# How to Enroll in Benefits for New Employees with the City and County of San Francisco and Superior Court of San Francisco

# Congratulations on your new position!

New employees with the City and County of San Francisco and the Superior Court of San Francisco have **30 days from the date of hire** to enroll in health benefits.

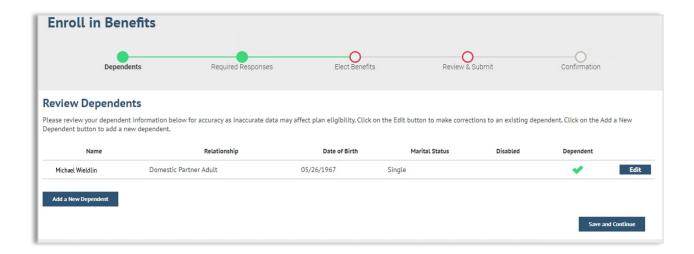
Before you get started, there are a few things to know.

- What benefits are available to me?
  - City and County of San Francisco employees, go to sfhss.org/benefits/city-and-county
  - Superior Court of San Francisco employees, go to sfhss.org/benefits/superior-court
- What documents do I need? If you are going to be adding a dependent to your health plan elections, you will need to have the required documentation ready for upload during your online enrollment process. You will not be able to complete your online enrollment without uploading your documentation.
  - Certified Marriage Certificate
  - o Domestic Partner Certification
  - Birth Certificate
  - Adoption Certificate
  - A Social Security number must be provided for each new enrolled member

- 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 <u>sfhss.org/enroll-online</u> where you can find information on how to login and get started, including videos 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. Under the Benefits tab, click on Benefits Enrollment to resume enrollment.
- 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. Our telephone hours are Monday, Tuesday, Wednesday and Friday from 9am to 12pm and from 1pm to 5pm and Thursday from 10am to 12pm and 1pm to 5pm. Our offices are currently closed to the public.

## **Add Your Dependents**

If you have dependents that you would like to add to your benefits plans, 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**

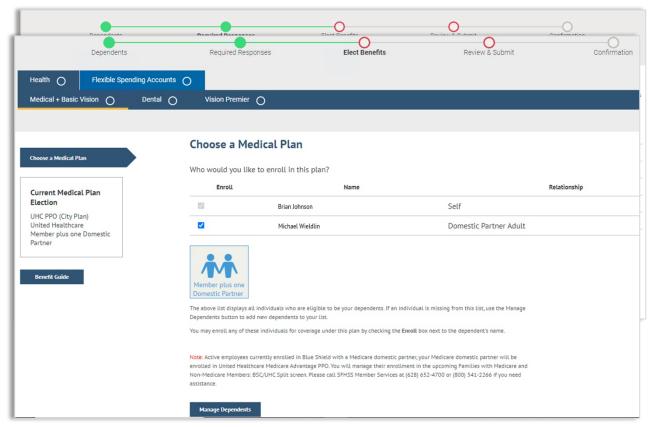
If you need additional assistance updating your personal information, please do one of the following:

- If you are an active employee, please contact your department HR representative.
- o 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 to your benefits plans, select the **No** button below and click **Save and Continue**. If you have no changes to your benefits, click **Yes**.

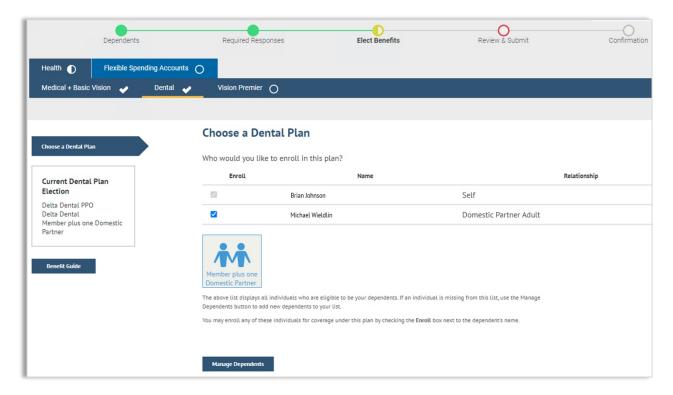


## **Choose a Medical Plan**

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.

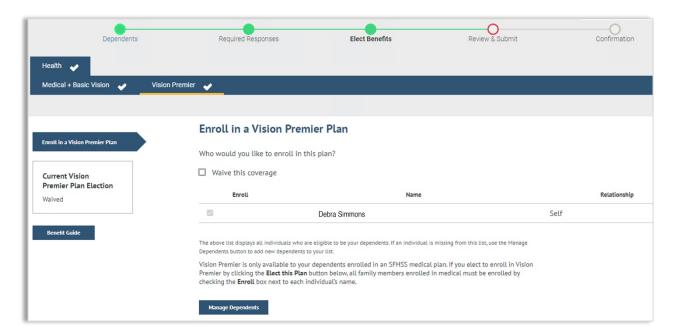
### **Enroll in a Dental Plan**



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.

#### **Enroll in a Vision Premier Plan**

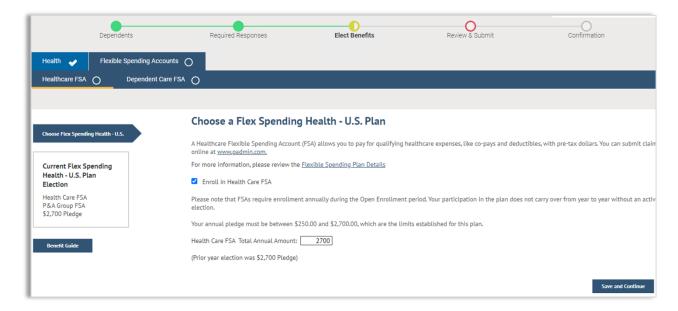


The above list displays all individuals who are eligible dependents. If an individual is missing from this list, click on the **Manage Dependents** button to add new dependents to your list. You may enroll any of these individuals for coverage under this plan by checking the Enroll box next to the dependent's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

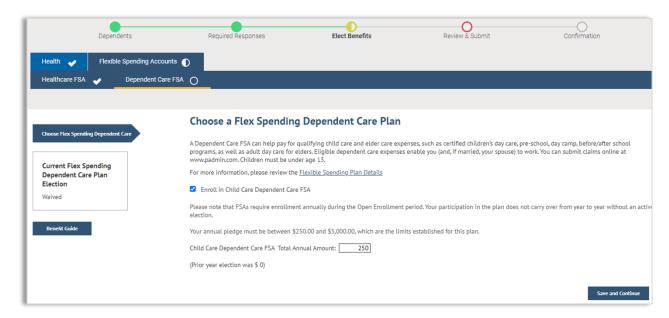
If you want to need to add a dependent, click the **Manage Dependents** button.

# **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.

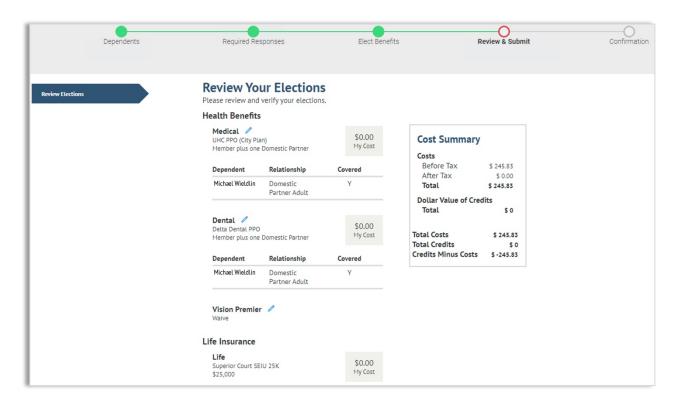
If you would like to enroll in a new FSA, check the Enroll in Health Care FSA.



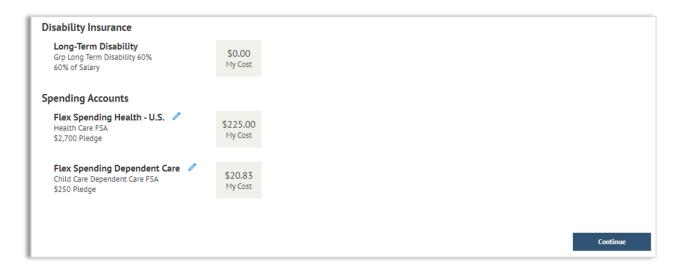
Click save and continue. You will then advance to the **Dependent Care FSA**. Make any changes and then click **Save and Continue**.

#### **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.

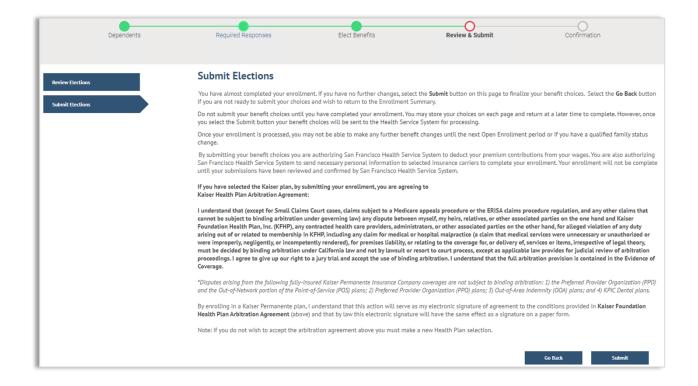


If you need to go back to a previous screen, use the breadcrumbs at the top of the page to navigate there.



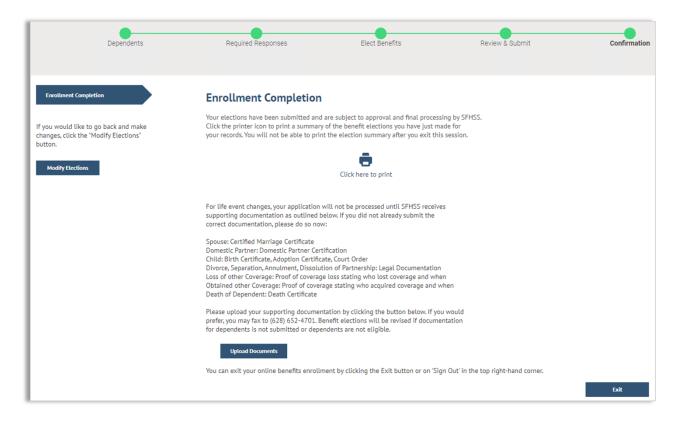
#### **Submit Elections**

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



## **Enrollment Completion**

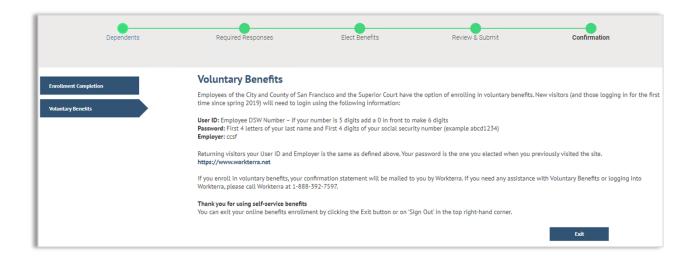
- Your elections have been submitted and are subject to approval and final processing by SFHSS.
- Click the **printer icon** to print a summary of the benefit elections for your records. You will not be able to print the election summary after you exit this session.



- Remember: New hire enrollments will <u>not</u> 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 <u>sfhss.org/voluntary-benefits</u> for a complete list of benefits. To enroll, contact **WORKTERRA** at **(888) 528-5360** or <u>workterra.net</u>.



#### **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**.