How to Update Your Benefits Following a Qualified Life Event

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 event.

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

- **What is a qualifying life event?** Go to [https://sfhss.org/qualifying-life-events](https://sfhss.org/qualifying-life-events).

- **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.
  
  o Certified Marriage Certificate
  o Domestic Partner Certification
  o Birth Certificate
  o Adoption Certificate
  o Court Orders for Divorce, Separation, Annulment, Dissolution of Partnership
  o Proof of coverage loss
  o Death Certificate
  o A Social Security number must be provided for each new enrolled member

- **How long do I have to update my benefits?** You must complete your election and submit your documentation no later than 30 calendar days after the qualifying life event occurs. If the election change process is not completed within 30 days of the life event, you must wait until the next Open Enrollment period in October to make any changes.

- **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 https://sfhss.org/how-to-enroll 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.

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. City College employees and San Francisco Unified District employees, you must provide the DT help desk your DSW. If you do not know your DSW, contact SFHSS.

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.
Let’s Get Started

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.
NOTE: Your ability to enroll or disenroll in a plan or to make FSA changes is dependent upon your specific Qualifying Life Event. While the following screenshots show all options available, these may not be all the options available to you.

Begin a Life Event

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. Add a subject. Click on Add Attachment.

3. Click on Choose File to navigate your computer, tablet, or phone for the document to upload. Once the file has been selected, click on Upload.
4. Once the file appears in your selection criteria. Click on **Save**.

![Document Definition - New Attachment](image)

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

![Upload Marriage Certificate](image)

6. The file now shows in a list of attachments with a Submitted Status.

   You must click the X in the top right corner to exit out of the Upload Document workflow and return to your benefit elections.

![Document Upload](image)

7. 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.

![Your life event has been submitted](image)
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.

**What you should know when adding dependents to your health benefits.**

When adding dependents not all relationship types are benefit eligible. These other relationships may be used for emergency contacts for example. To ensure your dependent is eligible for coverage, refer to the table below.
Review and Update Your Personal Information

If your personal information is not correct, please do one of the following:

- If you are a CCSF or Courts employee, you can update your information in the Employee Portal.
- SFUSD and City College employees must update address information directly with their employer.
- If you are a retired employee, please contact us at (628) 652-4700.

### Relationship Types

<table>
<thead>
<tr>
<th>Relationship Types</th>
<th>When to Use</th>
<th>Supporting Documentation Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child</td>
<td>Biological or Adopted Children.</td>
<td>Birth/Adoption Certificate.</td>
</tr>
<tr>
<td>Domestic Partner Adult</td>
<td>Domestic Partner.</td>
<td>Domestic Partnership Certificate.</td>
</tr>
<tr>
<td>Other Child - Legal</td>
<td>Dependents from court ordered coverage/guardianship, etc...</td>
<td>Court Order.</td>
</tr>
<tr>
<td>Other IRS - Non Dep Adult</td>
<td>Domestic Partners who qualify for tax favored status - Tax returns and annual attestation required.</td>
<td>Domestic Partner Certificate &amp; Annual Attestation from SFHSS.</td>
</tr>
<tr>
<td>Other IRS - Non Dep Child</td>
<td>Children of Domestic Partners who qualify for tax favored status - Tax returns and annual attestation required.</td>
<td>Birth Certificate, Domestic Partner Certificate &amp; complete and return Annual Domestic Partnership Attestation that will be sent from SFHSS.</td>
</tr>
</tbody>
</table>
Current Benefit Elections

Please review your current benefits elections for your existing 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

<table>
<thead>
<tr>
<th>Current Medical Plan Election</th>
<th>Available Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>UHC PPO (City Plan)</td>
<td>Blue Shield of CA Medicare Advantage HMO</td>
</tr>
<tr>
<td>United Healthcare Member plus one Domestic Partner</td>
<td>Blue Shield of CA Medicare Advantage HMO</td>
</tr>
</tbody>
</table>

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.

Note: Dental benefits for City College employees and SFUSD employees are not administered by SFHSS and will not appear in eBenefits.
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.
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.

Note: FSA benefits for City College employees and SFUSD employees are not administered by SFHSS and are not available for Retirees. Not applicable benefits will not appear in eBenefits.
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.
Voluntary Benefits

City of San Francisco employees and Superior Court employees who 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 access the Workterra tile from myapps.sfgov.org.

Contact Us

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