

## *Open Enrollment Frequently Asked Questions*

### **What is my Oracle Self-Service user name?**

Your user name will be your first initial, middle initial and last name. For example, John T Brown will be JTBROWN.

### **I cannot remember my password?**

If you have forgotten your password, login to Oracle and click on “login assistance”. Instructions will be emailed to your Douglas County email address or to the email address you provided in the past. If you do not have a County email address, have not provided an email, or if you are not sure which email address it will be sent to please contact the Dotcom help desk at 444-3663. HR cannot reset passwords.

### **What is the deadline for Open Enrollment?**

All changes must be completed online by 4:00 p.m. on November 12<sup>th</sup>. The option to enroll for benefits will be shut off at 4:00, so you must be done by then.

### **What if I am satisfied with my current benefits and I do not want to make a change?**

You still need to log onto the online self-service website and verify/confirm your benefits elections and beneficiary information. **If you have any flex spending account enrollments in 2013 you are “required” to reenroll for participation in 2014.**

### **What should I do if I want to make a change?**

Log on to the self-service website and review your current benefits and make your changes. All changes must be made online. The benefits department will not allow any changes made with paper forms.

### **Will I get a new insurance card?**

UHC and Delta Dental will send new medical cards only to employees that make a change to their 2014 medical and dental coverage.

### **Will I get a statement confirming my elections for 2014?**

Employees will be able to print or email a confirmation statement after they confirm their 2014 elections online.

### **If I wish to add or drop a dependent after the open enrollment deadline, what should I do?**

The IRS allows limited changes outside of open enrollment. To make a change you must have a “qualified life event” (i.e. marriage, divorce, birth, adoption, death, or change in employment status) and you must notify the benefits department within 31 days of the event.

### **What is the maximum age I can cover a child on my insurance?**

All children ages 19-25 are still eligible to be covered under their parent’s employer plan UNLESS they are offered insurance with their own employer (they are required to take the employer’s insurance even if it costs more than their parent’s plan).

Children ages 26-29 may also be eligible if they are not married, cannot get insurance through their own employer, and they are a resident of the state of Nebraska. A dependent child form must be completed each year for children age 26-29. After the Open Enrollment is completed, the benefits department will send a form to employees who elected coverage for children age 26-29 to verify their eligibility.

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### **What are the 2014 changes for life insurance?**

See the life insurance section on the benefits department website.

### **What is the maximum annual contribution I may elect for a flex spending account in 2014?**

Medical: \$2,500      Daycare: \$5,000      Parking: \$2,200

### **Will I receive a new debit card if I elect a FSA for 2014?**

Yes. Douglas County will be changing their FSA vendor from WageWorks to PayFlex starting on 1/1/14. PayFlex will send a new debit card to each employee that elects a FSA for 2014 by the end of the year.