How to Update Your Benefits Following a Qualified Life Event or COVID-19 Relief

Welcome!
Thank you for using SFHSS’ Self-Service system to update your benefits due to a qualifying Life Event. A qualifying life event is an event that allows an SFHSS member to add or drop a dependent outside of Open Enrollment. Changes made due to Life Events must be made within 30 days of the qualifying Life Event.

You can also make changes due to COVID-19. Follow the steps below and select Requesting benefit change due to IRS guidance re COVID-19 under Life Events. You cannot make any vision plan changes under COVID-19 Relief. For COVID-19 Relief, you can make changes anytime between now and December 31, 2020.

Before you get started, there are a few things to know.

- **What is a qualifying Life Event?** Go to sfhss.org/changing-benefit-elections.

- **What documents do I need?** If you are going to be adding or dis-enrolling a new dependent to your existing plans, you will need to have your required documentation ready for upload. You will not be able to complete your online enrollment without uploading your documentation.
  
  - Certified Marriage Certificate
  - Domestic Partner Certification
  - Birth Certificate
  - Adoption Certificate
  - Court Orders for Divorce, Separation, Annulment, Dissolution of Partnership
  - Proof of coverage loss
  - Death Certificate
  - A Social Security number must be provided for each new enrolled member

- **How long do I have to update my benefits?** For a qualifying Life Event, you must complete your election and submit your documentation no later than 30 calendar days after the qualifying Life Event occurs or you must wait until the next Open Enrollment period in October to make any changes. For COVID-19 Relief, you can make changes anytime between now and December 31, 2020.
§ **What if I made a mistake?** If you make an error during your online enrollment, just click on the breadcrumbs that are found at the top of the page to go back to a previous section. To edit, click on the edit button or the pencil icon and save your changes.

§ **What if I encounter an issue?** Visit [sfhss.org-enroll-online](http://sfhss.org-enroll-online) where you will find information on how to login and get started, links to information about eligibility, and short videos (30 seconds each) showing you how to make specific updates and elections by topic.

§ **What if I exit the system before finishing?** If you exit before submitting your enrollment request, you will need to log back in. When you get back to the Employee Portal landing page, you will see an Alert indicating that your enrollment is incomplete. Click on **Life Event Benefits Enrollment** to resume enrollment.

![Employee Portal Alert](image)

§ **Problems logging in?** If you experience technical issues accessing your account and cannot resolve with our online resources, call the Dept. of Technology’s Help Desk at (628) 652-5000.

§ **Questions?** Call SFHSS at (628) 628-4700 or visit [sfhss.org/contact-us](http://sfhss.org/contact-us).
Let’s Get Started

1. Go to the San Francisco Employee Gateway [https://sfgov.org/sfc/employee-gateway](https://sfgov.org/sfc/employee-gateway)
2. Click on the San Francisco Employee Portal icon.
3. Enter your Employee ID and password. Click Agree & Sign In.
4. Complete the security verification and click Verify.
5. Under the Employee Links tab (under the My Links tab), click on Life Events.

Select the event that has happened in your life:

If you select I got married, I had a baby, I married my domestic partner, or I adopted or gained legal guardianship of a child, you will be adding a new dependent.

If you select I got divorced/legally separated, my domestic partnership ended, or my dependent has died, you will be dis-enrolling a dependent from your benefits.

Remember, when dis-enrolling dependents, you must uncheck their benefit elections for medical, dental and vision plans separately otherwise they may not be dropped from your benefit plans.
1. On this page, you will see the Life Event you selected (e.g. “I got married”). Read through the information listed about the Life Event.

2. **What Date Did Event Take Place?** Click on the **Calendar** and enter the date of your marriage, birth of your new child, etc. If the date of your Life Event is over 30 days ago, you will not be able to continue the enrollment process. Call SFHSS with any questions.

3. Click **Continue**.
Upload Documentation

1. Adding a new Life Event requires documentation. Click the Manage/Upload Documents button to continue. Place all your documents in one attachment as you can only upload one document.

2. Once you upload your documentation, you will receive a confirmation that it was uploaded.

3. Next, you will see Your Life Event has been created indicating that your Life Event has been submitted. Now you can add new dependents and make benefits election changes.
Review Your Dependents

If you have any existing dependents, they will be listed here. Click **Edit** to make any changes.

- If you married your Domestic Partner, change the relationship to *spouse*.
- If you got divorced or legally separated, change the relationship to *Ex-Spouse*.
- If your domestic partnership ended, change the relationship to *Ex-Domestic Partner*.

Click on **Add a New Dependent** to add a new dependent, then click **Save and Continue**.

Fill in the **Dependent/Beneficiary Personal Information** window. Click the save button and close the screen by clicking the *X* in the top right corner of the window.

Review Your Personal Information

If you need additional assistance updating your personal information, please do one of the following:

- If you are an active employee, please contact your department HR representative.
- If you are a retired employee, please contact us at *(628) 652-4700*. 
Current Benefit Elections

Please review your current benefits elections and current elections for your current and newly added dependents.

If you need to add your new dependent or drop an existing dependent (divorce/dissolution/end of domestic partnership) from your benefits plans, select the No button below and click Save and Continue. If you have no changes to your benefits, click Yes.
Choose a Medical Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the Manage Dependents button to add new dependents to your list.

You may enroll any of these individuals for coverage under this plan by checking the Enroll box next to the dependent's name.

If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to dis-enroll them from a medical plan.
Enroll in a Dental Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the Manage Dependents button to add new dependents to your list.

You may enroll any of these individuals for coverage under this plan by checking the Enroll box next to the dependent's name. If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to dis-enroll them from a medical plan.
Enroll in a Vision Premier Plan

The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the Manage Dependents button to add new dependents to your list. You may enroll any of these individuals for coverage under this plan by checking the Enroll box next to the dependent's name.

Note: You can only enroll in the Vision Premier plan if you are enrolled in an SFHSS medical plan. If you elect to enroll in Vision Premier, then all your dependents who are also enrolled in a medical plan are required to enroll in the Vision Premier plan. Enroll your new dependent by checking the box next to their name.

If you want to need to add a dependent, click the Manage Dependents button.

If you are dropping a dependent (ex-spouse, ex-domestic partner, step-children), be sure to uncheck their name to dis-enroll them from a medical plan.

NOTE: You cannot make any vision plan changes due to COVID-19.
Choose a Flexible Spending Account (FSAs)

If you are enrolled in a Health Care FSA, you will be able to make FSA elections, including updating current election amounts.

If you would like to enroll in a new FSA, check the Enroll in Health Care FSA.

Click save and continue. You will then advance to the Dependent Care FSA. Make any changes and then click Save and Continue.
Review Your Elections

This is your opportunity to review your elections. Included on this page is a cost summary. To edit a section, click on the pencil. Click the Continue button.

If you need to go back to a previous screen, use the breadcrumbs at the top of the page to navigate there.
Submit Elections

Review the information on the page and click **Submit**.
Enrollment Completion

- Your elections have been submitted and are subject to approval and final processing by SFHSS.
- Click the printer icon to print a summary of the benefit elections for your records. You will not be able to print the election summary after you exit this session.

- **Remember**: Life Event changes will not be processed until we receive your supporting documentation. If you did not submit the correct documentation, click the Upload Documentation button.
- The alert will still appear until SFHSS has finalized your enrollment.
- You can exit your online benefits enrollment by clicking Exit or Sign Out in the top right-hand corner.
Voluntary Benefits

If you would like to enroll in voluntary benefits, start by visiting sfhss.org/voluntary-benefits for a complete list of benefits. To enroll, contact WORKTERRA at (888) 392-7597 or workterra.net.

Contact Us

Our phone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and 1pm to 5pm and on Thursdays from 10am to 12pm and 1pm to 5pm at (628) 652-4700. Our fax number is (628) 652-4701.