eBenefits

State of Delaware

Quick Reference Guide

2013 Open Enrollment Period • **May 13–29, 2013**

1) How to access eBenefits

All State, K-12 & Higher Education employees

1. Open Internet Browser (Internet Explorer or Netscape).
2. Type in https://eapps.erp.delaware.gov/
3. Press Enter or Go.
If you get a Security message: Do you want to proceed? Click Yes
4. Employee Self Service Sign in screen opens.
5. Enter **User ID** which is your six digit Employee ID number. This is the same ID used to access the system to view your paycheck online. If you cannot locate your ID, contact your HR/Benefits office.
6. Enter Password.

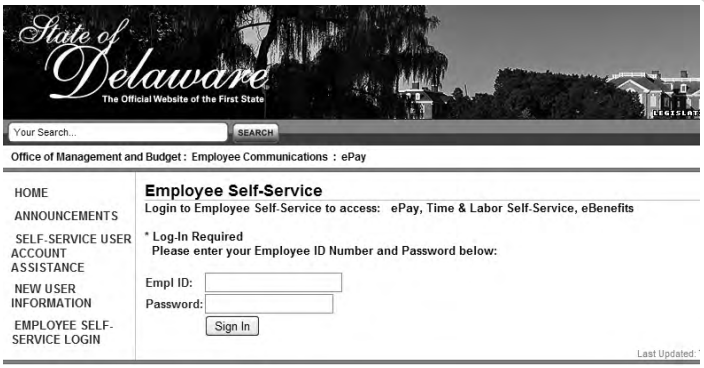
Password

- If you have accessed ePay or Time & Labor (to view paycheck, leave data, or to enter your own time) you will use the password set up at that time instead of the default password
- If you have not accessed employee self-service, the password will be the default password as shown below:

Password = de$mmdd####
de = de
$ = $
mm = your birth month
dd = your birth day
= last 4 digits of your SSN

7. Click **Sign In**.
8. If you are using the default password, a prompt appears to change your password. If a prompt appears, click prompt to change password. New password must be at least 8 characters long and include at least 1 number and 1 special character. Do not use the following characters in your password - & < > ' "

- Enter current **Password** = de$mmdd####
- Enter new **Password**
- Confirm new **Password**
- Click **Change Password**
- Make a note of your password
- Click **OK**



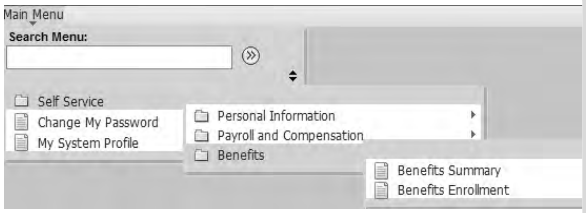
2) Benefits Enrollment

2013 Open Enrollment Period • **May 13–29, 2013**

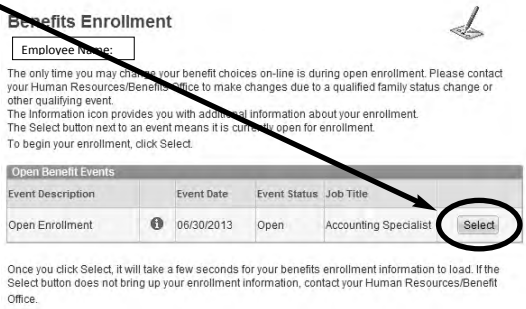
Do not use the "BACK" button in this web site.

View Your Current Benefit Elections:

1. Click **Self Service.**
2. Click **Benefits.**
3. Click **Benefits Enrollment**.
4. On the **Benefits Enrollment** page, click **Select.**
5. The **Open Enrollment** page shows you what benefits you currently have. Use the vertical scroll bar on the right side to view the entire list.

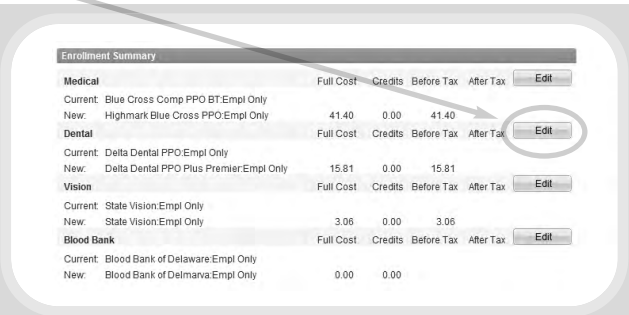


Click on Benefits Enrollment



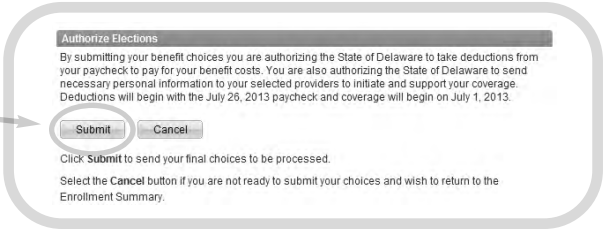
To Make Changes:

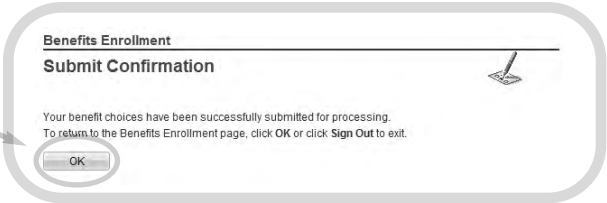
1. Click the **Edit** button next to the benefit you wish to change (i.e., Medical, Dental, Vision, Blood Bank).
2. Click the **radio button** next to the option you wish to select.
3. For Medical, Dental and Vision, select the dependents you wish to have covered. By using the scroll bar to scroll down you can see all eligible dependent(s). Dependents to be enrolled must have a check in the checkbox before their name. Click on the checkbox to ADD or REMOVE check.
   To add a dependent who is not listed, or to see how to specify a primary care provider (PCP), see next page.
4. Click **Update Elections** to review your changes.
5. Review and click **Update Elections** to accept or **Discard Changes** to correct.
6. You may want to print this page for your records.
7. When all changes are made, click **Submit,** located at the bottom of Benefits Enrollment - Open Enrollment page.



Submit Your Benefit Choices:

1. Carefully read the **Submit Benefit Choices** page.
2. Click **Submit** to Authorize Elections.
3. Click **OK** at the **Submit Confirmation** page to verify elections have been submitted.

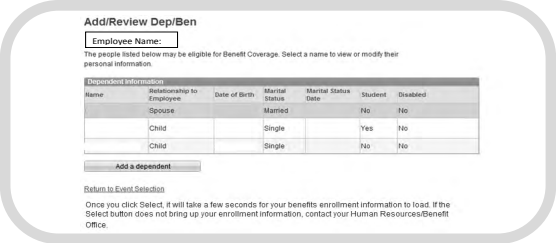




Important!

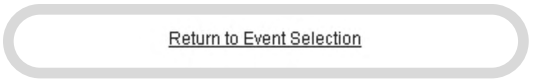
Click sign out to sign out of eBenefits

Adding Dependent(s):



1. After you click **Edit** button for medical, dental,vision, or blood bank; using the scroll bar, scroll to the bottom and click the **Add/Review Dependents** button.
2. To add a dependent, click **Add a Dependent** link.
3. If you cover a dependent who turned 21 prior to the end of the 2012 calendar year, go to **www.ben.omb.delaware.gov/documents/cob** for complete requirements regarding primary coverage.
4. Enter all dependent information; i.e., name, address, date of birth, SSN, etc., (If the address and/or phone number are the same as the employee, click the checkbox '**Same address as employee**' and/or '**Same phone as employee**'.)
5. If adding and enrolling a spouse or children due to marriage, choose the relationship of spouse, son and/or daughter as applicable.

   If adding and enrolling a spouse or children due to a civil union for the FIRST TIME, complete the Certification of Tax Dependent Status Form at **www.ben.omb.delaware.gov/cu** to determine tax dependency. Based on tax dependency, choose the proper relationship of IRS Qualified (IRSQ) or IRS Non-Qualified (IRSNQ) for your spouse and children. Submit the completed Certification of Tax Dependent Status Form to your organization's Human Resources/Benefits Office.
6. Click **Save**.
7. If the required fields are not completed, you will receive an error message box instructing which missing fields are required to complete the transaction.
   - -If Box states that a field should be entered for dependent, click Cancel and enter the field. Do not click "OK"
   - -If Box states "field is required", click OK and enter the required information
8. After receiving the successful confirmation, click **OK**, then scroll down and click **Return to Enrollment Dependent/Beneficiary Summary**.

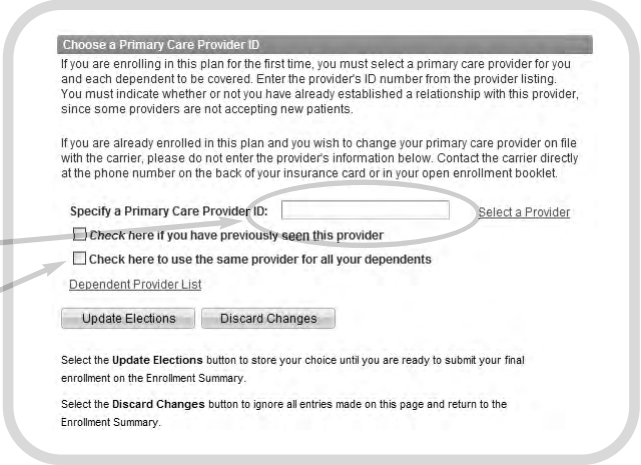


9. Scroll down and click **Return to Event Selection**. To enroll the new dependent, scroll down to **Enroll Your Dependents** and click on the checkbox.
10. Click **Update Elections.**

Specify a Primary Care Provider (PCP):

A PCP ID code must be entered, if you are enrolling yourself or a dependent in one of these HMO plans for the **first time:**

- Medical—Highmark Blue Care® or Aetna's HMO plan.
- Dental—Dominion Dental Services



1. After you click the **Edit** button for medical or dental; using the scroll bar, scroll to the bottom and go to the **Specify a Primary Care Provider ID** textbox.
2. Enter your provider ID code. If you don't know your provider ID code, click **Select a Provider**.
3. Select appropriate checkboxes.
4. Click **Dependent Provider List** to enter PCP for dependents if different from your PCP. Check if Previously Seen. Click **Update Elections**.
5. Click **Update Elections** to review Benefits Enrollment page.
6. Click **Submit** to store your choices.

To view your Benefits Summary at anytime:

1. Follow the instructions on Page 1 to access eBenefits.

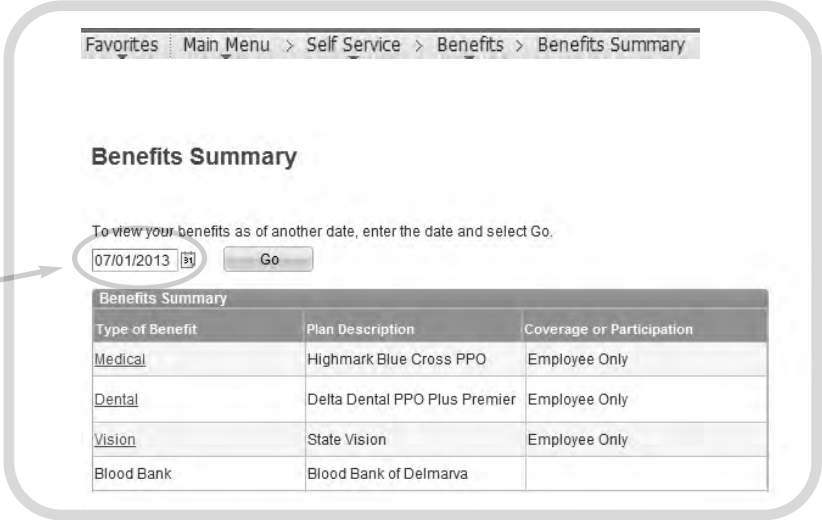
2. Once you have logged on, Click **Self Service**.

3. Click **Benefits**.

4. Click **Benefits Summary**.

5. Change the date in the box to **07/01/2013**.

6. Click **Go**.



If there is an error in your benefit elections or the coverage listed, you must contact your HR/Benefits Office no later than June 7, 2013 to have the error corrected.

NO CORRECTIONS WILL BE MADE AFTER JUNE 7, 2013.

NEED HELP!!!

For Password Reset Assistance
Contact the Employee Self-service Call Center

Toll-free at 1-866-751-7833
8:00 a.m. to 4:30 p.m. Monday through Friday
Available May 13 through May 29

Please have your Employee ID number available when you call. If your call should go to voicemail, leave a message with your name, your Employee ID number and a phone number where you can be reached between the hours of 8:00 a.m. to 4:30 p.m. Your password will be reset and your call will be returned as quickly as possible.

OR

You can go to **www.omb.delaware.gov/epay**.
Click on USER ACCOUNT ASSISTANCE (located on the left hand side),
Click on SUBMIT AN ONLINE REQUEST.
Complete and submit the form to have your password reset.

DO NOT LEAVE A VOICE MAIL *AND* SUBMIT A FORM AS THIS MAY RESULT IN YOUR PASSWORD BEING RESET AN ADDITIONAL TIME AFTER YOU HAVE SUCCESSFULLY LOGGED IN.

For General Benefit Questions And Online Enrollment (Employee Self-Service) Assistance For Employees:

Contact the Statewide Benefits Office Help Desk
Toll-free at **1-800-489-8933**
8:00 a.m. to 4:30 p.m. Monday through Friday
Available May 13 through May 29