

ENROLLMENT ORIENTATION

City of Hialeah

Below are some important “take-aways” from today’s Manager(s) and Department Head(s) meeting held in Council Chambers.

1. **DATES**: Enrollment for the City Insurance benefits begins on Tuesday, October 29 and concludes on Friday, November 8.
2. **WHERE**: In-Person enrollments will be held at Milander Center, City Hall and North Compound; a special date only for Public Works has been established
3. **HOW CAN AN EMPLOYEE ENROLL**: There are 4 methods that an employee can enroll in their 2020 benefits:
 - i. **DO NOTHING** – an employee who does not wish to change, modify or cancel their coverage that is existing with the City will be rolled-over and mapped to their same policy(ies) as 2019 for the 2020 plan year.
 - ii. **SELF ENROLL** - This choice is available for the first time to City employees. By following the instructions provided, the employee can log-in to Employee Navigator and make any changes or updates to their plan coverage as they desire.
 - iii. **IN-PERSON AND AGENT ASSISTED** – Agents will be made available for 1on1 counseling sessions. If you are confused about your coverage or simply have some questions, please make arrangements to see a benefit counselor. *No Appointments are Necessary*
 - iv. **CALL-CENTER** – The call-center will be available to employees who wish to speak directly with a counselor and would prefer a phone encounter instead of an in-person session. Call Center will be available from 29 October – 8 November.
4. **HOW CAN AN EMPLOYEE FIND OUT ABOUT THEIR BENEFITS**: The easiest way to learn more about your benefits is by visiting the City’s website where the complete 2020 Benefit Book is posted.
5. **WHEN WILL EMPLOYEE CHOICES BE EFFECTIVE** – January 1, 2020 will be the effective date of an employees coverage; the coverage will remain in effect until December 31, 2020 unless the employee wishes to make a change due to a qualifying event.
6. **HOW LONG DOES THE PROCESS TAKE** – Fortunately, regardless of the method of enrollment, each session should be completed in about 30-minutes. Encourage your employees and staff to review their benefits ahead of time so that the process is completed timely.
7. **CONCLUSION OF ENROLLMENT PERIOD**: It is very important that you tell your employees that the electronic enrollment period ends at 5pm on Friday, November 8th. No other changes will be processed after the close of business on the 8th.