



Self-Service Benefits Open Enrollment System User Guide



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For Open Enrollment Changes Only

Note: If you are a new hire or experiencing a qualifying event, please refer to the new hire/qualifying event [system user guide](#).

The highlighted column below mirrors the online Open Enrollment menu option you will see in Self-Service Benefits and the applicable deadline.

What Do You Want Do?	What You Will Need to Select In the Self-Service Benefits System Menu	Deadline to Make Changes and Upload Any Required Documentation
Make Open Enrollment changes	Open Enrollment 2024	Within the Open Enrollment window from October 9 – October 27, 2023.

Top Tips to Help You Make Your Online Changes

Before You Go Online:

- Review your 2024 health insurance options at <http://www.montgomerycountymd.gov/oe>.
- Have your Access MCG Single Sign-On username and password handy. If you do not have your username or need help resetting your password, contact the IT Help Desk at 240-777-2828 (option 1).
- Review the one-page Open Enrollment instructions on page 4 of this guide so that you are with familiar with the required steps before you go online.
- Gather any required documentation. If you are unsure what documentation is acceptable or need to order documentation, review [Required Documentation During Open Enrollment](#). Save these documents to whatever device you plan to use for your transaction (e.g., your computer, tablet, smartphone) so that you will have them ready to upload as you make your online elections.

Tip: If you don't have access to a document scanner, take a photo of your document on your smartphone and either email it to yourself to download to your computer / tablet, or use your smartphone to make your elections.

When You Go Online:

- At the end of the online process, be sure to download your confirmation statement. This is your receipt for your Open Enrollment transactions. If there is a discrepancy with your enrollment, you will be required to provide your confirmation statement as proof of your enrollment activity. Without proof, no changes will be permitted.
- If you uploaded required documentation during the process (such as dependent or qualifying life event documentation), your elections will be marked Interim or Suspended. (See page 3 for an explanation.)
- To protect your information, click *Finish* and then *Logout* at top right.

After You Go Online:

- If you enrolled a new dependent or elected or increased Optional Life, your elections will be suspended until OHR's Health Insurance Team reviews the requested changes and any required documentation.

Troubleshooting

Before contacting the resources listed on the following page, please check to see if your question can be answered by reviewing the information below:

- **Cannot upload the required documentation:** If you are unable to upload the documentation through the Self-Service Benefits System, you may securely fax, email, or mail it to the OHR Health Insurance Team (see contact information on page 5).
- **Interim or Suspended coverage shows on the final screen:** The following elections are suspended for the stated reason.
 - ❖ **If you elected or increased Optional Life insurance:** you must provide Statement of Health (SOH) after Open Enrollment ends. You will be emailed a link to complete the SOH online later this fall.
 - ❖ **If you added a new dependent:** If you added a new dependent, you must provide the applicable dependent documentation (such as birth or marriage certificate) to certify each newly added dependent as outlined in your Open Enrollment Guide.
- **Coverage Start Date on the final screen seems incorrect:** If you changed plans or enrolled for the first time, your coverage start date will be shown as of January 1, 2024. 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 1-Jan-2011.
- **You did not finish or the system timed you out:** You may return to complete/change your transaction any time before the 5pm Open Enrollment deadline on October 27, 2023. Just select *Open Enrollment* from the menu.

Still stuck? If you need technical assistance with making changes online, open a service request via MC311 at 240-777-0311 (open Monday – Friday, 8 am – 5 pm).

Enroll Cancel or Make Changes to Coverage During Open Enrollment

► Follow the steps below to either:

○ Enroll, cancel or change coverage for yourself or dependent(s) during Open Enrollment

1. Log on to [AccessMCG ePortal](#). (You can also visit www.montgomerycountymd.gov and then select Government in the top menu, then AccessMCG ePortal from the drop-down menu.)
2. Select *Employee Self-Service*.
3. Click the *Go to Employee Self-Service* blue button.
4. Open the *MCG HR Employee Self-Service* folder in the left-hand menu.
5. Select *Self-Service Benefits* in the left-hand menu.
6. If you want to view your current elections before making changes, select *View Current Benefits* from the menu.
7. Select *Open Enrollment 2024* from the left-hand menu.
8. Follow the prompts on the screen, which are also listed below:
 - Accept the legal disclaimer, then click *Next*.
 - If you are not enrolling any new dependents, click *Next* and then click *Update Benefits*.
 - If you are enrolling newly eligible dependents, click *Add Another Person*, enter your dependent's information and then click *Apply*. Once you return to the screen, repeat to add any other newly eligible dependents. Click *Next*, then click *Update Benefits*.
 - Select your desired plan and level of coverage (e.g. self+1 or self+family), then click *Next*.
 - Select which dependents to cover under each plan, then click *Next*.
 - Upload any required documentation by clicking *Add Attachment* at the bottom of the screen, and then click *Next*.(Tips: If you notice a Suspend Flag checkmark, refer to page 3. Also, if you cannot upload your documents, see page 5.)
- Review your elections and click *Confirmation Statement* to download a record of your elections. You must download your confirmation first before finishing the transaction. This is your receipt for your transactions. If there is a discrepancy with your enrollment, you will be required to provide your confirmation statement as proof of your enrollment activity. Without proof, no changes will be permitted.

Important: If you see that your coverage is marked Interim or Suspended, and that your Coverage Start Date shows as a prior year, see page 3 of this guide for an explanation.
- Click *Finish*. To protect your information, log off the system by selecting *Logout* at top right.

Resources

What Do You Want Do?	Contact
Learn more about Open Enrollment options	http://www.montgomerycountymd.gov/oe
Ask questions about Open Enrollment options	Attend an Open Enrollment event, see the “Events” page at http://www.montgomerycountymd.gov/oe Open a service request via MC311 240-777-0311 Monday – Friday, 8 am – 5 pm
Send any required documentation to the Health Insurance Team via mail, fax, or email.	Fax: 240-777-5131 Email: OHR.HITS@montgomerycountymd.gov (This email address is to be used solely for sending required documentation. For benefits questions, please open a service request via MC311 as described above.) Mail: OHR Health Insurance Team Office of Human Resources 101 Monroe St. – 7 th Floor Rockville, MD 20850
Get technical assistance with making changes online	Open a service request via MC311 240-777-0311 Monday – Friday, 8 am – 5 pm
Get help with my AccessMCG Single Sign-On user ID and password	IT Help Desk 240-777-2828 (option 1) Monday – Friday, 8 am – 5 pm

This document provides general information about Montgomery County Government’s Health Insurance Self-Service Benefits Enrollment System. If there is an inconsistency between the content of this document and any other documents, the applicable document will prevail (for example, the summary description, plan documents, law, regulation, procedure, or collective bargaining agreement).

10/09/2023