



Self-Service Benefits Online Instructions Retired Employees

These Quick Start Guides are designed to help you with the most frequent processes for Open Enrollment and may be printed out individually based on your needs. They provide handy timesavers to help you easily move along through Open Enrollment.

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How to Print Your 2016 Confirmation Statement

- ⇒ Go to www.montgomerycountymd.gov/OE.
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the “Link to Self-Service Benefits.”
- ⇒ Go to the bottom of the “Welcome!” screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link “Forgot Password?” If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the “Health Insurance Self-Service Benefits.”
- ⇒ Click the folder, “MCG Retiree Self Service.”
- ⇒ Select the "Self-Service Benefits" link.
If you have any dependents already covered, they will be listed on the “Dependents and Beneficiaries” page.
- ⇒ Click “Next.”
- ⇒ “Active Employee Benefit Program” must be selected (this should be the default).
- ⇒ Click “Next.”
- ⇒ Click “Update Benefits” (even though you’re not making any changes).
- ⇒ Click “Next.”
Specific dependent coverage is shown here.
- ⇒ Click “Next.”
- ⇒ Review and print your online 2016 confirmation statement.
What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2016, your coverage start date will be shown as 01-Jan-2016; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.
- ⇒ Click “Finish.”
- ⇒ To protect your information, log off the system. Press “Logout” at top right.

How to Add a Dependent

- ⇒ Go to www.montgomerycountymd.gov/OE.
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the “Link to Self-Service Benefits.”
- ⇒ Go to the bottom of the “Welcome!” screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link “Forgot Password?” If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the “Health Insurance Self-Service Benefits.”
- ⇒ Click the folder, “MCG Retiree Self Service.”
- ⇒ Select the "Self-Service Benefits" link.

If you have any dependents already covered, they will be listed on the “Dependents and Beneficiaries” page.

- ⇒ Click onto “Add Another Person.”
- ⇒ Enter the applicable Relationship and all other required information.
Check Shared Residence if the dependent lives with you. Please enter the SSN and Date of Birth into the appropriate fields.
- ⇒ Click “Apply.”
- ⇒ Review that the dependent was added, and click “Next.”
- ⇒ “Active Employee Benefit Program” must be selected (this should be the default).
- ⇒ Click “Next.”
- ⇒ Click “Update Benefits” to make any changes.
- ⇒ Check the appropriate boxes representing your changes.
- ⇒ Click “Next.”
- ⇒ Check the appropriate dependents to be covered.
- ⇒ Click “Next.”
- ⇒ Review and print your online 2016 confirmation statement.

If your selections are marked "Interim" or "Suspended": Until you submit any required additional information, your current year selections are recorded with an "Interim" status, which is the coverage you will have for 2016 if you fail to provide the information by the deadline. Your requested change for 2016 is recorded with a "Suspended" status, which is the coverage you will have for 2016 if you provide the information by the deadline.

What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2016, your coverage start date will be shown as 01-Jan-2016; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.

- ⇒ Click "Finish."
- ⇒ To protect your information, log off the system. Press "Logout" at top right.
- ⇒ If additional paperwork is required (see list below), you must send it so it is received by the Open Enrollment deadline. Please use the Confidential Fax/Mail Coversheet in the back of your Open Enrollment Guide and:

<i>Fax to:</i>	<i>Mail to:</i>
240-777-5131	OHR Health Insurance Team Office of Human Resources 101 Monroe St - 7 th Floor Rockville, MD 20850

You need to make your changes online and submit:

- *Spouse:* Official State Marriage Certificate (certified by appropriate State or County Official)
 - *Domestic Partner:* County's Domestic Partner Affidavit
 - *Biological Child:* State Birth Certificate*
 - *Adopted Child:* Copy of Adoption or Placement for Adoption Papers.
 - *Step Child:* State Birth Certificate*, Marriage Certificate and Divorce Decree or Custody Papers
 - *Disabled Child:* Medical plan verification of disability prior to age 26
 - *Legal Custody:* Copy of Court Order granting legal custody
- * Must show member or spouse/domestic partner as parent.

How to Delete a Dependent

- ⇒ Go to www.montgomerycountymd.gov/OE and click “Open Enrollment.”
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the “Link to Self-Service Benefits.”
- ⇒ Go to the bottom of the “Welcome!” screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link “Forgot Password?” If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the “Health Insurance Self-Service Benefits.”
- ⇒ Click the folder, “MCG Retiree Self Service.”
- ⇒ Select the "Self-Service Benefits" link.

If you have any dependents already covered, they will be listed on the “Dependents and Beneficiaries” page.

- ⇒ Click “Next.”
- ⇒ “Active Employee Benefit Program” must be selected (this should be the default).
- ⇒ Click “Next.”
- ⇒ Click “Update Benefits” to make any changes.
- ⇒ Check the appropriate boxes representing any changes to level of coverage (if any are needed here).
- ⇒ Click “Next.”
- ⇒ Uncheck the appropriate dependent(s) to be deleted.
- ⇒ Click “Next.”
- ⇒ Review and print your online 2016 confirmation statement.

If your selections are marked "Interim" or "Suspended": Until you submit any required additional information, your current year selections are recorded with an "Interim" status, which is the coverage you will have for 2016 if you fail to provide the information by the deadline. Your requested change for 2016 is recorded with a "Suspended" status, which is the coverage you will have for 2016 if you provide the information by the deadline.

What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2016, your coverage start date will be shown as 01-Jan-2016; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.

- ⇒ Click “Finish”

- ⇒ To protect your information, log off the system. Press “Logout” at top right.
- ⇒ If additional paperwork is required, you must send it so it is received by the Open Enrollment deadline. Enclose a copy of your online 2016 confirmation statement and:

Fax to:
240-777-5131

Mail to:
OHR Health Insurance Team
Office of Human Resources
101 Monroe St - 7th Floor
Rockville, MD 20850