridge.com/{employercode}. The benefits/human resources department will provide the employer code.
  - Click the Enter key
  - Follow the instructions to register
  - Username Tips: typically your work or personal email address
  - Password Requirements:
    - 8 – 16 characters
    - Upper and lowercase letters
    - At least one number
    - At least one of the following special characters
      @#$%^&*()_+~`!@#$%^&*()_+~`!@

NEW USER

Create a User Name and Password to access your account.

NEED HELP?
- Contact BenefitBridge Support
- Monday thru Friday 8:00am – 5:00pm (PST)
- (800) 814-1862
- benefitbridge@keenan.com
Already have login credentials?
  o In the web URL address bar (NOT in the Bing, Google, Yahoo search engine field), type www.benefitbridge.com/{employercode}. The benefits/human resources department will provide the employer code.
  o Enter your username and password in the displayed fields and click LOGIN

Tips:
  i. Remember to add/update your email address (if necessary) to ensure receipt of your enrollment approval.
  ii. As a security measure, BenefitBridge passwords must be changed every 90 days. If you have not accessed BenefitBridge within the previous 90 days, you will need to reset your password. Click on “Forgot User Name/Password?” to obtain your username and create a new password.
  iii. When logging in to BenefitBridge, before you can move forward, you must click on the requested security picture on the bottom right side of the page.

Who do I contact for assistance?
  □ Trouble logging in or navigating through BenefitBridge?
    o Call BenefitBridge Customer Care, Monday – Friday 8:00 AM – 5:00 PM PST, 1-800-814-1862 or via email at benefitbridge@keenan.com
  □ Benefit or premium related questions?
    o Contact your benefits or human resources department or the specific health plan carrier

Can I use Apple devices?
  Yes; BenefitBridge works with all browsers including Internet Explorer, Chrome, and Safari.

Is there a mobile app available?
  Yes, there is! Here’s what you can currently do with the app:
  • View your benefit plan information and covered dependents
  • Store an image of your medical ID cards and provider information for handy access
  • Find a pharmacy near your current location (turn on “Location Services” when prompted)

To download the app, go to the Apple Store or Google Play; search for and then select “BenefitBridge”. Once the app has been installed, all you need to do is tap the BenefitBridge icon and type in your BenefitBridge user ID and password. Once the setup is complete, the Apple Touch ID (if supported on your device) can be activated, saving you time in entering your login credentials.
Enrolling in Benefits?
Log in to BenefitBridge and access your enrollment via the Make Changes to my Benefits button.

I will enroll or am enrolled in an HMO (Health Maintenance Organization) plan and require a PCP (Primary Care Physician) selection. How do I choose a PCP?

During your initial enrollment selecting an HMO plan, BenefitBridge will provide instructions during the enrollment process, directing you to the specific carrier's provider search site. At the provider search screen, once you have located your PCP, you should note the provider number as you will need to add that to BenefitBridge. After the initial enrollment and selection of the PCP, any future PCP changes may be done directly with the health plan carrier. BenefitBridge only collects this information during the initial, first-time enrollment.

Important Note: When searching for a PCP, please pay attention to whether the PCP is accepting new Patients. Unless you are an Existing Patient, your selection must be an open practice. BenefitBridge does have an Existing Patient indicator.

How do I know my enrollment selections were updated in BenefitBridge and with my employer?

As you navigate through BenefitBridge, each screen requiring action will have a Continue button at the bottom. If you must stop at any point during the enrollment process, you can log back in to complete your enrollment. When you log in again, the previous elections will be saved; however, you may need to maneuver to the location where you left off to continue and confirm your enrollment.

At the end of the enrollment process, there are two Summary Screens to review. The first screen allows you to review your selections prior to signing off on your choices. That screen will be like the example below.
Effective date of new plans: 02/01/2018
All plans have a pending status until all documents and information have been approved by your employer.

<table>
<thead>
<tr>
<th>PLAN</th>
<th>COVERAGE FOR</th>
<th>COST PER PAY PERIOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anthem</td>
<td>John Doe</td>
<td>Employer Pays: $20.00</td>
</tr>
<tr>
<td></td>
<td>Test1 Doe</td>
<td>You Pay: $80.00</td>
</tr>
<tr>
<td>Dental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delta Dental</td>
<td>John Doe</td>
<td>Employer Pays: $0.00</td>
</tr>
<tr>
<td></td>
<td>Test1 Doe</td>
<td>You Pay: $145.00</td>
</tr>
<tr>
<td>Vision</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VSP</td>
<td>John Doe</td>
<td>Employer Pays: $0.00</td>
</tr>
<tr>
<td></td>
<td>Test1 Doe</td>
<td>You Pay: $3.90</td>
</tr>
<tr>
<td>Prudential</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prudential</td>
<td>John Doe</td>
<td>Employer Pays: $0.00</td>
</tr>
<tr>
<td></td>
<td>Test1 Doe</td>
<td>You Pay: $21.09</td>
</tr>
<tr>
<td>Prudential</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prudential</td>
<td>John Doe</td>
<td>Employer Pays: $0.00</td>
</tr>
<tr>
<td></td>
<td>Test1 Doe</td>
<td>You Pay: $8.39</td>
</tr>
</tbody>
</table>

Total per pay period - Employer Pays: $284.30
You Pay: $284.30
The second Summary screen provides the employee acknowledgement language, a summary of elections, medical arbitration language (if appropriate) and the electronic signature/final approval boxes. Once you review your elections, you must scroll down to the bottom of the screen, type in your name, check the “Your Approval” box and select the Submit button to ensure your enrollment selections are delivered to your employer.

A pdf copy of your enrollment summary will be available for you to download and save for your records. You can always log in to BenefitBridge and retrieve a copy of your enrollment summary from the Message Center.

Should you wish to change any choice, you can log back in to BenefitBridge and click on the appropriate tab on the left side of the screen. Navigate to the specific benefit option you wish to change. Continue through the balance of the screens to the summary screens, enter your electronic signature and once again select Submit to confirm your changes.

How can I provide the required documents to my employer for a life event?

- If your employer has elected to utilize the Upload Document feature in BenefitBridge:
  - For New Hire/Open Enrollment elections, you can add a document on the Dependent screen and/or the Summary screen.
  - For a qualifying Life Event (marriage, birth/adoption, divorce, etc.), you can add a document on the “Specify Your Life Event” screen and/or on the Summary screen.

Although the screen appearance may differ slightly at each location, in all cases, the system directs the user to load a document from their hard drive and provide a description of the document prior to clicking the action button (Add Document or Continue, depending on location):
• Click on Upload Document button
• Browse hard drive for document and click Open (this may appear differently, depending on the browser used):

![Choose File to Upload](image)

• Once file has been uploaded, screen should display the file and the description:

![Upload Document](image)

  o Click on action button (Add Document or Continue, depending on which screen you are accessing)

• If your employer has not elected to utilize the Upload Document feature in BenefitBridge:
  o It is your responsibility to provide your employer with any necessary documentation via email, regular mail or personal delivery.

**How do I change my beneficiary?**

If you want to update your beneficiary, log in to BenefitBridge following the instructions above and click on Make Change to My Benefits.

• Select the appropriate life benefit
• Select Add/Change Beneficiaries and Distribution plus sign (+)

![Add/Change Beneficiaries and Distribution](image)

• Update as needed
  You can also update your beneficiary during your district’s annual open enrollment period.