

Reference Guide

Support Staff (AUPE) Benefits Enrolment New Hire

Purpose: This reference guide provides you with the steps to enrol in Support Staff (AUPE) group benefits.

You have two weeks from your date of hire to complete your enrolment in the benefits program.

HR sends you an email within two days of your hire date, outlining the steps to follow.

This guide is also helpful if you experience a life event and need to make changes to your benefit selections. The steps provided here are specific to new hires but are relevant for making changes

to existing benefits, dependents, and beneficiaries.

Audience: New hires to the University of Calgary Support Staff.

Prerequisites: You have received a system email notification from DoNotReply@ucalgary.ca indicating you can

access the enrolment tool to make your benefit selections.

Related For related benefits information, visit the UofC Human Resources website:

Documents https://ucalgary.ca/hr/benefits-pension/new-employee-enrolment/support-staff

Table of Contents

| Complete Your Enrolment | | 3 |
|-------------------------|---|----|
| | Step 1: Navigate to the Benefits Enrolment Page | 3 |
| | Step 2: Review Key Information | 4 |
| | Step 3: Enter Dependent/Beneficiary Information | 5 |
| | Step 4: Make Your Enrolment Selections | 7 |
| | Overview of All Plans | 9 |
| | Health | 10 |
| | Dental | 12 |
| | Basic Life | 14 |
| | Optional Employee Life | 16 |
| | Optional Spousal Life | 19 |
| | Optional Child Life | 21 |
| | Wellness Spending Account | 24 |
| | Health Spending Account | 25 |
| | Pension | 26 |
| | Step 5: Finalize Your Selections | 27 |
| | Errors | 28 |
| | Submit Benefits | 29 |

Complete Your Enrolment

Our comprehensive benefits and pension program is designed to promote a productive level of health and well-being to staff members through coverage for retirement income planning, health, dental, life insurance, and income protection for disability. We hope you find these programs beneficial in meeting your needs.

Benefit eligibility and an overview of your benefit plan would have been outlined in your offer of employment. Detailed benefit plan information can found on the Support Staff Benefits at a Glance page.

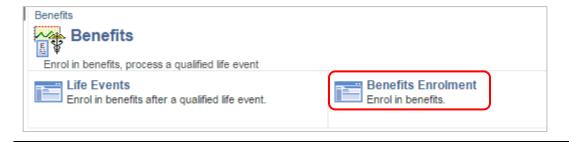
If you have experienced a life event, go to the HR Life Events page at https://ucalgary.ca/hr/benefits-pension/life-events/support-staff for key information, prior to making changes to your benefits.

Step 1: Navigate to the Benefits Enrolment Page

 From the my.ucalgary.ca Portal, click All about me
 → My benefits → Benefit details



2. On the Benefits page, click Benefits Enrolment.



Step 2: Review Key Information

- 1. The **Benefits Enrolment** page displays.
- 2. Read the information.
- Click the Overview of All Plans link to review details about your benefits. This opens in a new tab.
- In the Open Benefits
 Events section, click the
 Information button for
 more detailed instructions.
- Review the important information about Benefits Enrolment.
- 6. Click the **OK** button.

Benefits Enrolment Ronald McDonald The University of Calgary is pleased to offer a comprehensive Group Benefit Program. Please review your options and make your selections. Click Overview of All Plans to review details about your benefits. After your initial enrolment the only time you may update your benefits through self-serve is at a qualified Life Event. Use the Select button to begin your enrolment. **Open Benefit Events Event Description Event Date Event Status** Job Title 2016/11/16 Select Hire/Rehire Submitted Administrative Assistant After you click the Select button, it may take a few seconds for your benefit enrolment information to

Benefits Enrolment

Hire/Rehire

load.

Ronald McDonald

As a new hire you must enrol in benefits within 14 days of your date of hire. If you do not complete your selections you will be defaulted to base single coverage with no optional benefits. Please note that coverage for Dental, Basic Life and Long-term Disability are effective six months after hire. Before making your selections please enter your dependent data (spouse and children).

Ensure you select all your benefit choices before clicking Save and Continue.

Click Review/Update Dependent Data to begin your enrolment.

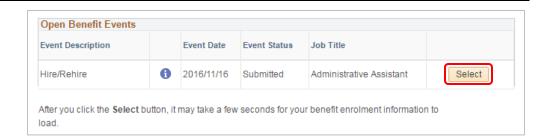


Step 3: Enter Dependent/Beneficiary Information

Enter dependent information as needed to ensure appropriate coverage. This is also the time to add your beneficiaries for applicable Life, and optional benefits.

- 1. Click the Select button
- 2. The **Benefits Enrolment** page displays (you may need to scroll up).
- Click the Review/Update Dependent Data button.

Note: You cannot make your benefit selections until you have entered dependent/beneficiary information.



Benefits Enrolment

Hire/Rehire

Ronald McDonald

As a new hire you must enrol in benefits within 14 days of your date of hire. If you do not complete your selections you will be defaulted to base single coverage with no optional benefits. Please note that coverage for Dental, Basic Life and Long-term Disability are effective six months after hire. Before making your selections please enter your dependent data (spouse and children).

Ensure you select all your benefit choices before clicking Save and Continue.

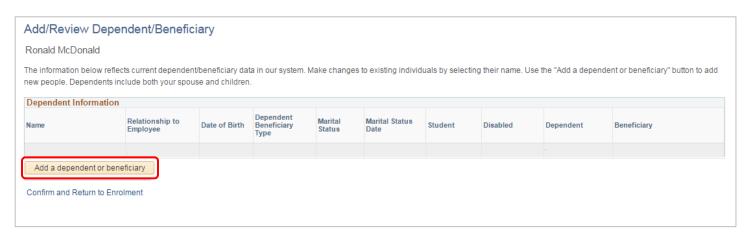
Click Review/Update Dependent Data to begin your enrolment.



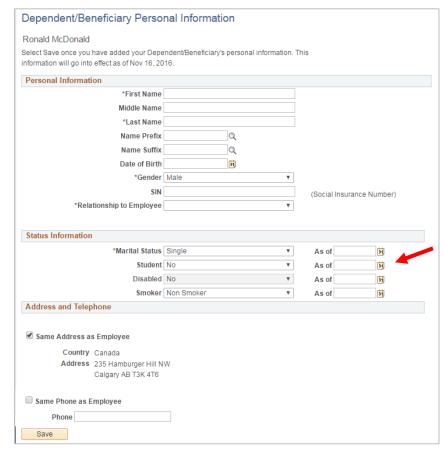
Select Review/Update Dependent Data to begin your enrolment. Refer to <u>Group Benefit Definitions</u>.

Review/Update Dependent Data

- 4. The Add/Review Dependent/Beneficiary page displays.
- 5. To add a dependent or beneficiary, click the button.



- 6. Enter your dependent/beneficiary personal information.
- 7. Note that under **Status Information**, leave the **As of** date field blank.



- 8. Click the Save button.
- 9. Click to Return to Dependent/Beneficiary Summary.



10. To add another dependent or beneficiary, click the button.

Note: Ensure you add any nondependent beneficiaries for your Life Insurance at this point.

11. When done adding dependents and beneficiaries, click the Confirm and Return to Enrolment link to validate your entries and open up your benefits for making selections.

Add a dependent or beneficiary

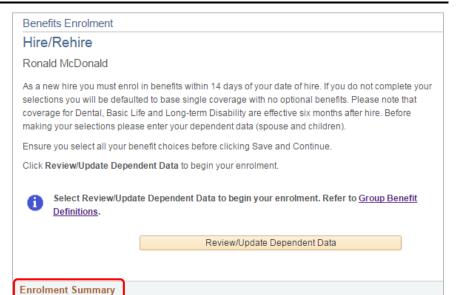
Confirm and Return to Enrolment

Add a dependent or beneficiary

Confirm and Return to Enrolment

Step 4: Make Your Enrolment Selections

- 1. The **Benefits Enrolment** page displays.
- 2. Scroll down to your **Enrolment Summary.**

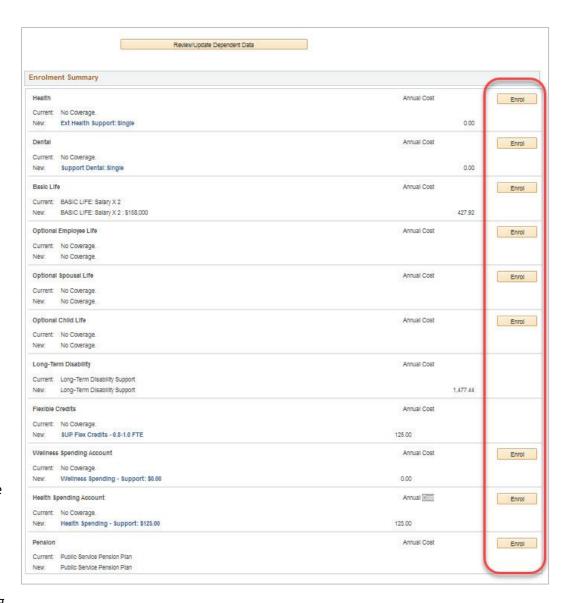


3. Click the Enrol button for each item in the Enrolment Summary, in order to make changes or validate your existing choices.

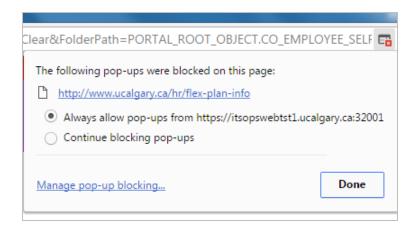
Note that the numbers displayed here may not accurately reflect the numbers that will display in your enrolment summary.

Depending on your eligibility, the **Enrolment Summary** may include:

- a. Health
- b. Dental
- c. Basic Life
- d. Optional Employee Life
- e. Optional Spousal Life (Family coverage only)
- f. Optional Child Life (Family coverage only)
- g. Long-Term Disability
- h. Flexible Credits
- Wellness Spending Account
- j. Health Spending Account
- k. Pension



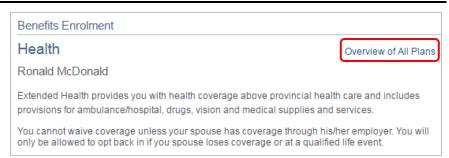
Note: When you click into each item, ensure your pop-up blocker is set to allow pop-ups on this site.

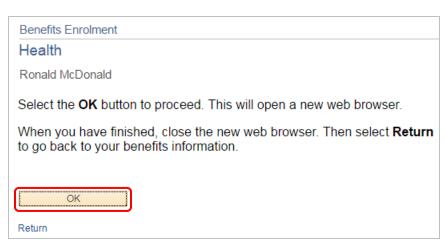


Overview of All Plans

- 1. For an **Overview of All Plans**, once you have selected to edit an item in your Enrolment Summary, click the link in the top right corner. This link is available when you navigate into each item of the Enrolment Summary.
- Click the **OK** button to open a new browser window of the UofC Human Resources website – Group Benefits Information.

3. When done reviewing the available plans on the Human Resources website, click the other tab to return to your benefits enrolment. You can return to the Human Resources website at any time by clicking the Benefits and Pension tab.

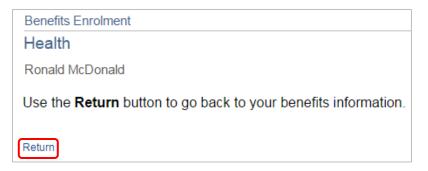






Annual Cost

4. Click **Return** to go back to your benefits information.

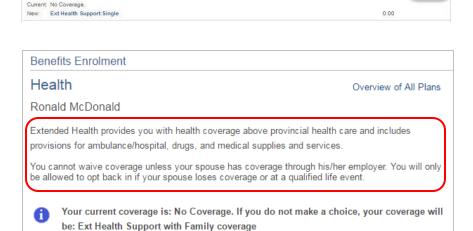


Health

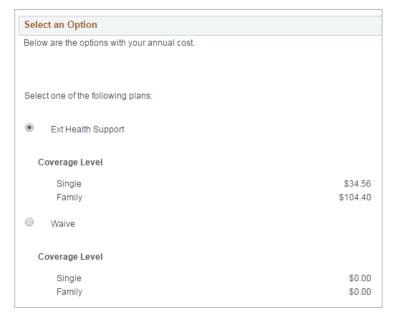
1. Click the **Enrol** button for the **Health** option.

Health

2. Before you confirm your **Health** selection, review the important information.



3. Validate the selection. You cannot waive coverage unless your spouse (if applicable) has coverage through his/her employer. Rather than opting out, we recommend coordination of benefits between your and your spouse's plans.

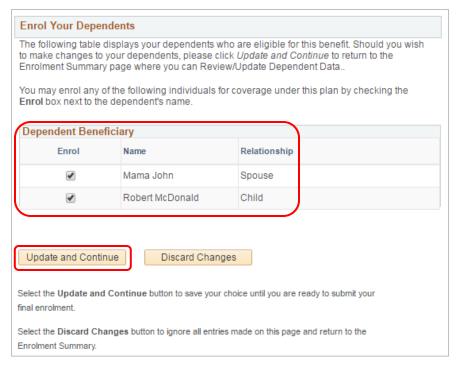


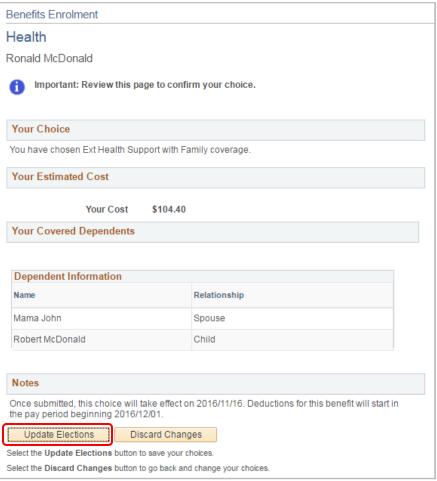
 Enrol Your Dependents in this benefit. To make changes to dependents, click the Update and Continue button to return to the Re-Enrolment Summary page.

Note: Changing dependents impacts your coverage. If changes are made to dependents after benefits are selected, review selections to ensure they are still accurate.

 If you are done reviewing and/or making changes, click the **Update and Continue** button.

- 6. A summary displays with your selection.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.



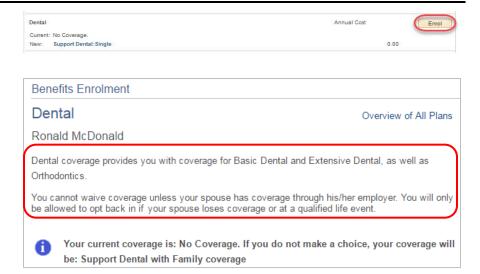


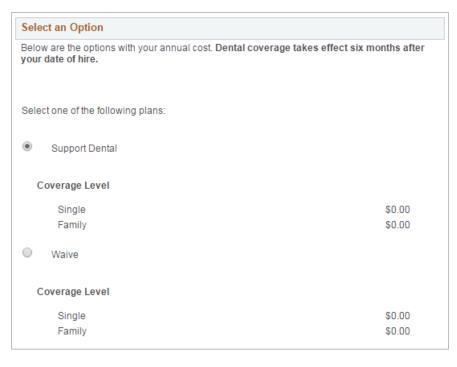
Dental

- 1. Click the **Enrol** button for the **Dental** option.
- Dental coverage takes effect six months after your date of hire.
 Before you confirm your **Dental** selection, review the important information.

Remember, you can review all plans by clicking the link in the top right corner.

3. Validate the selection. You cannot waive coverage unless your spouse (if applicable) has coverage through his/her employer. Rather than opting out, we recommend coordination of benefits between your and your spouse's plans. You must enrol in Dental if you have enrolled in Health.



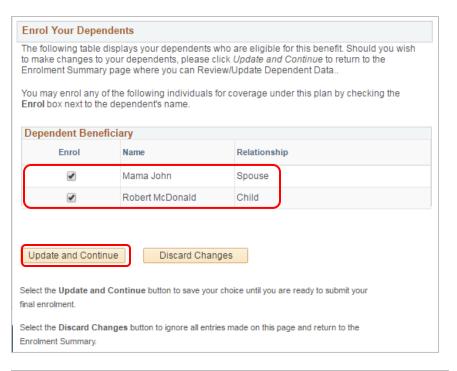


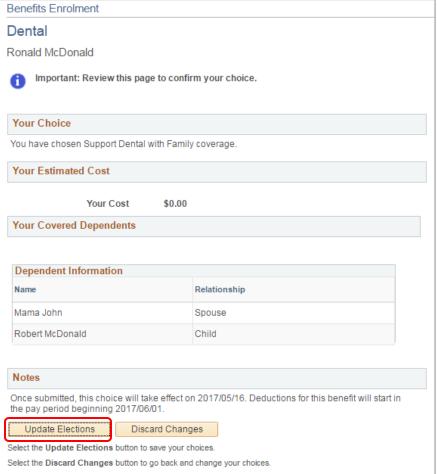
 Enrol Your Dependents in this benefit. To make changes to dependents, click the Update and Continue button to return to the Re-Enrolment Summary page.

Note: Changing dependents impacts your coverage. If changes are made to dependents after benefits are selected, review selections to ensure they are still accurate.

 If you are done reviewing and/or making changes, click the **Update and Continue** button.

- A summary displays with your selection.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.

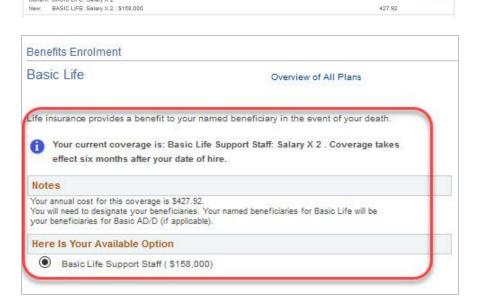




Enrol

Basic Life

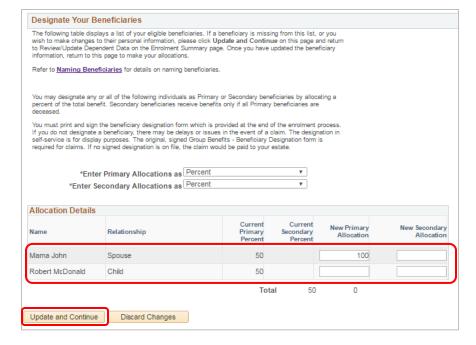
- 1. Click the **Enrol** button for **Basic Life**.
- Basic Life coverage is mandatory and takes effect six months after your date of hire. Review the important information on basic life.



3. Designate your primary and secondary allocation by percent.

Note: You can't change the Primary or Secondary Allocation from Percent (the drop down is deceiving).

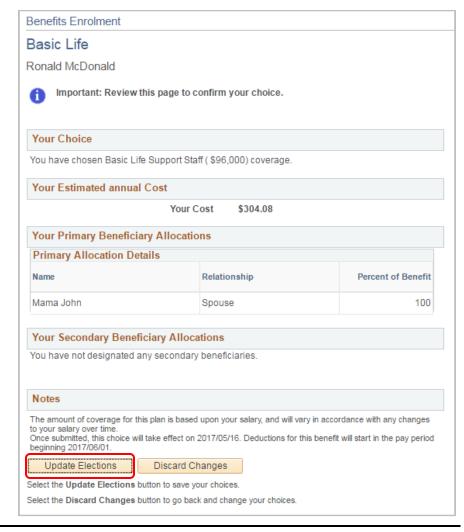
4. Click the **Update and Continue** button.



Current: BASIC LIFE: Salary X 2

- 5. A summary displays with your selection.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.

Note that Basic Life comes into effect six months after your start date.



Optional Life Insurance is available in units of \$1,000 up to a maximum of \$300,000

subject to medical evidence of insurability. The cost of Optional Life depends on the

If you wish to enrol you will receive the required forms to complete and send to the provider

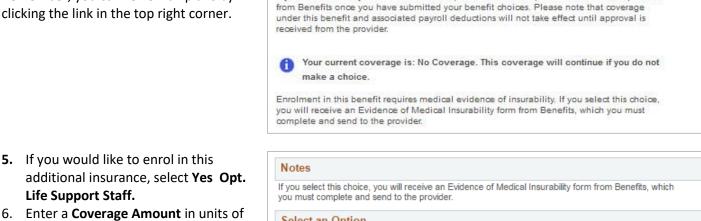
amount of coverage chosen and your age, gender and smoking status.

Overview of All Plans

Optional Employee Life

- 1. Click the **Enrol** button for **Optional Employee Life.**
- 2. Before you make your Optional **Employee Life** selections, review the important information.
- 3. If you choose to enrol, medical evidence of insurability is required.
- 4. Scroll down to make your selections.

Remember, you can review all plans by clicking the link in the top right corner.



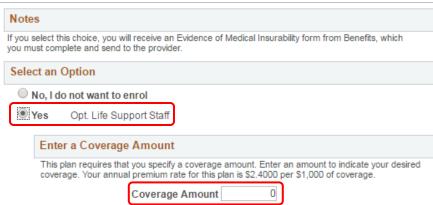
Optional Employee Life Current: No Coverage

No Coverage

Benefits Enrolment

Optional Employee Life

6. Enter a **Coverage Amount** in units of \$1000 up to \$300,000. You will be sent required forms to complete and submit to the provider. Your coverage does not begin until approval is received from the provider and the six-month waiting period has ended.



 Designate your beneficiaries by percent. To add a beneficiary, navigate back to the Enrolment Summary page.

Note: You can't change the Primary or Secondary Allocation from Percent (the drop down is deceiving).

The following table displays a list of your eligible beneficiaries. If a beneficiary is missing from this list, or you wish to make changes to their personal information, please click Update and Continue on this page and return to ReviewUpdate Dependent Data on the Erroliment Summary page. Once you have updated the beneficiary information, return to this page to make your allocations.

Refer to Naming Beneficiaries for details on naming beneficiaries.

You may designate any or all of the following individuals as Primary or Secondary beneficiaries by allocating a percent of the total benefit. Secondary beneficiaries receive benefits only if all Primary beneficiaries are deceased.

You must print and sign the beneficiary designation form which is provided at the end of the enrolment process. If you do not designate a beneficiary, there may be delays or issues in the event of a claim. The designation in self-service is for display purposes. The original, signed Group Benefits - Beneficiary Designation form is required for claims. If no signed designation is on file, the claim would be paid to your estate.

*Enter Primary Allocations as Percent

*Enter Secondary Allocations as Percent

*Enter Secondary Allocations as Percent

*Enter Secondary Allocations as Percent

*Mama John Spouse

Relationship

Relationship

Soundary Allocation

Allocation Details

Mama John Spouse

50

100

Robert McDonald

Child

Total

Total

Total

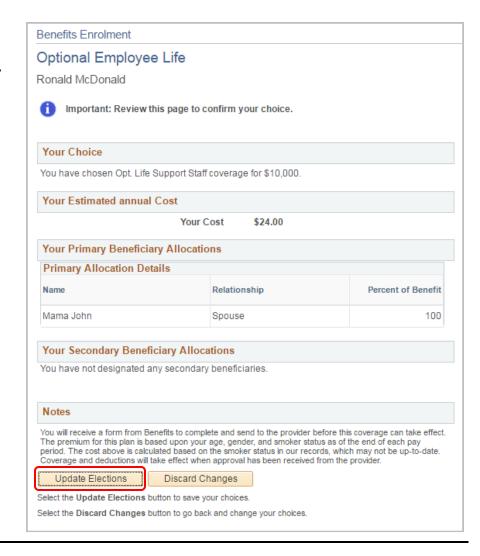
Total

8. Click the **Update and Continue** button.

Update and Continue Discard Changes

Designate Your Beneficiaries

- 9. A summary displays of your selections.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.

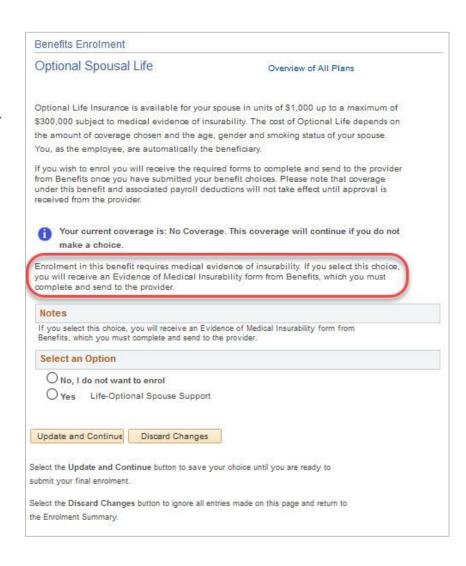


Optional Spousal Life

This is only relevant to employees with **Family** coverage.

- Click the Enrol button for Optional Spousal Life.
- 2. Review the important information about Optional Spousal Life.
- 3. If you choose to enrol, medical evidence of insurability is required.
- 4. Scroll down to make your selections.





- To enrol your spouse in this plan, select Yes for Life-Optional Spouse Support.
- Enter a Coverage Amount in units of \$1000 up to \$300,000. You will be sent required forms to complete and submit to the provider. Your spousal coverage does not begin until approval is received from the provider and the six-month waiting period has ended.



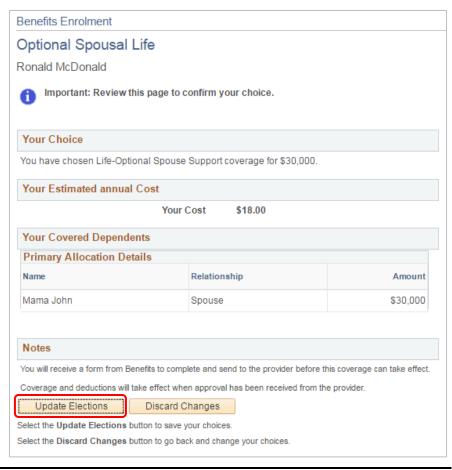
7. Enrol your spouse by selecting the check box in the Covered column. To add a dependent, navigate back to the **Enrolment Summary** page.



8. Click the **Update and Continue** button.

Update and Continue Discard Changes

- 9. A summary displays of your selections.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.



Optional Child Life

This is only relevant to employees with **Family** coverage, with at least one child.

- Click the **Enrol** button for Optional Child Life.
- 2. Review the important information about Optional Child Life.
- 3. Scroll down to make your selections.



Benefits Enrolment

Optional Child Life

Overview of All Plans

Ronald McDonald

Optional Child Life is available for your eligible dependent child(ren) in units of \$5,000 to a maximum of \$15,000 per insured child. The amount of coverage selected is applicable to each of your eligible dependent children. You, as the employee, are automatically the beneficiary.

0

Your current coverage is: No Coverage. This coverage will continue if you do not make a choice.

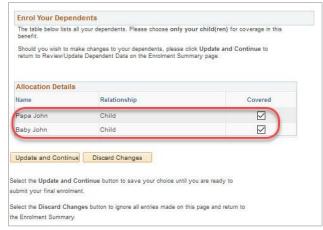
This benefit plan **requires** enrolment in one of the following plans: Basic Life

Coverage for Optional Child Life (if selected) will take effect once the six month waiting period for Basic Life has ended.

- 4. If you would like to enrol, select **Yes** for **Life-Optional Child Support**.
- 5. Enter a **Coverage Amount** in units of \$5,000 up to \$15,000.



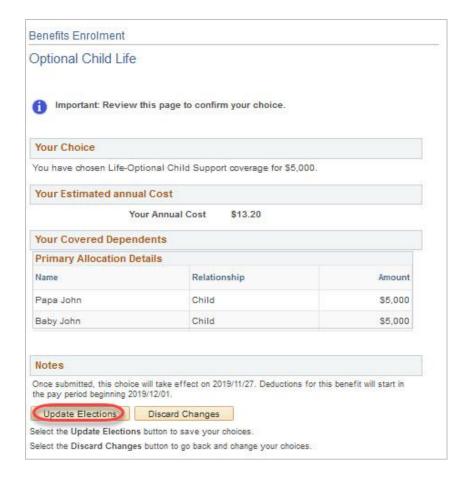
6. To enrol your child. Select the checkbox in the Covered column. To add a dependent, navigate back to the **Enrolment Summary** page.



7. Click the **Update and Continue** button.



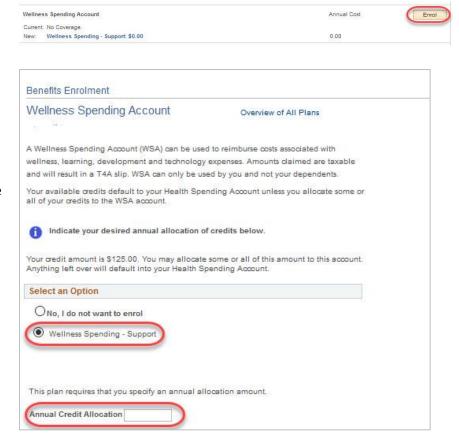
- 8. A summary displays of your selections.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.

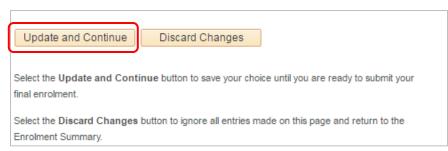


Wellness Spending Account

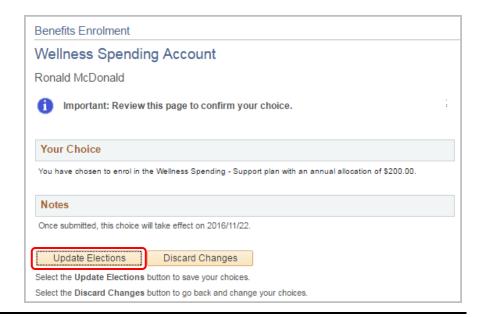
- 1. Click the **Enrol** button for the **Wellness Spending Account**.
- Before you make your Wellness Spending Account selection, review the important information.
- 3. If you choose to enrol in Wellness Spending, enter an amount in the Annual Credit Allocation field. This number cannot exceed your available credit amount, which appears below the important information once you select this option. You can divide your credit amount between the WSA and Health Spending account. A minimum of \$100 is required in each account.





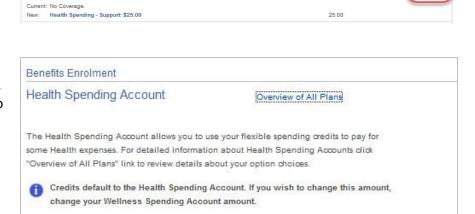


- 5. A summary displays with your selection.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary. Otherwise click **Discard Changes** to update your selection.



Health Spending Account

- 1. Click the **Enrol** button for the **Health Spending Account**.
- Review the important information about your Health Spending Account. All flexible spending credits default to this account. To change the amount, change your Wellness Spending Account amount.
- 3. The Annual Credit Allocation displays.
- 4. Click the **Update and Continue** button.

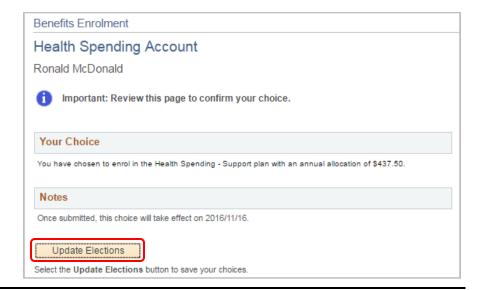


Annual Cost



Health Spending Account

- 5. A summary displays with your selection.
- If you are happy with your selection, click the **Update Elections** button to return to the Enrolment Summary.

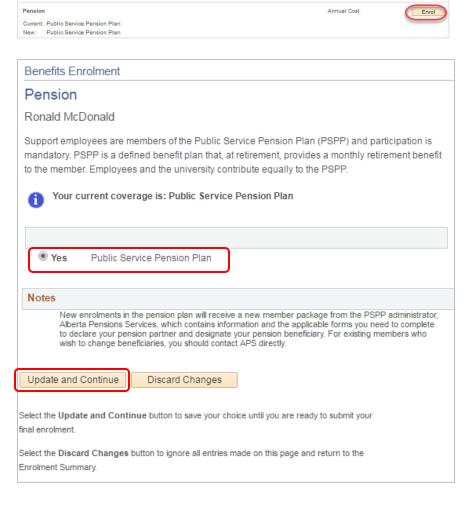


Pension

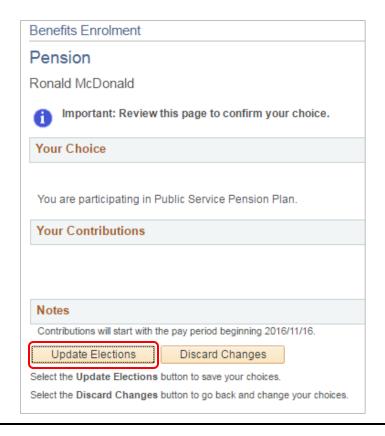
- 1. Click the **Enrol** button for **Pension**.
- Depending on your eligibility, pension is mandatory and can't be deselected.

New enrolments in the pension plan will receive a new member package from the PSPP administrator, Alberta Pensions Services, which contains information and the applicable forms to be completed to declare your pension partner and designate you pension beneficiary.

3. Click the **Update and Continue** button.

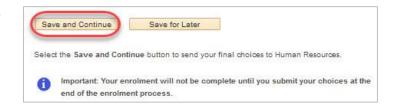


- 4. A summary displays of your selections.
- 5. Click the **Update Elections** button to return to the Enrolment Summary.



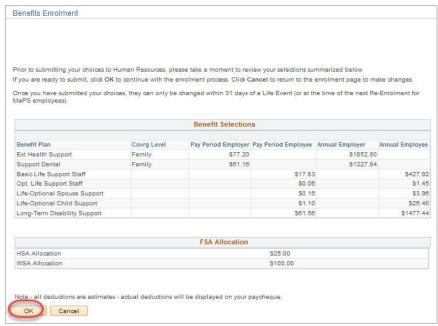
Step 5: Finalize Your Selections

 If you are happy with your selections, click to Save and Continue. You can also choose to Save for Later if you are not ready to finalize your selections.



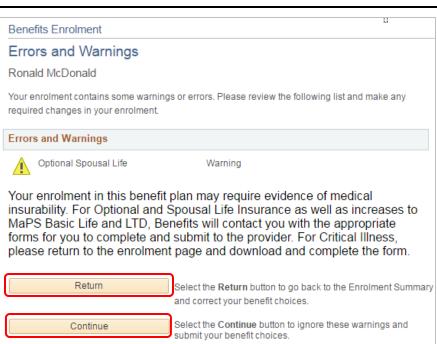
Note: Your enrolment is not complete until you submit your choices. If you do not submit your choices, your coverage defaults to single and all flexible credits go to your health spending account.

- After clicking the Save and Continue button a Benefits Enrolment Summary displays. Review the summary.
- If you are happy with the information, click the **OK** button. To make changes, click the **Cancel** button.



Errors

- If you have any errors, click the Return button to make changes to your plan selections, or click the Continue button (warnings only).
- Warnings also indicate whether you need to complete an evidence of medical insurability form (for each insurance plan you registered in). This form is provided to you by Benefits once you have submitted your selections.
- 3. Click the **Continue** button.



Submit Benefits

 Review the important information prior to submitting your benefits, including instructions on printing the beneficiary designation form prior to submitting your choices.

Benefits Enrolment

Submit Benefits

Ronald McDonald

You have almost completed your enrolment. Prior to submitting your choices, please click the **Group Benefits** - **Beneficiary Designation Form** link to the right of the Submit button at the bottom of this page to print and sign your beneficiary designations. Please ensure you print this form **prior** to hitting the Submit button. If you do not sign and submit this form to Human Resources, there may be delays or issues in the event of a claim. Note that the Pension Beneficiary Designation form is for UAPP only and is not applicable for AUPF employees.

Once you have printed your beneficiary form, if you have no further changes, select the **Submit** button on this page to finalize your benefit choices.

Select the Cancel button if you are not ready to submit your choices and wish to return to the Enrolment Summary.

Do not submit your benefit choices until you have completed your enrolment. You may save your choices on each page and return to the Enrolment Summary as many times as you'd like prior to submitting. Once you select the **Submit** button your benefit choices will be sent to Human Resources for processing and you will no longer be able to make changes.

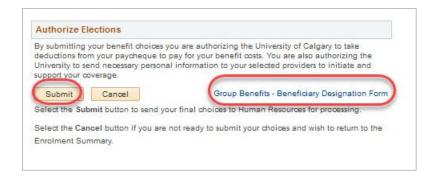
Once you have submitted your enrolment you will be unable to make changes to our benefits unless you have a qualified life event.

Should you require assistance with your enrolment contact the Integrated Service Centre (ISC) at hr@ucalgary.ca or call 403-220-5932.

 Before you click the Submit button, click the links to the form: Group Benefits – Beneficiary Designation Form.

Note: When you click each form, ensure your pop-up blocker is set to allow popups on this site.

- Once you have printed off the form, and you are done making changes to your benefits, click the **Submit** button.
- Submit Confirmation displays. Click the Print Enrolment Confirmation button to generate a confirmation statement of your elections.
- 5. To return to the **Benefits Enrolment** page, click the OK button.



Benefits Enrolment

Submit Confirmation

Your benefit choices have been successfully submitted to Human Resources. You will receive an email confirming your choices and the Benefits team will receive a copy.

Click the OK button to return to the Benefits Enrolment page.



You will receive an email confirming your choices; the Benefits team receive a copy as well.

Next Steps

Your selections will remain in place unless you experience a qualified life event, such as a marriage, divorce, birth of a child, etc. For a qualified life event, review Life Events on the HR web pages at https://ucalgary.ca/hr/benefits-pension/life-events/support-staff and follow the steps provided.