How to Enroll in/Terminate Benefits due to a Life Changing Event
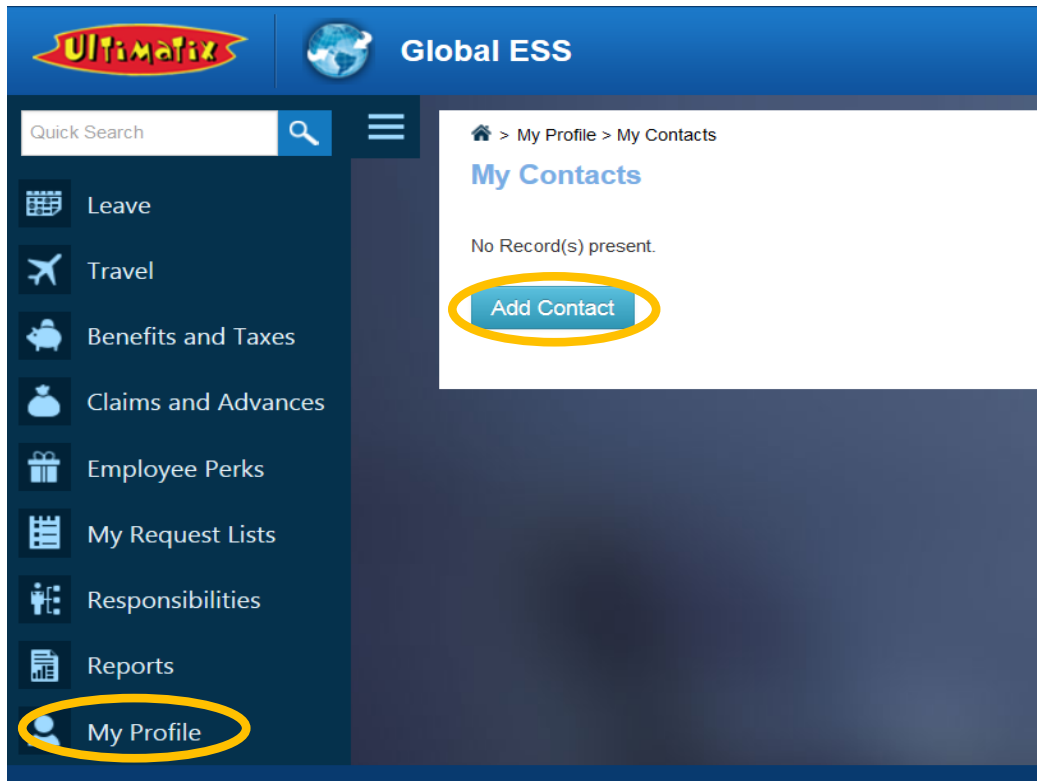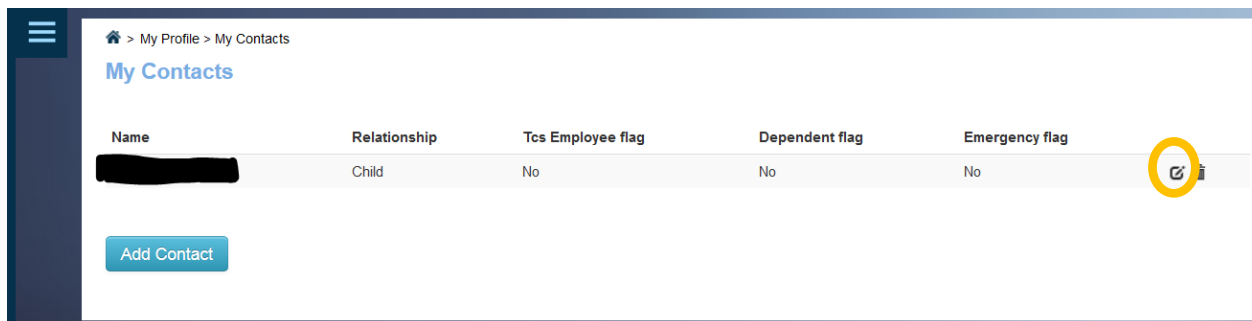
Contents

1. Adding Dependents

Before you can enroll a dependent in **Global Employee Self Service (GESS)**, you will need to add your family member as a dependent in **GESS**. If your dependents are already listed on this page, you may skip the following step.

a) Log in to **Ultimatix → Employee Services→ Global ESS → My Profile → My Contacts → Add Contact.**
b) Add your dependents' demographic information.
c) Your dependents' details will update and appear on your contact list.

d) Click on the '**Edit**' icon on the right hand side.

e) Click the '**Edit**' option.

f) Select 'Yes' under 'Dependent Flag' and click 'Save.'

g) Repeat the above steps for each of your dependents.

IMPORTANT NOTE: Once you enter your dependent information, you will **need to wait until the system refreshes.** The Ultimatix system updates **every 24 hours**. Then you will be able to access the benefits module.

2. Benefits Enrollment Process (Medical, Dental, etc.)

IMPORTANT NOTE: If you need to stop in the middle of enrollment, click the **Save as Draft** Button. If the system times out, or to resume a Draft, go to Benefits Tab→ US Benefits → My Request List, then click on the Request number.
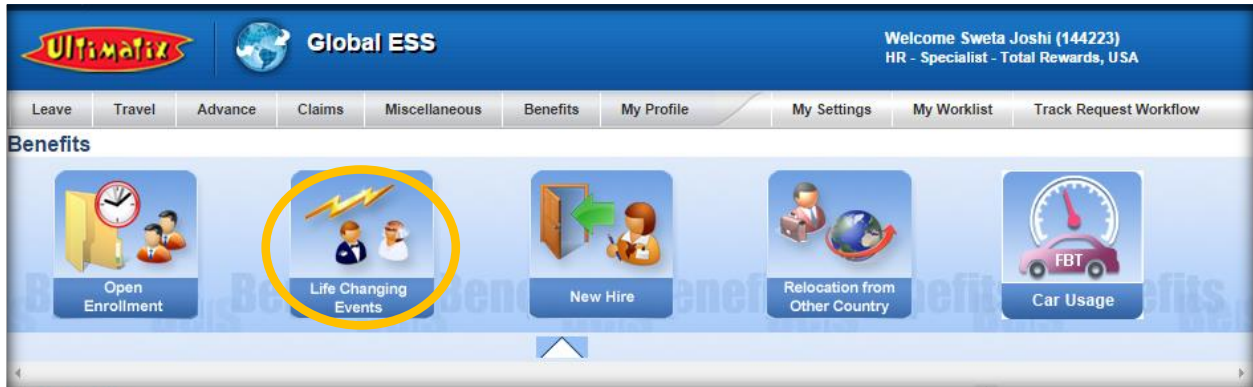
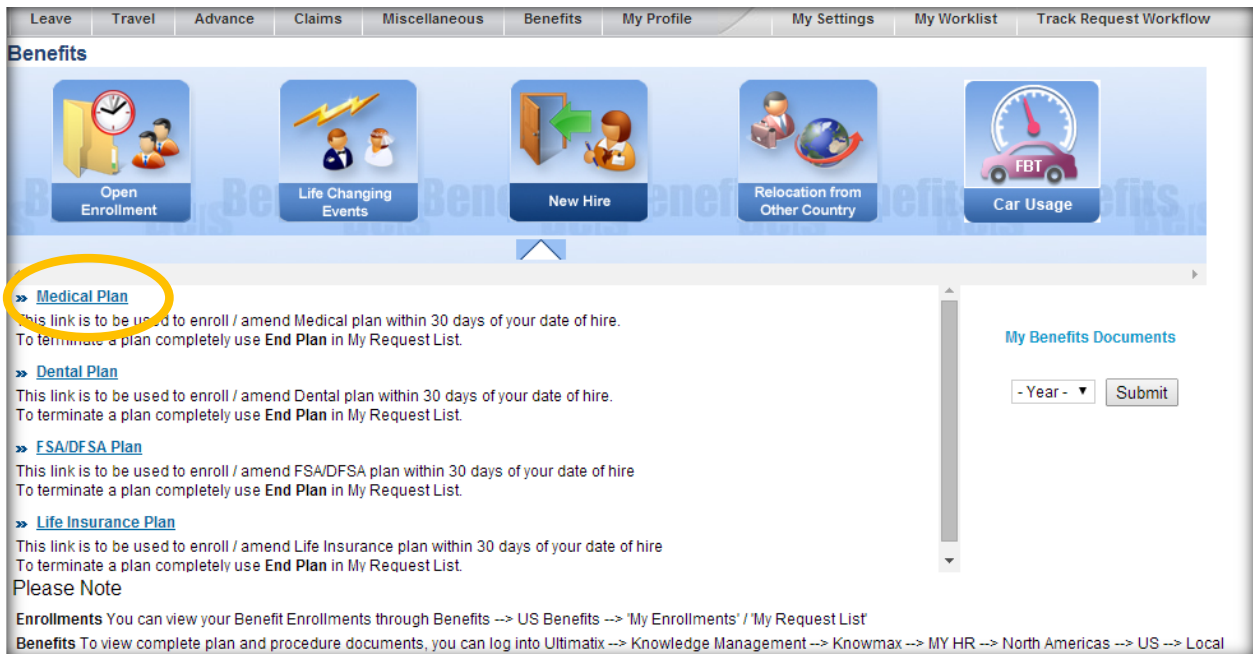   a.   Go to **Ultimatix** → Click on **GESS** (Global Employee Self Service)
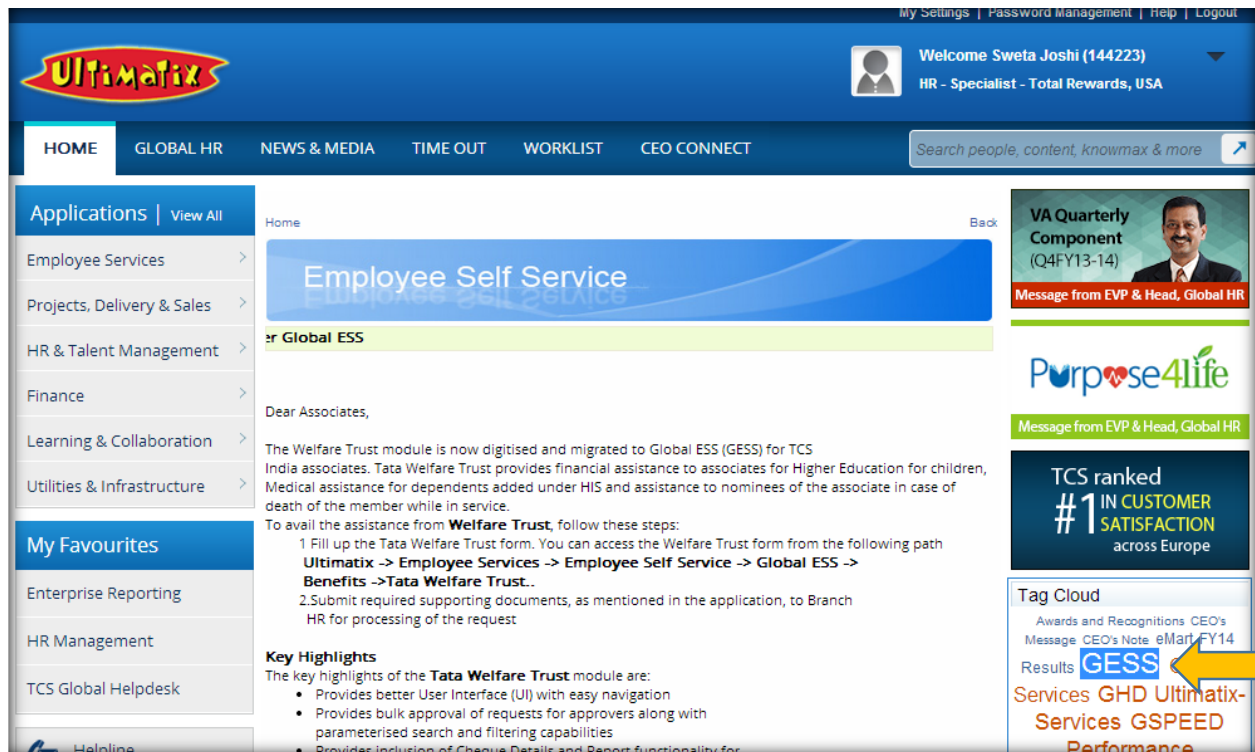
    b.   Click on **Benefits and Taxes**, which will give you the option under US Benefits to select '**Apply Benefits**.'
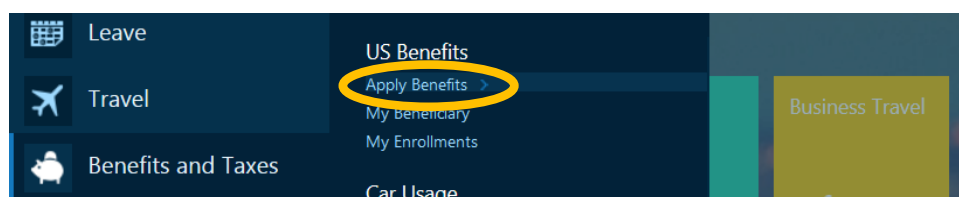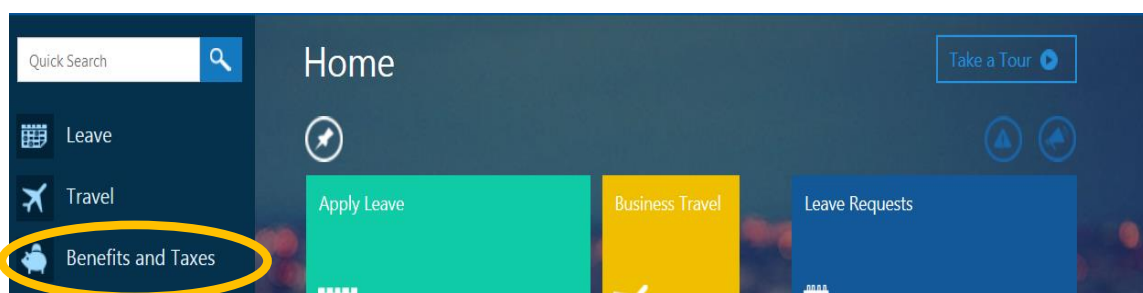
c. Place your cursor on the **'Life Changing Events'** tab.

d. When you place your cursor on **'Life Changing Events'** tab, you will see **options** to select from. Please select the benefit you want to enroll for.

e. The next screen will ask you to **verify that your home address details**. If they are correct, select '**Yes**,' if not, make needed corrections in Ultimatix before continuing.
a. **Ultimatix → Employee Services→ Global ESS → My Profile → About → Address Details**

f. On the next screen, you will see the plan you are currently enrolled in and your dependents listed. If you **do not** see a dependent, please follow steps listed in **Section 1**.
g. Select the '**Event Type**' and '**Event Date**.'

h. Upload the supporting document from your device by clicking on '**Choose File,**' and then '**Upload**.'

i. Select the plan that you wish to enroll in/make changes to. Your dependents will automatically appear if you followed steps in **Section 1**.
   a. If you are **enrolling your dependent(s)**, then check the box(es) next to their name(s).
   b. If you are **trying to drop/remove** them from your plan, uncheck the box next to their name(s).
j. Click '**Proceed,**' to move to the next step.

k. The new/changed plan details and per paycheck contribution amount will be shown. You must agree to the disclaimer by checking the box, then click **'Submit.'**

l. You will see a confirmation that your request was submitted successfully. Please make a note of the request number.
m. If you wish to elect additional benefits choose '**Click here to raise another benefit request**' and refer back to **Section 2: step "d"** to complete the process.

3. Terminate Plan (Medical, Dental, etc.)

If you wish to end your benefit plans through TCS, please follow the below steps.

IMPORTANT: When you terminate your plan(s), you will end coverage for all dependents covered under your plan(s). If you wish to **drop** dependents from your plan(s) but **continue coverage for yourself (and others)**, please follow the steps listed under **Section 2**, **step "i."**

      a.   Go to: **Ultimatix → GESS → My Request Lists → Benefits Requests**
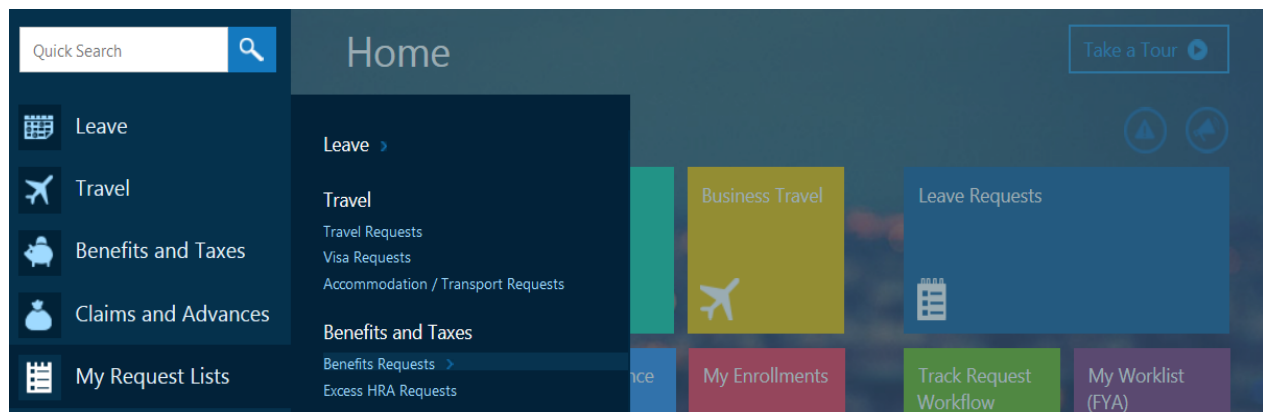
      b.   You will see the list of all your requests on this page. Select the box against the benefit that you wish to terminate/end. Click on **'End Plan'.** You will get a message asking if you wish to continue, click **'OK.'**

Benefits - My Request List

	Request Type	Request No	Benefits Type	Transaction Type	Coverage Start Date	Coverage End Date	Status	Submit Date
☐	New	6975440	FSA/DFSA	Transfer to US Payroll	May-01-2014	Dec-31-2014	System-Approved	Jul-14-2014
☑	New	6877244	Medical	Transfer to US Payroll	May-01-2014		Approved	May-22-2014
☐	New	5166552	Dental	Amendment	Jan-01-2011	Apr-30-2014	Terminated	Dec-10-2010
☐	New	33888	Medical	Amendment	Jun-27-2009	Apr-30-2014	Terminated	Sep-18-2010

c. On the next page, the system will ask you more information regarding your event. Please select '**Transaction Type',** followed by **'Event Type' & 'Event Date'.**
   a. Please upload documents supporting the event type and date.
   b. Click on **'End Plan'.**

ⓘ Please specify the transaction type to end the plan.

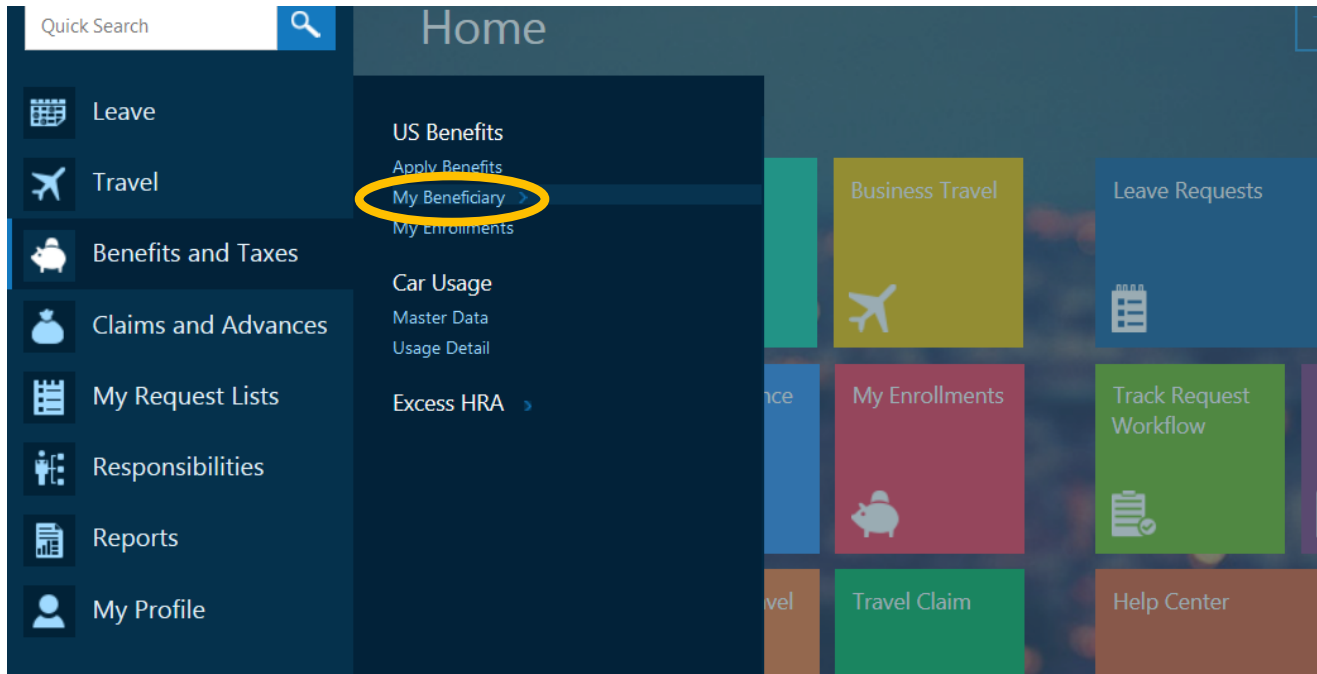|	
Transaction Type	Life Changing Event ▼
Event Type	Spouse employment starts ▼
Event Date	Oct-07-2014 📅
Upload Proof	Choose File No file chosen Upload

End Plan   Back

d. You will get a message that your request has been submitted for review.
e. If you wish to terminate other benefits, choose the **Home icon** in the top left corner and refer back to the beginning of **Section 3** to complete the process.

4. Update Your Beneficiary

Upon your Life Changing Event, you may want to make changes/additions to your beneficiary designations. Please follow the below steps to complete this process.

Examples: Change in marital status (i.e. marriage/divorce = add/remove beneficiary); newborn child/adoption (i.e. add beneficiary).

      a.   You can update your Beneficiary information by hovering over '**Benefits and Taxes**.'

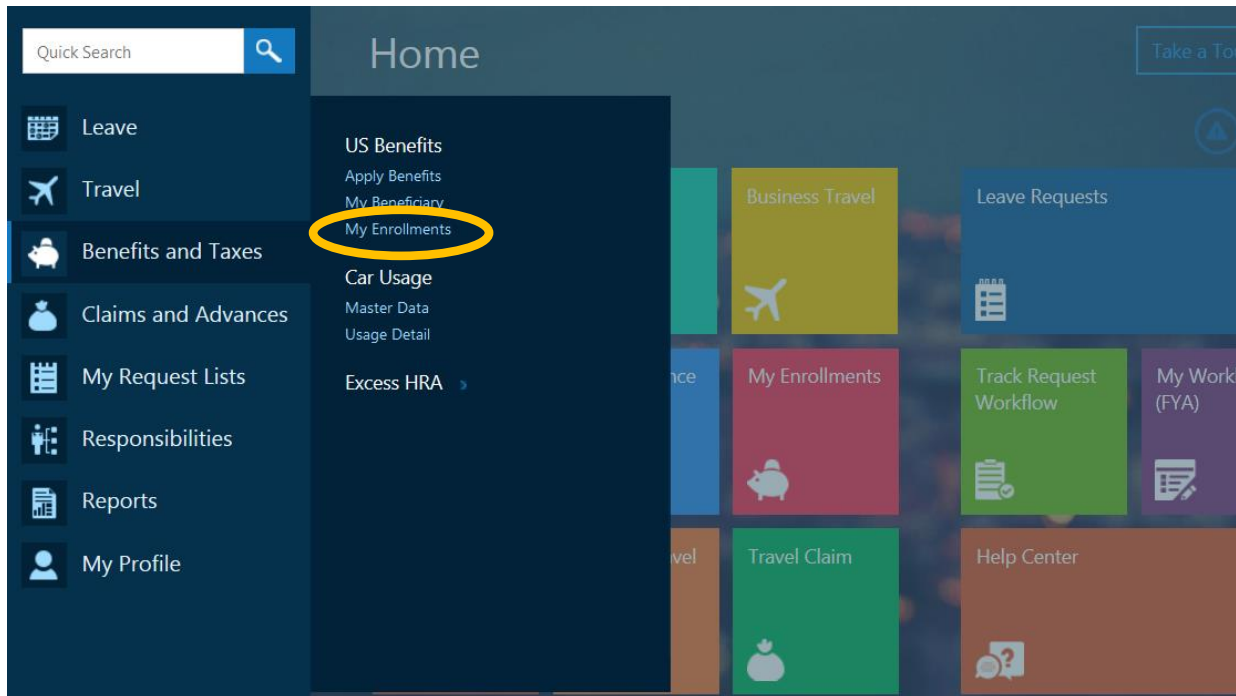   b.   Then you will see a drop down menu and go to: **US Benefits → My Beneficiary.**

      c.   On this page, you will be able to define your beneficiary(ies) and also allocate percentages.
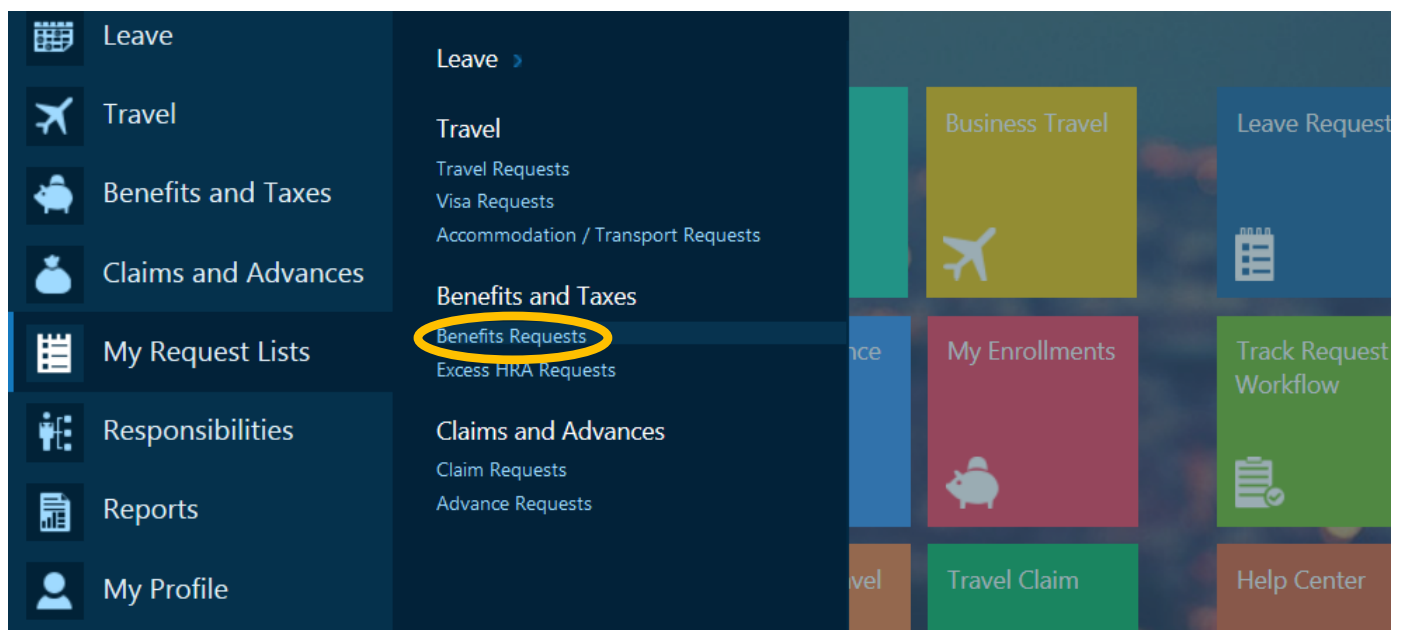
5. View Your Requests

a. You can **view your current enrollments** by hovering over '**Benefits and Taxes**' and clicking on '**My Enrollments**.'

b. You can **view or track the status of the requests** you have submitted by hovering over '**My Request Lists**' and clicking on '**Benefits Requests**.'

6. Coverage Status

    a. Once all of your Life Changing Event elections have been approved in GESS, it will take **up to 2 weeks** for your coverages to appear in the insurance carriers' portals.

    b. After your information has been added to the carriers' systems, you can access your medical, dental and vision accounts on the carriers' websites.

        a. Aetna Medical website: **www.aetna.com**

        b. Cigna Dental website: **www.mycigna.com**

        c. EyeMed Vision website: **www.eyemed.com**

    c. You can set up a unique username and password which will allow you to: print temporary ID cards, view the preferred provider directories, and much more.

    d. You will receive your permanent ID cards in the mail within 3-4 weeks.

        a. Please review your cards when you receive them to ensure they are accurate.

        b. If there are any errors on your id cards please write to us.insruance@tcs.com.