

## Manage My Benefits

PEIA has made a substantial investment in the Benefits Administration System Web Access called Manage My Benefits. The system allows employees and retirees to complete all eligibility transactions (except retirement and termination of all benefits) online with no paper forms required. The only paper required will be documentation required for dependents and qualifying events. At the end of this section you'll find a two-page instruction sheet that you can copy and give to new employees to help them use the site.

### New Employees:

New employees are encouraged to use PEIA's online Enrollment system, **Manage My Benefits**, to enroll for health and life insurance. To use the system, the employee will need:

1. A working e-mail address. The employee may use an employer-provided e-mail, a personal e-mail account, or may set up a free e-mail account using a service like Gmail or Yahoo.
2. Names, addresses and, preferably, Social Security Numbers for individuals you intend to carry as dependents on your coverage(s) and/or name as beneficiaries of your life insurance policies (to receive the proceeds when you pass).
3. A user name and password you can remember.
4. Documentation substantiating any dependents you intend to enroll in the plan. For a list of the documentation we'll accept, see page 29 of the Summary Plan Description.

The new employee will visit [www.wvpeia.com](http://www.wvpeia.com) and click on the Manage My Benefits button at the top right corner of the page. Instructions for new employees enrolling online can be found at the end of this section of the Benefit Coordinators Reference Manual.

### Existing Policyholders:

Existing **policyholders** are encouraged to use PEIA's online Enrollment system, Manage My Benefits, to enroll for health and life insurance, or to make changes in existing coverage, when they have a qualifying event. The existing policyholder will visit [www.wvpeia.com](http://www.wvpeia.com) and click on the Manage My Benefits button at the top right corner of the page.

When they use the Manage My Benefits site, first-time users:

- a. Click on "Need to Register"
- b. Select "I currently have PEIA coverage (as a policyholder or dependent)" and click continue at the bottom of your screen.
- c. Enter first name, last name, Social Security Number, and date of birth. Policyholders should enter their full legal name that they used when applying for benefits with PEIA, not a nickname. Accept the Web Usage Terms of Agreement, and type in the Verification Code. If you cannot read the Verification Code, click the double-arrow symbol to the right of the "Type the two words" instruction.
- d. Create a unique user name/password combination. Enter your e-mail address, either personal or business.
- e. The system will send you an e-mail with a link that allows you to validate your e-mail address and complete the registration process.

- f. When registration is complete, you can log in using the user name and password you just designated.
- g. The policyholder's menu will contain buttons as shown here:

**Benefits Administration System (BAS) Web Application**

Capitol Dome, Charleston

Change Email    Change Password    Shopper's Guide    Logout

**Enrollment Selection Menu**

|  |                                    |
|--|------------------------------------|
| View or print coverage now in effect.                            | View/Print My Current Coverage     |
| View or print choices made previously but are not yet in effect. | View/Print My Pending Coverage     |
| Verify your address and coverage attributes.                     | Policyholder Summary               |
| Verify your tobacco affidavit choice.                            | Tobacco Affidavit                  |
| Verify your living will choice.                                  | Advanced Directives / Living Will  |
| Add new or edit existing dependents.                             | Dependent Summary                  |
| Choose your health plan.   | Manage My Health Benefits          |
| Choose your optional life insurance.                             | Manage My Optional Life Insurance  |
| Choose your dependent life insurance.                            | Manage My Dependent Life Insurance |
| View or change beneficiary information.                          | Beneficiary Summary                |

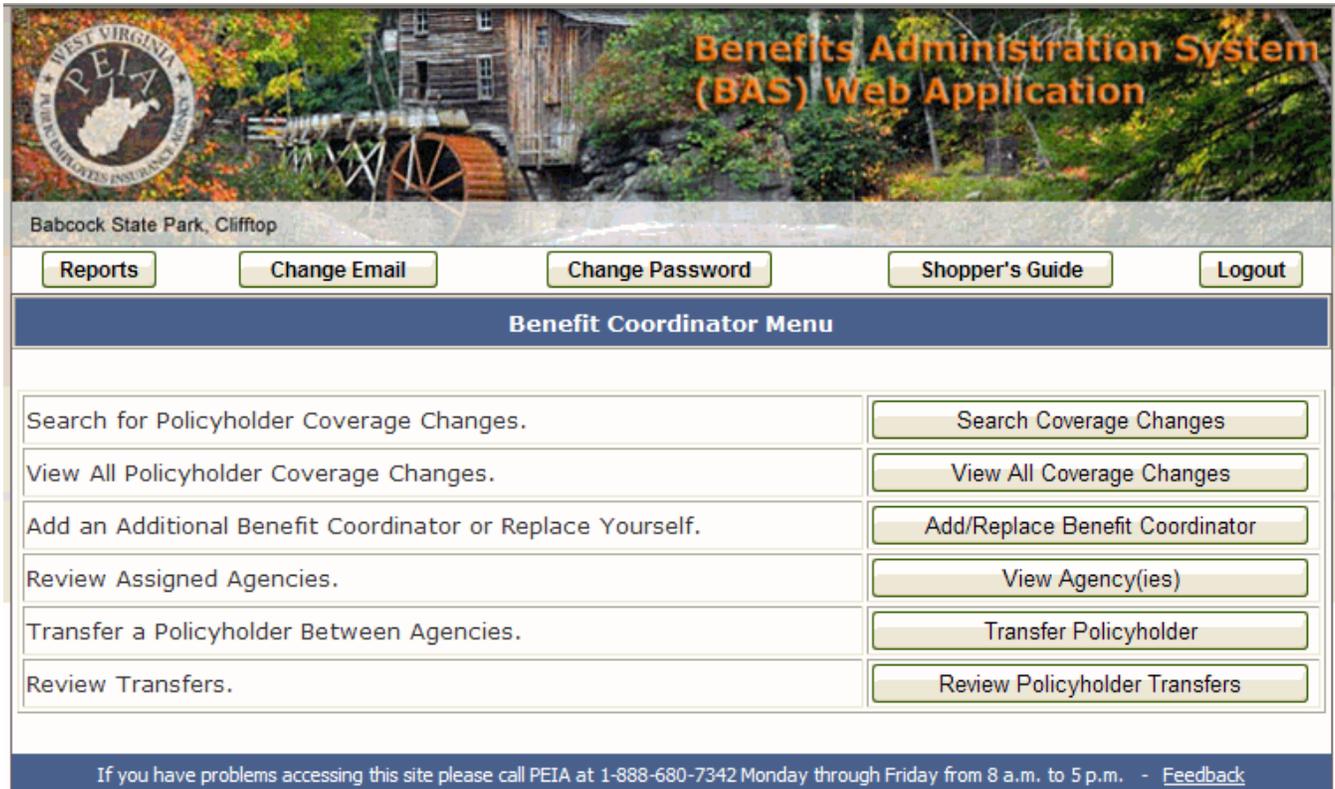
If you have problems accessing this site please call PEIA at 1-888-680-7342 Monday through Friday from 8 a.m. to 5 p.m. - [Feedback](#)

- h. The policyholder must finalize changes, and can print out a summary of choices using the "View My Pending Changes" button.

## Benefit Coordinator Section

Any benefit coordinator who needs access to the Manage My Benefits site must register as a benefit coordinator. If you're already registered as a policyholder, you can use the Need to Register function again to get registered as a Benefit Coordinator. If you're not registered as a policyholder, go to [www.wvpeia.com](http://www.wvpeia.com), click on the green Manage My Benefits button at the top right of the page, and use the Need to Register function. This will register you as a policyholder (if you are one) and offer you the option of adding another role, which will get you registered as a Benefit Coordinator.

When you're registered, log in and choose the Benefit Coordinator button. This will take you to the Benefit Coordinator menu, where you'll find the following options:



| Benefit Coordinator Menu                                   |  |
|--|--|
| Search for Policyholder Coverage Changes.                  | <input type="button" value="Search Coverage Changes"/>         |
| View All Policyholder Coverage Changes.                    | <input type="button" value="View All Coverage Changes"/>       |
| Add an Additional Benefit Coordinator or Replace Yourself. | <input type="button" value="Add/Replace Benefit Coordinator"/> |
| Review Assigned Agencies.                                  | <input type="button" value="View Agency(ies)"/>                |
| Transfer a Policyholder Between Agencies.                  | <input type="button" value="Transfer Policyholder"/>           |
| Review Transfers.  | <input type="button" value="Review Policyholder Transfers"/>   |

If you have problems accessing this site please call PEIA at 1-888-680-7342 Monday through Friday from 8 a.m. to 5 p.m. - [Feedback](#)



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The **Search Coverage Changes** button allows you to search for a specific policyholder by name or social security number. Once you've found the employee, you can approve or disapprove changes the employee is making in the online enrollment system.

Click on the "Review (whatever coverage they've changed)" button to see what action the policyholder is taking. Remember, if the employee is adding dependents to coverage, he or she must provide documentation to prove the dependent qualifies for coverage. Also, the employee cannot make changes in mid-plan-year without a qualifying event. You'll need documentation of the qualifying event to approve the change. The qualifying events and documentation required are:

| Status Change Event   | Documentation Required   |
|---|--|
| Divorce   | Provide a copy of the divorce decree showing that the divorce is final. Coverage for the ex-spouse will be terminated at the end of the month in which the divorce became final.                         |
| Significant Change in Health Coverage Attributable to Spouse's Employment   | Documentation from the spouse's employer describing the change in health coverage and the effective date of that change.   |
| Marriage  | Copy of valid marriage license or certificate  |
| Birth of Child  | Copy of child's birth certificate  |
| Adoption  | Copy of adoption papers  |
| Adding coverage for a stepchild   | Copy of child's birth certificate.   |
| Adding coverage for a child who resides with the policyholder and for whom the policyholder is 100% financially responsible | Papers showing legal guardianship or the most recent tax return showing that the policyholder has claimed the child as a dependent or the court order that requires the policyholder to cover the child. |
| Open Enrollment under spouse's employer's benefit plan  | A copy of printed material showing open enrollment dates and the employer's name.  |
| Death of spouse or dependent  | A copy of the death certificate.   |
| Beginning of spouse's employment  | A letter from the spouse's employer stating the hire date, effective date of insurance, what coverage was added, and what dependents are covered.  |
| End of spouse's employment  | A letter from the spouse's employer stating the termination or retirement date, what coverage was lost, and dependents that were covered.  |
| Significant change in health coverage due to spouse's employment  | A letter from the spouse's insurance carrier indicating the change in insurance coverage, the effective date of that change and dependents covered.  |
| Unpaid leave of absence by employee or spouse   | A letter from your or your spouse's personnel office stating the date that you or your spouse went on unpaid leave or returned from unpaid leave.  |
| Ineligibility of dependent due to coverage available from his or her own employer   | A letter from the dependent's employer stating that coverage is available.   |
| Change from full-time to part-time employment or vice versa for employee or spouse  | A letter from your or your spouse's employer stating the previous hours worked and the new hours worked and the effective date of the change.  |

The **View All Coverage Changes** button brings up a list of all pending coverage changes within your assigned agency(ies). Once you've found the employee, you can approve or disapprove changes the employee is making in the online enrollment system. Remember, if the employee is adding dependents to coverage, he or she must provide documentation to prove the dependent qualifies for coverage. Also, the employee cannot make changes in mid-plan-year without a qualifying event. You'll need documentation of the qualifying event to approve the change. The qualifying events and documentation required are listed above.

The **Add/Replace Benefit Coordinator** button allows you to start the process to designate an additional benefit coordinator for your agency or to replace yourself, if you will no longer be the benefit coordinator. Using the **Add** Benefit Coordinator function allows you to name an additional

benefit coordinator or coordinators for your agency. It is your responsibility to make this person aware of the confidential nature of the data on the system and the need to maintain confidentiality under the federal HIPAA law. Using the **Replace** Benefit Coordinator function allows you to replace yourself as the agency benefit coordinator. **Please be aware that using this function will terminate your access to the system.** This function was designed to be used by benefit coordinators who are resigning, retiring, or leaving their position as a benefit coordinator and wish to transfer the responsibility to their replacement.

The **View Agency(ies)** button will display the agency or agencies for which you are a designated benefit coordinator.

The **Transfer Policyholder** button allows you to initiate a transaction to transfer an employee to your agency or out of your agency to another agency without paperwork. When you select this button, enter the transferring employee's SSN. Click on the name of the employee to transfer. Pick the first letter of the RECEIVING agency's name off the alphabetical list and choose the name of the RECEIVING agency from the list. The system notifies the 'other' benefit coordinator via e-mail when a transfer is pending, asking the 'other' benefit coordinator to log in and review the transfer. The benefit coordinator RECEIVING the employee always sets the new index code for the employee (or choose "No IDX Needed" if you're a non-state agency) and the effective date of the transfer. The benefit coordinator who is SENDING or losing the employee sets or agrees with the transfer effective date. **The agency losing or sending the employee MUST NOT go into the Web Contributions System and terminate coverage for the employee.** If you terminate coverage, the transfer cannot happen. When the transfer is complete, the employee will be moved from the SENDING agency's account to the RECEIVING agency's account. NO ACTION IN THE WEB CONTRIBUTIONS SYSTEM IS NECESSARY. The system notifies the policyholder of the transfer via e-mail, if we have an e-mail address for the policyholder.

The **Review Policyholder Transfers** button allows you to approve or disapprove a transfer transaction initiated by another benefit coordinator.

You can also use the Buttons across the top of the page to access other functionality.

**Menu** will take you back to the Benefit Coordinator main menu from anywhere else in the BC section of the site.

**Reports** will bring you a list of the available reports:

- **Policyholders' Coverage(s) Awaiting Approval** shows you all coverages that have been finalized and submitted, but on which you have not yet acted.
- **Policyholders' Disapproved Coverage(s)** shows you any coverage that you have disapproved.

Other reports may be added to this list throughout the year, as the need arises.

**Change E-mail** allows you to change your e-mail address. Remember that whatever e-mail you provide is the e-mail you'll need to use to log in to the website.

**Change Password** allows you to change the password you use to access the website.

**Shopper's Guide** pulls up the most recent issue of the Shopper's Guide for reference.

**Logout** closes your current session on the website.

If you need to remove a benefit coordinator who has left employment with your agency, please send an e-mail to your PEIA eligibility representative with the name of the person who needs to be removed and the name of your account. You should send this e-mail from the e-mail address with which you've registered in the PEIA system. Please include your phone number, in case we need to contact you.

**View All Current Coverage.** Currently, the Manage My Benefits system only allows you to view coverage *changes* submitted by your employees. You cannot view all coverage for all employees in this system. We hope to make this functionality available in the near future, but for now, this information is only available online through PEIA's Web Contributions system.

**Terminate Coverage.** Currently, the Manage My Benefits system only allows policyholders to add or change coverage. Neither the policyholder nor you can terminate coverage in the Manage My Benefits system. We hope to make this functionality available in the near future, but for now, the terminate coverage function is only available online through PEIA's Web Contributions system.

# Online Enrollment Instructions for New Employees

Welcome to the public sector! It's time to sign up for benefits using PEIA's Manage My Benefits system. On this system you can enroll for Basic, Optional and Dependent Life insurance, as well as your health coverage. Your benefit coordinator should have provided you with:

- a copy of the PEIA Summary Plan Description,
- a Shopper's Guide that shows the premiums for all available plans, and
- the Life Insurance booklet.

If you didn't get a hard copy, all of these documents are available on the PEIA website at [www.wvpeia.com](http://www.wvpeia.com). Just click on Forms and Downloads.

Before you get started using the Manage My Benefits system, you'll need:

1. A working e-mail address. You may use an employer-provided e-mail, a personal e-mail account, or may set up a free e-mail account using a service like Gmail or Yahoo. Just please remember the e-mail address you use to register as you may need it for future access changes.
2. Names, addresses and, preferably, Social Security Numbers for individuals you intend to carry as dependents on your coverage(s) and/or name as beneficiaries of your life insurance policies (to receive the proceeds when you pass).
3. A user name and password you can remember.
4. Documentation substantiating any dependents you intend to enroll in the plan. For a list of the documentation we'll accept, see page 28 of the Summary Plan Description.

If you've gathered all of that, please visit [www.wvpeia.com](http://www.wvpeia.com) and click on the Manage My Benefits button at the top right corner of the page. When you enter the Manage My Benefits site for the first time:

- a. Click on "Need to Register"

**Attention: Our Site Has Changed!**  
If this is your first visit to the site since September 15, 2011, you will need to [register](#) again.

— Please Log In —

[Need to Register?](#)  
[Forgot your username or password?](#)

Username:

Password:

Contact PEIA | Site Feedback | TESTING SITE  
This site was designed for IE 8.0 and above. Other web browsers may not be supported.

b. Select "I am applying for PEIA coverage for the first time"

Benefits Administration System (BAS) Web Application

Login

WEST VIRGINIA PEIA PUBLIC EMPLOYERS INSURANCE AGENCY

New User Registration

Please select all that apply:

- I am applying for PEIA coverage for the first time.
- I currently have PEIA coverage (as a policyholder or dependent).
- I have previously had PEIA coverage (as a policyholder or dependent).
- I am the Benefit Coordinator and/or Web Contributions Coordinator for an agency.
- I am a member of PEIA Staff.

Continue

Contact PEIA | Site Feedback | TESTING SITE  
This site was designed for IE 8.0 and above. Other web browsers may not be supported.

c. Enter your information, accept the Web Usage Terms of Agreement, type in the Verification Code, and hit the "Continue" button.

Benefits Administration System (BAS) Web Application

Login

WEST VIRGINIA PEIA PUBLIC EMPLOYERS INSURANCE AGENCY

New User Registration

— User Information —

First Name:

Last Name:

SSN:

Verify SSN:

Date of Birth:

Use Format: MMDDYYYY.

— Web Usage Terms of Agreement —

[Printer Friendly](#)

I understand that this portal allows access to and/or may collect personally identifiable information (pii) in an electronic format and that PEIA has put safeguards in place to ensure the privacy, security, and integrity of the information accessed and/or collected via this portal. If you have any questions, comments, and/or concerns about the privacy, security, and/or integrity of your pii, please feel free to contact the PEIA Privacy Officer at 304-558-7850.

To use this digital mark I agree:

1. That I will not share with any other person(s) the password, code or other security key required for use of the mark;
2. That the use of the mark represents confirmation of a record;
3. To notify the PEIA immediately once I become aware that the security key is compromised; and
4. That I understand that the provisions of W. Va. Code §61-3C-10 prescribe the penalties for the unauthorized disclosure of a password, identifying code, personal identification number or other confidential security information.

I hereby authorize the State of West Virginia hereinafter called STATE, to initiate health plan benefit changes for the policyholder named in the registration process as authorized by me, the user, via this

**I have read and agree to the Terms of Agreement for Online Registration.**

**I Agree**    **Disagree**

— Verification —



**Verification**

Please enter the words you see in the box, in order and separated by a space. Doing so helps prevent automated programs from abusing this service.

d. Create your user name and password, enter your e-mail address, select and answer the 3 security questions, and hit "continue"

**Benefits Administration System (BAS) Web Application** [Login](#)

**New User Registration**

— Username & Password —

This is what you will use to log into the Benefits Administration Web Application.

**Username:**

**Password Strength**

**Password:**

**Verify Password:**

**Login Requirements**

**Username:**

- At least 4 characters in length
- Can contain letters or numbers

**Password:**

- Must contain at least 1 letter & 1 number.
- Must be 6-15 characters in length.

## Email Address

Your email address will be used for communication regarding your web account and/or PEIA Benefits. Email addresses can not be shared between accounts (e.g., between a husband and wife who are both PEIA policyholders).

If you do not have an email address, check with your Internet Service Provider (ISP) as many provide free email accounts to their subscribers.

Email Address:

Verify Email:

### Email Address

To verify your email address was entered correctly, you will be emailed a validation link that you must click before you will be able to use the website.

## Security Questions

If you forget your password, we will ask for the answer to your security questions.

- Enter an answer that is memorable, but not easy to guess.
- Answers should be a minimum of 4 characters long but not more than 30 characters.
- Enter answers that are not likely to change over time.

|   |                      |
|---|----------------------|
| What was your childhood nickname?   | <input type="text"/> |
| What was your childhood nickname?   | <input type="text"/> |
| In what city did you meet your spouse/significant other?                    | <input type="text"/> |
| What is the name of your favorite childhood friend?                         | <input type="text"/> |
| What street did you live on in third grade?                                 | <input type="text"/> |
| What is your oldest sibling's birthday month and year? (e.g., January 1900) | <input type="text"/> |
| In what city does your nearest sibling live?                                | <input type="text"/> |

- e. Once you have completed this, your account has been created, and you will see this screen:

[Login](#)

# Benefits Administration System (BAS) Web Application



Thank you!

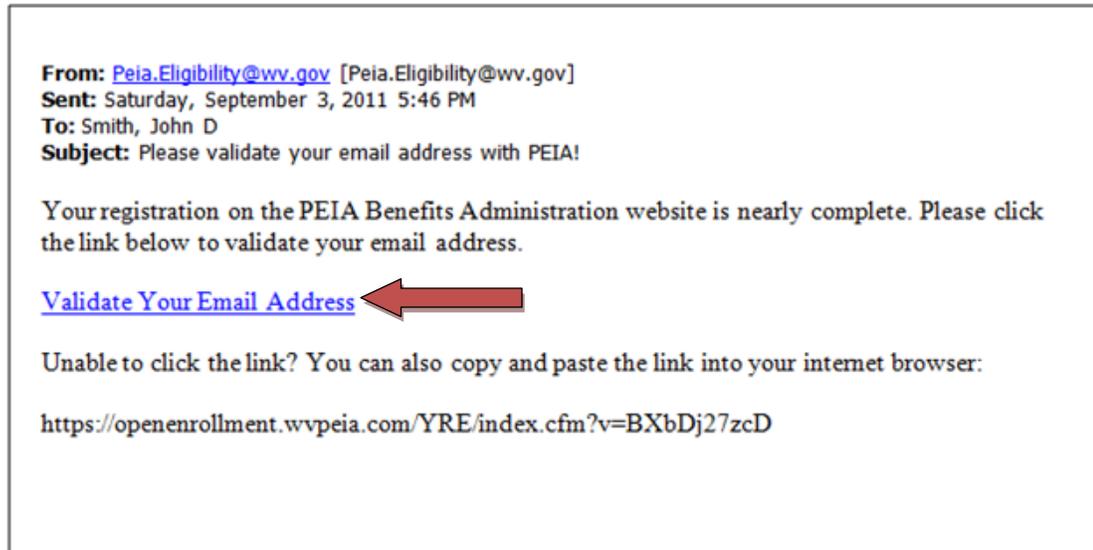
To ensure that your email address is correct and that you can receive email from PEIA, you must validate your email address. A validation email has been sent to **JOHNSMITH@DOMAIN.COM**.

[Wrong email address? Login with your new username & password to change it.](#)

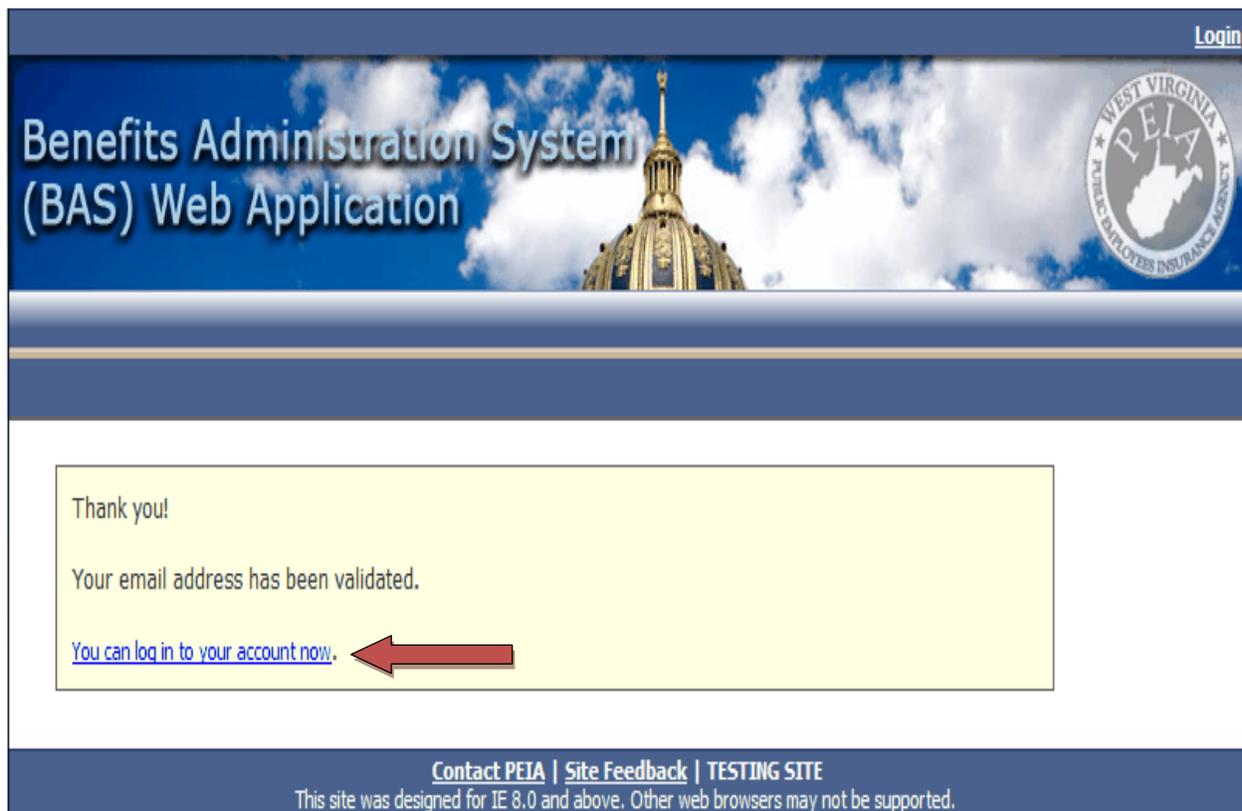
Before you will be able to fully use your online account, you must click the link provided in the email. You should receive the email within a few minutes, but it can take up to 24 hours.

Please make sure to check your spam/junk email filters. The email will be sent from **Peia.Eligibility@wv.gov**.

- f. The system will send you an e-mail to confirm your address. Click on the link in the e-mail:



- g. After validating your e-mail address, click on the link to log in and complete the registration process.



- h. Log in to your account with the user name and password you created earlier. You will then see this screen:

Menu My Account Shopper's Guide

Select Agencies

## Policyholder: Your Employer

Only one employer can be associated with your Policyholder account. If you are unable to locate your Agency's name, please contact your Benefit Coordinator for assistance.



Select My Employer

- i. Click on first letter of your agency name and then select the name of your employer from an alphabetical list. Please choose carefully! If you choose the wrong agency, it can delay the effective date of your insurance coverage!

## Policyholder's Employer

— All Agencies/Employers —

Search Names:

 Search

-OR-

Name Begins With:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4  
5 6 7 8 9

Search Results:

- ABC COMMISSION
- ACCOUNTANCY, BOARD OF
- ADDISON (WEBSTER SPRINGS), TOWN OF
- ADJUTANT GENERAL
- ADMINISTRATION, DEPT OF

 Instructions

You can search by Agency Name using the search box, or by clicking the starting letter to view the alphabetical list of Agencies.

Once you find the correct agency, click the agency name.

- j. You will then see a screen asking you to enter additional information. Click SAVE when finished.

Menu My Account Shopper's Guide

### Policyholder Details

Please enter the required information below to continue establishing your New Employee/Policyholder account. **Bold** fields are required.

— Employee Information —

**Hire Date:**   
Use format: MM/DD/YYYY (e.g. 09/09/2011)

**First Name:** John

Middle Initial:

**Last Name:** Deere

**Date of Birth:** 09/15/1981

**Gender**

Female  Male

— Contact Information —

**Address:**   
Address Continued:

**City:**

**State:**

**County:**

**Zip/Postal Code:**  -

- k. You should then see a screen similar to this:

Select Role Welcome, Olivia! (Logout)

## Benefits Administration System (BAS) Web Application

Menu My Account Shopper's Guide

### Role Management

— Active Roles —

**Policyholder** 

**Your Current Roles**

Click the **Log In** button to log in as that role.

— Add a New Role / Add an Agency or Employer to an Existing Role —

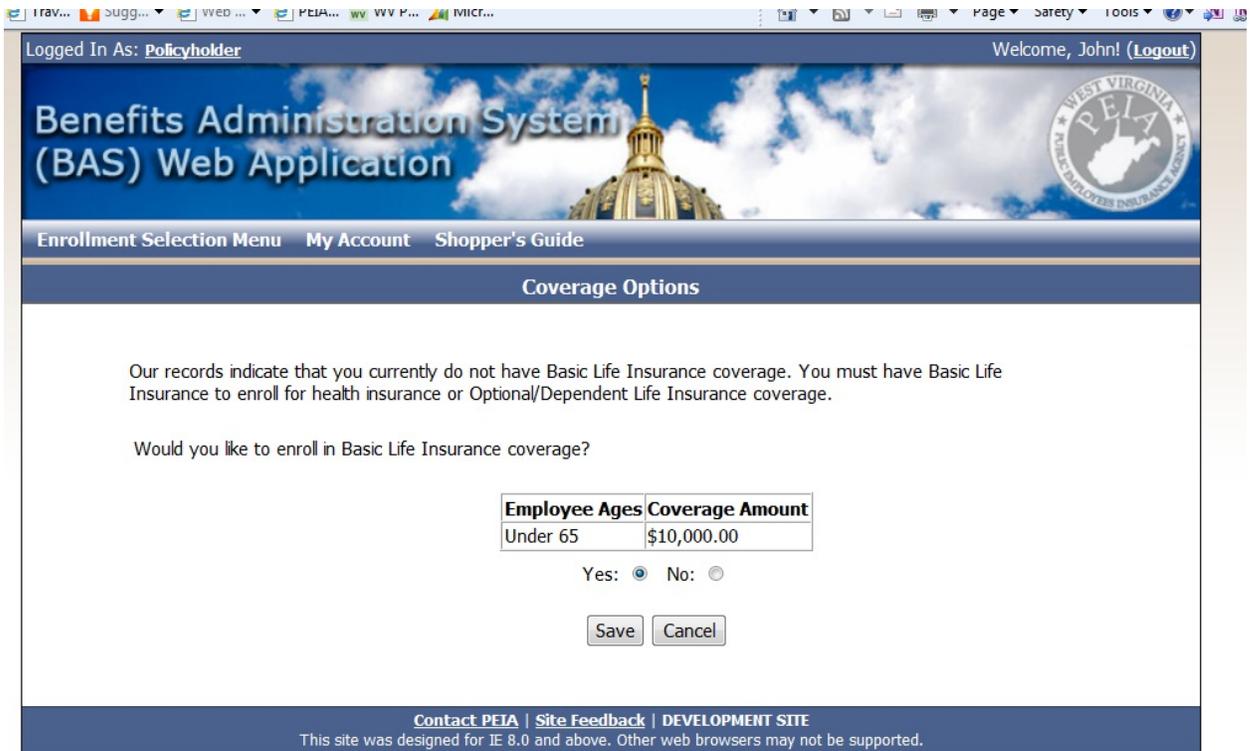
**Select Role(s) to Add:**

Benefit Coordinator  
 Web Contributions Coordinator

**Information**

You can add a new role to your existing roles at any time, but all changes are subject to PEIA approval before they can be activated.

- I. The Manage My Benefits system will walk you through the enrollment process, offering all of the health and life coverage available. The first step is Basic Life insurance, since no coverage is available without the Basic Life. Click the buttons on the right hand side of the screen in order from the top down. As you complete portions of your enrollment, new options will become available on the enrollment screen, until you've completed the entire process.



- m. You must SAVE each type of coverage separately as you complete each screen. You will be able to print out a summary of your choices using the “View My Pending Changes” button on the main menu once you have completed enrolling for your benefits.
- n. Once you've completed your online enrollment, the Manage My Benefits system will send an e-mail to your benefit coordinator notifying him/her. **You MUST take the documentation of your dependents' eligibility (see #5 above) to your benefit coordinator NOW.** Your benefit coordinator cannot approve your enrollment until he or she has documentation in hand. If you don't get your documentation turned in promptly, it could delay the start of your benefits!
- o. When your benefit coordinator has approved your enrollment, you will receive an e-mail letting you know it's done. If for some reason your benefit coordinator has to disapprove your enrollment, the system will send you're an e-mail with the reason for the disapproval. You'll need to go back online or contact your benefit coordinator to fix whatever the problem is.

If for some reason you have to log out of the system in the middle of your enrollment, you can log back into the system later to complete your work. Just remember that you have the month you're hired and the following two months to make your selections. Coverage begins on the first day of the month following the date you complete your enrollment; if you wait too long, you could delay the effective date of your new coverage. If you do not enroll for coverage during the month you're hired or the following two months, you will have to wait until you have a qualifying event or until the next Open Enrollment.