

## The Basics

**Q: When is Open enrollment?**

**A:** April 11- May 1, 2023 (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** health care 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 Wednesday & Thursday throughout open enrollment. Click [here](#) to register for a 15-minute appointment.

**Q. When is the benefits fair?**

**A.** The CSU benefits fair will be April 20 from 10 am to 1 pm MDT. Benefit providers, like those who provide your medical plan will be available answer questions about the benefits during this fair. 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, 2023?**

**A.** Yes, slightly for the medical plans.

**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 currently participating in Optional Life plan can increase their insurance amount during open enrollment without undergoing health underwriting. Employees not currently enrolled 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:** Yes, employees can elect Long Term Disability coverage but they must provide evidence of insurability.

**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](#).

**Q: How do I reset my password?**

**A:** Go to [www.benefitsolver.com](http://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](mailto:MyHR@colostate.edu).

**Q: How do I Enroll in benefits using BenefitSolver?**

**A:** Go to [www.benefitsolver.com](http://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 **May 26, 2023** 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](mailto: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, 2023.

**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](http://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 12, 2023**, 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.*