

## **Open Enrollment 2024 FAQs**

**1. Why can't I access the basic life tile/ pick up basic life insurance?**

If you are not currently enrolled in Basic Life insurance, it will not appear within your Open Enrollment event. Basic life insurance is guaranteed issue when you are in your initial eligibility period as a new hire. Outside of that timeframe, you can elect to enroll or increase coverage by completing the Evidence of Insurability process. Instructions for how to submit Evidence of Insurability online can be found on our website at [www.in.gov/spd/benefits/life-insurance](http://www.in.gov/spd/benefits/life-insurance). Please note that you can do this any time throughout the year, not just during the open enrollment period.

**2. Does the NTUA designation roll over from year to year?**

Your agreement will roll-over from 2023. If you accept or continue to accept the agreement, you are agreeing to all the conditions to the Non-Tobacco Agreement for the 2024 plan year. Note: You must accept or decline the Non-Tobacco Agreement to elect a medical plan.

**3. Why can't I elect spouse/basic/supplemental life insurance?**

Basic, supplemental, and dependent spouse life insurance is guaranteed issue when you are in your initial eligibility period as a new hire. Outside of that timeframe, you can elect to enroll or increase coverage by completing the Evidence of Insurability process. Instructions for how to submit Evidence of Insurability online can be found on our website at [www.in.gov/spd/benefits/life-insurance](http://www.in.gov/spd/benefits/life-insurance). Please note that you can do this any time throughout the year, not just during the open enrollment period.

**4. Why do I see this person on my dependent beneficiary screen and how can I delete them?**

Dependent/Beneficiaries in your PeopleSoft record are a list of individuals that you either currently cover/ designate as a beneficiary or that you have historically covered/designated as a beneficiary. We cannot remove them from your history, but we can update their information if appropriate. For example, if one of your dependent or beneficiaries has passed away, please call us at 317-232-1167. Unfortunately, we cannot remove them from your history simply because you don't want to see them listed any longer.

**5. How do I update my dependents name/marital status?**

To update information about your dependent(s) you must call the Benefits Hotline at 317-232-1167 or toll free at 1-877-248-0007. Depending on the nature of the change, we may ask for verifying documents.

**6. How can I tell if I submitted my benefits correctly?**

[Verification of Submission](#)

- a. Navigate to Employee Self Service from the homepage.
- b. Select the Open Enrollment tile.
- c. Select the Benefit Enrollment tab on the left-hand side of the page.
  - If the Status under the Enrollment Summary shows “Submitted,” your elections have been saved.
  - If the Status under the Enrollment Summary shows “Changes saved – Submit to view,” you need to select the Submit Enrollment button as you have made changes since the last time you submitted your enrollment. Once you select the Submit Enrollment button the Status will change to “Submitted.”
  - If the Status under the Enrollment Summary shows “Pending Review,” you need to select the Submit Enrollment button to submit your elections. Once you select the Submit Enrollment button the Status will change to “Submitted.”
- d. Navigate to the Benefit Statement tab to print your new Elections Preview.

#### **7. What if the Submit Enrollment button is grayed out?**

If the Submit Enrollment button is grayed out there is an error in your enrollment that needs to be corrected.

- Review the benefit tile(s) under the Benefit Enrollment page to identify any tile(s) that show “Error” for the Status.
- Select the tile with the “Error” Status.
- Read the error message on the top of the page and correct the corresponding issue.
- Once corrected, select the Submit Enrollment button the Status will change to “Submitted.”
- Navigate to the Benefit Statement tab to print your new Elections Preview.

#### **8. What if a Benefits Alert pops up while completing open enrollment?**

If the Benefits Alerts pop up contains any warnings, there is an error in your enrollment that needs to be corrected.

- Review the warning. Then select the Done button.
- Correct the error associated with the warning message.
- Once corrected, select the Submit Enrollment button the Status will change to “Submitted.”
- Navigate to the Benefit Statement tab to print your new Elections Preview.

#### **9. Can I go back into my open enrollment and make changes after I have submitted?**

Yes, you may go back into your open enrollment any time before Noon ET on November 15, 2023. After making changes check your Enrollment Summary. If your status under the Enrollment Summary shows “Changes saved – Submit to view,” you need to select the Submit Enrollment button as you have made changes since

the last time you submitted your enrollment. Then navigate to the Benefit Statement tab to print your new Elections Preview.

Important: Once you have selected the Submit Enrollment button, any additional changes you make within the Benefits Enrollment page will automatically be recorded and processed even if you do not select the Submit Enrollment button again. This means that the last selection(s) you make in the Benefits Enrollment page, will be your final coverage. To verify your enrollment, select the Submit Enrollment button after each change then review the updated Benefit Statement on the next tile.

**10. Why does the Benefit Details tile show “Action Required” if I already submitted my Open Enrollment?**

PeopleSoft allows you to access your Open Enrollment event at any time prior to the deadline of November 15, 2023, at noon ET. The Action Required message is indicating that you have an open event available. To verify your current enrollment status, select the Benefit Detail tile then the Benefits Enrollment tile. On the Benefit Enrollment page look for your Event Status for Open Enrollment. If it says “Submitted”, no further action is required.