

Enrollment Quick Guide

To start the enrollment process, visit *www.cisbenefits.org* and look for the Open Enrollment link. You will then be transferred to the enrollment system — Benefitsolver, on the CIS Benefits Portal.





Mid-year life event during Open Enrollment

If you have a qualifying event (e.g. new hire, marriage, birth, etc.) during Open Enrollment, process the change online using the event (e.g., marriage) first. Then complete the Open Enrollment event. If you use the Open Enrollment Event to process a life event (e.g., adding a new spouse due to marriage), coverage will not be effective until Jan. 1, instead of the date of marriage.

Getting started

Login to your account using the User Name and Password you created when you registered for your account. *As a reminder, the company key, your user name, password and security questions are all case sensitive.*

First time here?

If you are a first-time user to the Benefitsolver enrollment system, click on "**Register.**" The Company Key — CIS — may or may not pre-populate. You are required to enter your Social Security number (SSN) and date of birth to validate you are eligible to enroll. You will then create your user name, password and select your security questions.

Forgot your user name or password?

• Returning users, if you forgot your user name and/or password, follow the steps below:

- Click on the "Forgot your user name or password?" link. *Note

 this will not work if you haven't created a login yet
- 2. Enter the Company Key (CIS), SSN and date of birth
- 3. Answer your security question
- 4. Enter and confirm your new password, then click "Continue" to return to this page and login



Begin enrollment

Click **"Start Here"** and follow the instructions to enroll in your benefits or waive coverage. You must complete the enrollment process by the deadline located next to the "Start Here" button. If you miss the deadline, you waive any electable benefit coverage, and cannot enroll until the next open enrollment period.

Work phone numbers are required to be entered so CIS can contact you when working through claims/carrier issues. If you don't have a work phone, please contact HR for a generic one to use.

If adding dependents during the enrollment process, you will be required to upload a marriage and/or birth certificates. Certificates must be uploaded by Nov. 30, or dependents will not be covered.

To upload required documentation (during the enrollment process or at a later date within your enrollment window), go to the home page and click on "View Details" in the To Do box.

Looking for more information?

View plan summaries and other benefit related information by clicking "Reference Center" in the main navigation.

Want to review your current plan?

- You have year-round access to your benefit summary and specific benefit elections at *www.cisbenefits.org*. Log in and then:
 - 1. Click your name and then "Benefits Summary"
 - 2. Review your current plans

Make your elections

Review your options as you walk through the enrollment process. Click "Select" on the plan(s) you choose.

Need help?

If you have any questions or need assistance, please call the CIS Benefits Hotline at 855-763-3829. If you get voicemail, please leave a message and we will call you back within 1 business day.

• Do not click the "Live Chat" button as the Businessolver staff are unable to answer questions.

must click the "Select" button next to the plan option you want. You must also indicate for each dep	endent whether they should have coverage by choosing yes or no.				
Out: You can select Opt Out if you are covered by other qualified group coverage.					
laive if you pelect Waive, you will automatically be waived from the vision and dental coverage.					
	are only applies to full-time employees. Part-time employees should contact their employer for cost share amounts.				
lect your plan					
Select KAISER COPAY B ALT CARE HEARING AID					
lan Pricing					
	Your Cost				
fler	(Monthij)				
	166.94				
Implayee					
implayee Implayee and Child	\$122.30				
Employee and Child	\$122.30				
Employee and Child Employee and Spouse/DP	5122.30 5139.72				
Employee and Child Employee and Spoura/DP Employee and Children	5122.30 5139.72 3154.37				

Review Ehrollment	ST TEST T	EST TEST	TEST TEST
019 Open Enrollment			
you would like to make the changes. The total cost represents the cost of the benefits not requiring "Benefits requiring EOI are not included in the cost.	d that all your information is correct, click on the "Approve" button. If approval. usind documentation is not provided within the required timeframe.	you would like to make changes or new selections, simply d	ick on the "Edit" link to the right of the area in which
About You			
Personal Information			
Blueberry P Muffin 1212 Court Street Salem, OR 97301 US	Date of Birth: 03/03/1963 Work Phone: 503-763-3829	Gender: Male	
Dependent Information			
Beneficiary Information			•
< Previous	Tot	tel Employee Cost: \$889.44	Approve >
с	Onfirmation By selecting "Agree", you have confirmed your confirmation message in your Message Center, By selecting "Disagree", your elections will not Hyou have any questions, please call the CIS B	be submitted and you will need to contact	

Review your elections

Review, edit and approve your personal information, elections, and dependents.

Approve

Once you have reviewed your elections and they are accurate, click "Approve" to continue.

Confirm your choices

Your enrollment isn't complete until you confirm your benefit elections by clicking "I Agree."

If you have enrollment pending Hartford Evidence of Insurability (EOI) and/or dependent documentation for dependents added, you will see the Action Required screens with instructions. If you don't complete the actions here, these links will be available on your homepage. <u>Please note:</u> the EOI link will not allow you to access the EOI form until the required dependent documentation has been uploaded to the system and approved by CIS.

Thank You!	TEST TEST	
⊘ Transaction Complete	🖨 Print Benefit Summary	
Your information has been submitted. Select Home to return to your benefits home page or Log Out to end this session.	Confirmation Number	
Thank You.	766-73-90-906	
< Home	C Logout	

× I Disagree

Total Employee Cost: \$889.44

✓ I Agre

Print

If you want, you can print your election information. Then Logout or go back to your Home page.



Make mid-year changes

The benefit elections you make will remain in effect until Dec. 31, 2019, unless you experience a qualified status change. Please see the Benefits Enrollment & Eligibility Guide provided with your Open Enrollment materials or in the Reference Center for details.

Browser Requirements

To ensure that internet browsers communicate securely with the Businessolver website, they have upgraded the Transport Layer Security (TLS) 1.2 protocol. To test whether your browser is compatible or not, please visit <u>https://origin-dev.benefitsolver.com/benefits/BenefitSolverView</u> and log in with the same username and password used for <u>www.benefitsolver.com</u> (the CIS enrollment site). If you successfully navigate to the page, your browser supports TLS 1.2. If you can't navigate to the page, then you will need to upgrade your browser.

This site is best viewed with the most-recent, stable versions of the browsers listed below, all of which are freely available for download* from their respective websites:

- Firefox
- Chrome:
- Edge

Older browsers, such as Internet Explorer, will have problems.

*Please contact your IT department/service provider if you need assistance with upgrading.

Useful information about using the Benefitsolver site:

- The suggested minimum screen resolution is 1024 x 768.*
- You must have cookies enabled to use portions of Benefitsolver.com.*
- You must have Javascript enabled.*
- You must have stylesheets enabled.*

*By default, the above items are enabled upon initial installation of a browser.

Experiencing "slowness" in the site?

If you are experiencing a general slowdown in response time while using the system, there could be a number of contributing issues. The most likely possibility is the network you are currently working from is not running at optimal speeds. To test the performance of your network, visit <u>www.speedtest.net</u> to determine network speed.