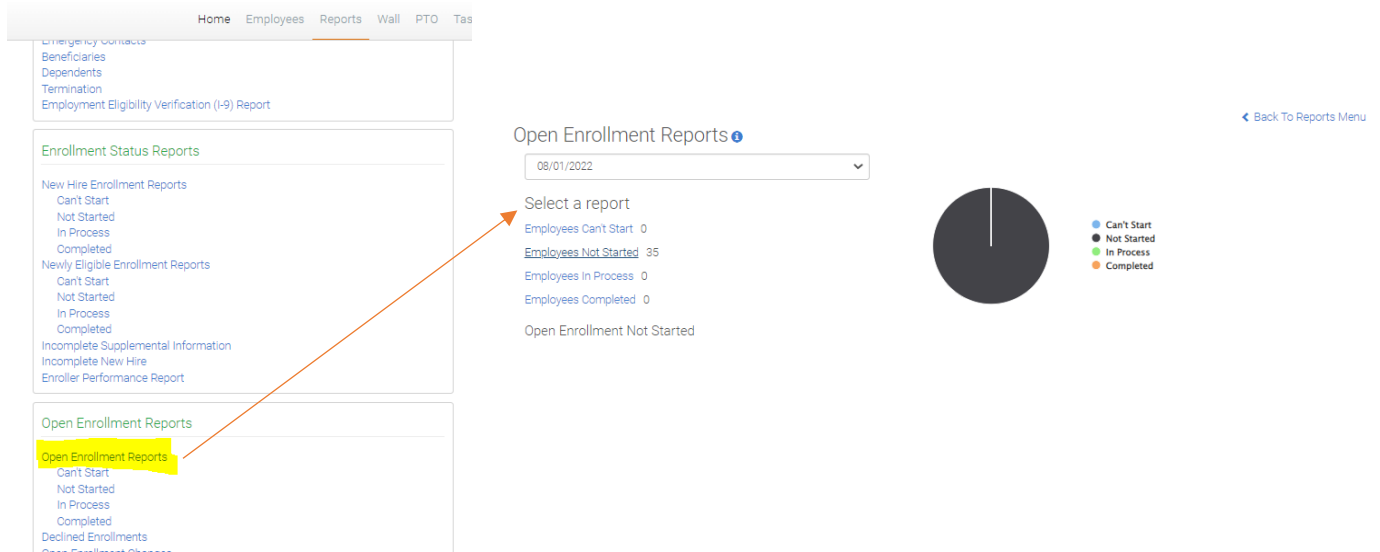


Open Enrollment Reminders & Tips for HR!

1. How can I see who is complete?

There is a REAL-TIME report you can run. From the reports tab, scroll down until you see the OPEN ENROLLMENT REPORTS box located on the left-hand side of the page. Here you can select Open Enrollment Reports and see which employees are completed, in process, or not started.



Open Enrollment Reports

08/01/2022

Select a report

- Employees Can't Start 0
- Employees Not Started 35
- Employees In Process 0
- Employees Completed 0

Open Enrollment Not Started

Can't Start
Not Started
In Process
Completed

2. What happens if an employee did not receive the OE email?

Please note that employees do not need the email in order to log into EN if they know this [Link](#) and their username/password.

If someone mentions they haven't received the email troubleshoot the following:

- Confirm we have a correct email for the employee.
- Confirm the email did not end up in a junk or spam folder.
- Check the employee timeline to see if an email was generated.

Erin Test Add a note

Employee Management Profile Update Benefits Benefits Summary Documents **Timeline** Integrations

Search Timeline

Event	On	Event Date	Description	Dependent	By
Enrollment changed	08/21/2021 01:55 AM		Group Short Term Disability	EN	
System Updated Benefits (Age Reduction or Enrollment Correction)	08/10/2021 01:05 AM		Life	EN	
Update Address Employee	09/30/2020 01:24 PM		Address Changed		Erin Martin
Enrollment changed	10/27/2019 05:11 PM		Group Short Term Disability	EN	
Enrollment changed	10/27/2019 05:11 PM		Long Term Disability	EN	
Enrollment changed	10/27/2019 05:11 PM		Life	EN	
Account Registration Started By Admin	10/24/2019 02:27 PM		Erin Test, Congratulations on your new position with CSP Demol! You can now begin the new hire enrollment process by accessing this Registration link. You are required to complete the enrollment process even if you are declining benefits. Enrollment must be completed immediately or you may not be able to enroll until your next Open Enrollment.		Erin Martin

If all of the above is correct, contact CBP to regenerate the email to the employee.

3. Will employees get a reminder?

YES! Employees will receive a daily email reminder about open enrollment ending usually 5 days prior to your deadline. This reminder will also give the link and instructions for logging in.

4. What happens if an employee needs to make a change?

If an employee needs to make a change to their elections after they have submitted their elections, they can still make a change during the active open enrollment period. They should simply log back into EN and click on the MAKE A CHANGE link on their homepage. It is important that they go through the entire enrollment process and submit the enrollment summary on the last step. If they do not sign off again at the end, it will not recognize this as a change.

5. Will I receive a wrap up of the changes?

YES! After open enrollment has ended and all employees have made elections, CBP will process all changes at the carrier. This will include any address changes as well as all plan election changes.

You should expect to receive an updated payroll deduction report that will show the new cost PER PAY for all employees on all benefit plans. It is your responsibility to get these changes implemented in your payroll system.

We strongly advise that you audit (at a minimum) the first several carrier bills after an open enrollment period. You should confirm the rates as well as any enrollment changes. Please notify CBP if you see any discrepancies so we can address with the carrier ASAP.