USING THE IVR

STEP 1: MAKE THE CALL

Call the IVR system 24 hours a day, 7 days a week at the number below between October 1 to October 16 and October 22 to October 31:

- **Baltimore area: 410-669-3893**
- **Outside Baltimore area: 1-888-578-6434**
- **People who are deaf, hard of hearing or have a speech disability, please use Relay or 711.**

When prompted, enter your ID and Personal Identification Number.
Your ID is _______________ (Social Security Number), Your PIN is _______________ (4 digit number – month and day of your birth date: mmdd

Enroll early! There is a large volume of calls made during the last few days of the Open Enrollment period. The best time to call is during the non-peak hours of late evening and early morning.

If your benefits were previously cancelled and you are now re-enrolling, you must call one of the numbers shown above during regular office hours to have a benefit packet created. To do this, press Option 8 when prompted and you will be connected to a Customer Service Representative. Hours of operation are 8:30 am to 4:30 pm, Monday through Friday, Eastern Time, except for State holidays and emergency closures. Once a benefit packet has been created, you will be able to enroll using the IVR system.

STEP 2: MAKE YOUR SELECTIONS

The IVR system will guide you through the steps for making selections and changes for:

- Medical
- Prescription Drug
- Dental
- Term Life Insurance
- Accidental Death and Dismemberment
- Flexible Spending Accounts
- Adding/deleting dependents

After you make each selection, the IVR system will confirm your selection.

SPECIAL INSTRUCTIONS:
IF YOU ARE ADDING OR DELETING DEPENDENTS

- You will need to “speak and spell” each dependent’s information clearly so it can be accurately entered into the system.

- You may need to change the coverage level (i.e., Employee & Spouse or Employee & Family, etc.) of your plans if you add or delete a dependent. The system will **not** automatically change your coverage level.

- Following the close of Open Enrollment, you will be advised of the documentation required to cover your newly enrolled dependents. Failure to provide this documentation by the deadline indicated will result in the removal of the dependent. Any claims submitted for such dependents on or after the termination date will be your responsibility to pay. See your online benefits guide for dependent documentation requirements.

- **If you add an ineligible dependent or fail to remove an ineligible dependent from your coverage, you will be required to pay the employee or retiree premium and full State subsidy for the ineligible dependent for each month he or she remains enrolled.**

If you are an Active employee and need assistance using the IVR system, contact your Agency Benefits Coordinator. If you are a retiree, contact the Employee Benefits Division during business hours.

NOTE: The Prudential Insurance Company administers the Long Term Care (LTC) plan. If you want to enroll in this plan, follow the instructions found under Health Benefit Quick Links.

STEP 3: MAKE SURE IT'S RIGHT

To review your enrollment, call the IVR system again and select the appropriate option to listen to the changes you just made. The system will not indicate information about plans that you did not change. Information for dependents added through "speak and spell" is not available through this option. You will receive an updated benefits summary statement within 10 days after your call.

- If you are an Active employee, you will receive your benefits summary statement from your Agency Benefits Coordinator.
- If you are a retiree, your statement will be mailed to the address we have on file.

NOTE: You may make changes and corrections at any time during Open Enrollment. However, there will be a correction period at the end of Open Enrollment for any last minute changes, corrections or enrollment selections. You are encouraged to enroll early and review your benefits summary statement carefully.

If your selections are not correct, call the IVR system again to make the correct selections, or contact:

- Your Agency Benefits Coordinator, if you are an Active employee; or
- The Employee Benefits Division, if you are a retiree.

You cannot change your elections after Open Enrollment, except in limited circumstances. See the Qualifying Status Changes section of your benefit guide for details.

If You Do Not Call the IVR

Your current benefit elections will roll over for the new plan year; **except Flexible Spending Accounts (FSA).**