The Basics

Q: When is Open enrollment?
A: April 12- May 2, 2022 (10:59 pm MDT).

Q: Is this a passive open enrollment period where I don't need re-elect my benefits?
A: Yes. This period is passive meaning your current benefits continue into the next plan year, except for Healthcare and Dependent Care flexible spending accounts which require a new election each year. You should still verify your benefits in BenefitSolver to ensure your current plans are still the best option for you.

Q: How do I elect my benefits?
A: Enroll by accessing BenefitSolver from your desktop browser (if you are a first-time user or need to reset your password, the company key is soc) or download the MyChoice mobile app.

Q. What if my address or other personal information needs to be updated in BenefitSolver?
A. Your personal information cannot be updated directly in BenefitSolver. Use the CSU Employee Self-Service (ESS) system, which will automatically update BenefitSolver.

Q. What if I need assistance with enrolling?
A. Human Resources is available to assist in-person Monday through Friday, 7:30 am to 4:30 am or virtually via Teams each Tuesday, Wednesday & Thursday throughout open enrollment. Click here to register for a 15-minute appointment.

Q. When is the benefits fair?
A. The CSU virtual benefits fair will be April 21 from 8:30 am to 3:00 pm MDT. Benefit providers, like those who provide your medical plan will be available answer questions about the benefits during an hour-long presentation. If you’re unable to attend the CSU virtual benefits fair, you can join one of the State’s open enrollment meetings.

Benefit Plans

Q: Are premiums changing for plan year beginning July 1, 2022?
A. No. There is no increase to your share of health insurance premiums for the next plan year and dental rates are decreasing.

Q. Can I enroll in vision coverage without a medical plan?
A. Yes. Enrollment in the medical plan is no longer required to enroll in vision. Current vision elections will continue, but employees may elect to change plans.

Q: Can I increase my voluntary life insurance during Open Enrollment?
A: Employees may add up to $50,000 of coverage (up to $150,000) without providing proof of good health.

Q: Do I need to show proof of good health to enroll in Long Term Disability?
A: During this special enrollment period, employees can elect Long Term Disability coverage without providing evidence of insurability (except for those who were previously declined).

Q: Where can I find more detailed plan information?
A: To view detailed plan information visit the State of Colorado Benefits website, utilize the State’s Employee Benefits Guide or watch this video.
BenefitSolver

Q: How do I reset my password?
A: Go to www.benefitsolver.com, click on ‘Forgot your username or password?’ Enter your SSN, Company Key (soc), and Date of Birth. Click ‘Continue’. Enter the security phrase answer and click ‘Continue’ to proceed. Create a new password that contains letters and numbers and be at least 7 characters. Confirm password and Click ‘Continue’. If you have any issues, please contact Human Resources at MyHR@colostate.edu.

Q: How do I Enroll in benefits using BenefitSolver?
A: Go to www.benefitsolver.com, then click ‘Start Here’ and follow the instructions to select your benefits and designate any covered dependents. Be sure to review your benefits carefully and submit by selecting ‘Approve’ and ‘I Agree’ to finalize your elections. You may print a benefits summary for future reference.

Q: Can I go back in to change my elections if it is still within the open enrollment period?
A: Yes. You may access BenefitSolver as often as you wish throughout the open enrollment period. View either the Benefit Summary or continue through each screen and select ‘Approve’ and ‘I Agree’ to finalize your elections each time.

Q: Do I need to add my dependents again?
A: No. If you have previously covered a dependent, you do not need to re-add them. If you add a new dependent, enter their information in BenefitSolver and submit supporting documentation showing proof of eligibility (e.g., birth certificate, marriage certificate, common law affidavit, etc.). Dependent verification must be received by June 3, 2022 before elections are approved.

Q: Can I upload documentation later if I do not have it at the time of enrollment?
A: Yes. You can either log into BenefitSolver and upload them into the Document Center or email them to Human Resources at MyHR@colostate.edu.

Q: What is the difference between “Current Elections” and “Future Elections”?
A: Current elections are benefits that are currently in place. Future elections are changes made during Open Enrollment and will be effective July 1, 2022.

Q: Can I make changes to my benefits after open enrollment?
A: Following open enrollment, changes to your benefit elections can only be made within 30 days of a mid-year qualifying event. Examples of qualifying events are marriage, birth, divorce, loss/gain of other coverage.

Medical Supplement

Q: How do I Apply for the state of Colorado medical supplement program?
A: Visit www.colorado.gov/dhr/supplement-program to apply during the application period. You will need to re-apply, even if you have received the supplement in the past. The enrollment period ends on May 13, 2022, at 11:59 pm MDT and you will submit the following supporting documentation to verify dependents and income:

- First two pages of the previous year’s federal tax return
- Tax return for all wage-earning household members

For questions regarding the Medical Supplement or its system (including password reset), contact the State of Colorado Benefits Unit at 1-800-719-3434.

These frequently asked questions should not be considered as a replacement for the more detailed information set forth in the certificates of coverage or master plan documents of the State of Colorado, available online at https://dhr.colorado.gov/state-employees/state-of-colorado-employee-benefits. Great care is taken to assure the accuracy of this information, but in the event of any discrepancies between the information here and other State documents, the official documents will govern.

April 12, 2022