Active Employee Guide Sheet

Q: How does an active employee login to Benefitsolver?
A: Active employees may log into Benefitsolver through their myNewJersey portal on the NJDPB website at www.nj.gov or access Benefitsolver through the mynjbenefitshub.nj.gov website.

To log in through myNewJersey (Preferred login method):
Go to www.nj.gov and click ‘login’

At the bottom of the screen along with your MBOS and EPIC button, you’ll see a new button that reads “Benefitsolver”.

If you do not see the single sign on button, go here to access Benefitsolver through the NJDPB website:
Visit www.nj.gov/treasury/pensions/, scroll down and select “Access Benefitsolver” > “Log In via MyNewJersey”

To log in through myNewJersey:
Go to www.nj.gov and click ‘login’

At the bottom of the screen along with your MBOS and EPIC button, you’ll see a new button that reads “Benefitsolver”.

If the active employee does not have a Benefitsolver button they must visit the NJDPB website:
To log in through mynjbenefitshub.nj.gov

Active employees may also login to Benefitsolver by navigating to mynjbenefitshub.nj.gov and clicking “Register”. Enter your Social Security Number and Date of Birth. The Company Key is SHBP/SEHBP (all capital letters). If the active employee has previously registered, they would simply enter in their username they created along with their password.

Q: How does an active employee process their new hire enrollment?
A: The new employee will see an enrollment banner at the top of their screen where they can click “Start here” to begin. The employee should review and update their contact information to ensure they receive the latest information on their benefits.

The next set of screens will walk the employee through the enrollment process step-by-step, showing them available benefit options to elect or waive coverage. To complete the enrollment, click “Approve”. On the confirmation screen, click “I Agree”. When the enrollment is complete, they will receive a confirmation number which they may print along with their “Benefit Summary” for their records. They should then return to their home page to check for any additional tasks required to complete their enrollment.
If they've added new dependents, they will be prompted to provide supporting documentation. The certifying officer at that location will then review all uploaded documents before the dependent is verified and approved for coverage.

This is what the member will see on their main landing page:
The employee can locate their benefit summary by clicking on their name and selecting “benefit summary”.

Q: How does an active employee change their address?

A: Employees at all state biweekly locations and some state colleges will not have the ability to change their address in the system. These employees would need to notify their certifying officer of any address update. All other locations will see the address change option as listed below. To change your address if a census file is not sent, click on the “Change My Address or Email” button, then click on “Change My Benefits” button, click on the drop-down arrow next to “Life Event” and choose “Address and Phone Information Change”. In the following pop-up box, enter today’s date for the “effective date of change” (you may also enter the letter “t” and the system will automatically populate today’s date). Then follow the prompts through the system.
The member must click approve for the transaction to go through.

Q: What is a New Jersey New Hire Welcome Kit?

A: A New Jersey New Hire Welcome Kit is a letter along with inserts that is generated and mailed to the employee’s address on file once the employee is entered in the system. This provides the employee with information on how to enroll into benefits. Businessolver generates and mails these letters. If you would like to view this letter from an administrator view, you can locate this document by clicking on the drop-down below the retiree’s name and select “Documents”:

If you have an employee who would like to view the letter from their user account, they can click on their name and select “personal documents” to view the letter:
Q: When and how do new hires get entered in the system?

A: We receive the EDW file weekly on Tuesday and Friday. This will enter new hires for the State Bi-weekly population. We then have a weekly census file for the following locations: University Hospital (Monday), TCNJ (Monday), NJ City University (Tuesday), Rutgers (Wednesday), Montclair (Thursday), NJIT (Thursday), and Rowan (Thursday.) All other new hires need to be manually entered into the system by their certifying officer.

Click on Employees> Add Employee

Only those fields with a red asterisk need to be entered. The other fields are optional.

Q: Who is the COBRA administrator?

A: Businessolver is the COBRA administrator, all COBRA inquiries should be referred to (833)-929-1101. Once coverage is terminated and an employee is qualified to continue coverage through COBRA, a COBRA qualifying event notice will
automatically generate and be mailed to the address on the employee’s account. When in “admin” view this document can be found in the employee’s “documents”. In the employee view, they can be found in “personal documents”.

To view account details, paid through dates, etc. Click on “account summary” in the drop-down menu below the employee’s name.

COBRA qualifying event information can be located at the bottom of the “employee view” screen below the elections.
Q: How does an active employee process a life event?

A: Click on the “Change My Benefits button”. This will bring up the “Reason for Change” page. Click on the drop-down arrow next to “Life Event” and choose your reason for needing a change. In the following pop-up box, enter the effective date of the change. Then follow the prompts through the system to process the change. Be sure to review personal information, dependent information, effective date, and benefit elections to make sure they are all accurate.

Birth or Adoption: Follow the above directions under the life event question then click on “Birth or Adoption” then enter the date of the birth or adoption and click “continue”

Note: System will automatically generate the correct effective date for the coverage change. This example demonstrates the state biweekly effective date based on the date of birth.

Review the Benefit Enrollment Screen and scroll to the bottom and click “Start Change”
Follow the system prompts through the transaction.

Click “Yes” when asked “Do you have any dependents?” then proceed to add the new child to the system.

Add all required fields within the dependent information screen.

Review your dependents and click “looks good”
Select the new dependent and click “Next” on who you would like to cover.

Follow the remaining system prompts through the rest of the transaction and be sure to approve the transaction.

For any new dependent added to coverage, the employee will be responsible for submitting the appropriate documentation to add that dependent to coverage.
Marriage - Follow the above directions under the life event question then click on “Marriage” then enter the date of marriage and click “continue”

Make sure that the effective date is what you would expect. This example is a state biweekly employee.

Review the Benefit Enrollment Screen and scroll to the bottom and click “Start Change”
Follow the system prompts through the transaction.

Click “Yes” when asked “Do you have any dependents?” then proceed to add the new spouse to the system.

Add all required fields within the dependent information screen.

Review your dependents and click “looks good”
Select the new dependent and click “Next” on who you would like to cover.

Follow the remaining system prompts through the rest of the transaction and be sure to approve the transaction.

For any new dependent added to coverage, the employee will be responsible for submitting the appropriate documentation to add that dependent to coverage.

**Loses Coverage Elsewhere**- Follow the above directions under the life event question then click on “Loses Coverage Elsewhere” then enter the last date of coverage and click “continue”

Review the Benefit Enrollment Screen and scroll to the bottom and click “Start Change”
Follow the system prompts through the transaction.

Review personal information and click “Next:

Enter and confirm an email address then click “Next”
This life event is used to add coverage as it was lost elsewhere. Click “Yes” to enter any dependents that need to be added or “No” if only adding coverage for the employee. Then click “Add a New Dependent” or “Next” depending on your selection.

Review your dependents and click “looks good”
Select the new dependent and click “Next” on who you would like to cover.

Follow the remaining system prompts through the rest of the transaction and be sure to approve the transaction.

For any new dependent added to coverage, the employee will be responsible for submitting the appropriate documentation to add that dependent to coverage.

**Gains Coverage Elsewhere** - Follow the above directions under the life event question then click on “Gains Coverage Elsewhere” then enter the first date of the new coverage and click “continue”

If a member is waiving their coverage they should use “drop coverage on demand” and the system will calculate the correct health benefits termination date for the member.
“Gains Coverage Elsewhere” will terminate a dependent’s health benefits for a specific effective date entered by the member.

Review the Benefit Enrollment Screen and scroll to the bottom and click “Start Change”

Follow the system prompts through the transaction.

Review personal information and click “Next:
Enter and confirm an email address then click "Next"
Review your dependents and click “looks good”

Click “Edit” under covered members

Uncheck the employee (this will remove coverage for all) or each dependent that gained coverage elsewhere, then click “Next”
Review the medical election and covered members then click “Next”

Follow the remaining system prompts through the transaction.

The employee will be responsible for submitting documentation to prove coverage was gained elsewhere.
**Divorce** - Follow the above directions under the life event question then click on “Divorce” then enter date of divorce. Checkmark “Drop Ex-spouse from one or more coverage” and “Make other Changes” if needed. Then click “Next”.

The system will automatically drop your spouse from all coverage they are enrolled in. If you chose to update additional information you will need to manually make those updates. Review the enrollment screen and click “Approve”.

**Death of Dependent** - Follow the above directions under the life event question then click on “Death of Dependent” On the following screen click “Next” then checkmark the dependent who passed away, enter the date of death, and then click “Next”
The next page will provide the coverage that the dependent will be termed from, click “Next”

If other changes are needed to personal info or elections, check “Yes” if not check “No” then “Next”

The system will automatically drop all coverage for the deceased dependent. Review the enrollment and click “Approve”
The employee will be responsible for submitting documentation to prove the death of the dependent.

***Remember to click “Approve” or the transaction will not go through***

Q: Where can employees access additional information related to their benefits?

A: Employees can access the reference center for additional resources:
Q: What other benefits are available to employees and who are our carriers?

A: Employees can click on the microsites found on the homepage for additional benefits along with each carrier and their contact information. The microsites will also provide current hot topics along with pending due dates (upcoming due dates for health risk assessments, notices from carriers, etc.)