PPI BENEFIT SOLUTIONS

SelfEnroll

Administrator Guide

The PPI® Benefit Solutions Employee SelfEnroll Portal gives your employees the convenience and flexibility to enroll in benefits online. SelfEnroll eliminates the need for paper forms and other time-consuming processes, providing faster, more secure and more efficient results. A rules-based configuration supports your complex benefits program to ensure employees see the right benefits, and an interface built on preventing common mistakes ensures employees understand what is required of them to activate their coverages.

As the administrator, SelfEnroll gives you more control over your employee data, eliminates the need to manually determine eligibility, and provides ability to manage the informational content employees see on their portal. A greater variety of reports help you keep tabs on enrollment and payroll deductions, and employee elections and other relevant information are automatically transfered to your insurance carrier without manual intervention.

SelfEnroll Highlights

- Basic member information is pre-loaded for immediate access
- Determines eligibility and calculates benefits and costs based on specific benefit rules
- Houses a variety of documents and links, eliminating costly printing of benefit documents such as benefit summaries, claim forms, and other HR materials
- Provides automatic eligibility feeds to carriers
- Payroll deduction and change reports make it easy to share data between systems

In This Administrator Guide:

1. Pre-Loading Basic Member Information
2. Monitoring & Approving employee Transactions
3. Running Administrator Reports
4. Managing the Employee Reference Center

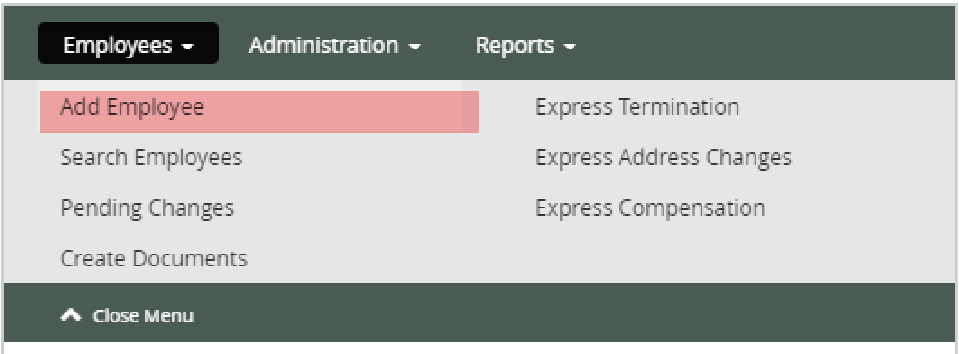
Pre-Loading Basic Member Information

Adding an Employee to AutoEnroll

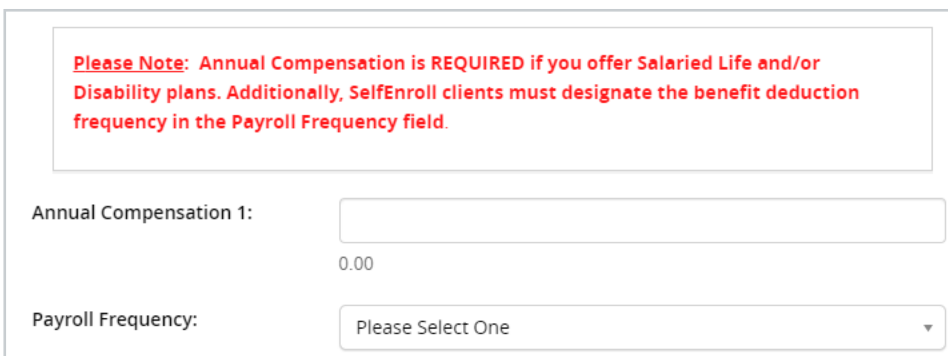
Before an employee can register on the Employee SelfEnroll portal, basic information must be loaded into AutoEnroll. The employee must have an Active employment status and not a COBRA participant.

From the AutoEnroll homepage:

1. Select “Add Employee” from the Employees drop-down button on the navigation bar



2. Complete all highlighted (required*) fields
3. Employee Email Address, Annual Compensation and Payroll Frequency are not system required fields; however, Email Address is required to trigger an enrollment notification to new hires for SelfEnroll and a good idea to add in general. **Annual Compensation is required** if you offer salary-based benefit plans. Your benefit deduction or Payroll Frequency is also required in order for the employee’s cost share to display the correct per pay deduction figures on the election screen.



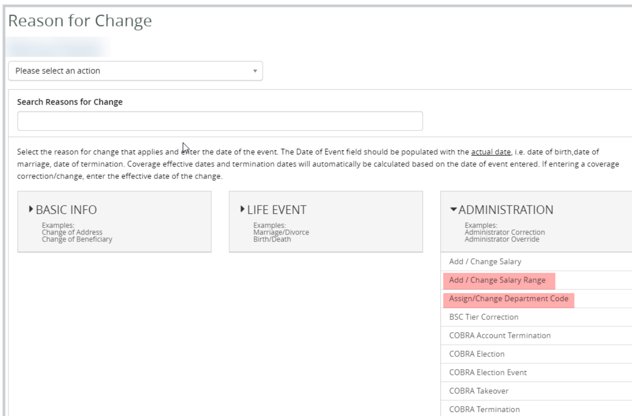
4. A template of the system-generated new hire email and First Time User Registration guide (linked in the new hire email) are available in the Administrative Tips and Guidance/SelfEnroll Client folder in the Reference Center should you need to manually communicate this information. Provide the employee with the First-Time User Registration instructions, located in the Reference Center.

Clients with Custom Fields

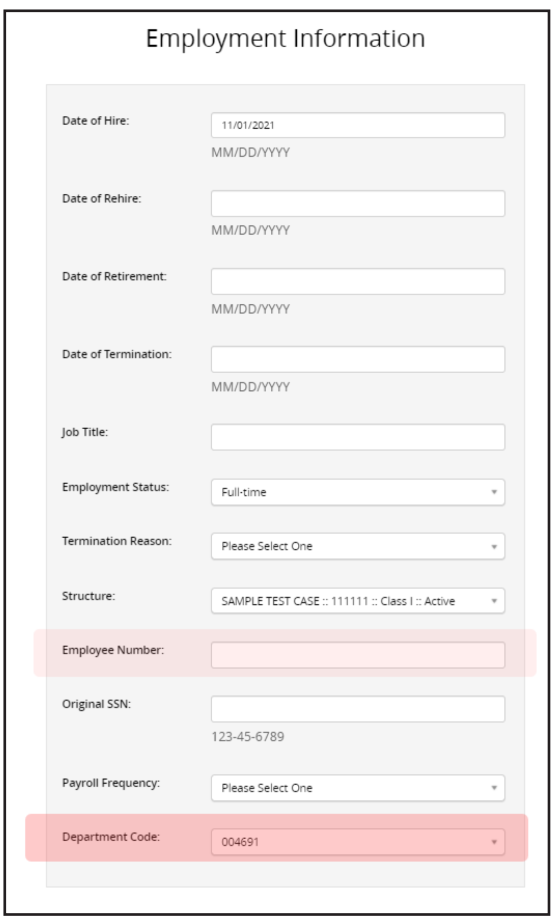
Clients who use **Department Codes** or other **Custom Fields** tied to benefits or contributions need to enter that information before an employee accesses the portal. Custom fields are housed on the **Employment** and **Compensation** screens.

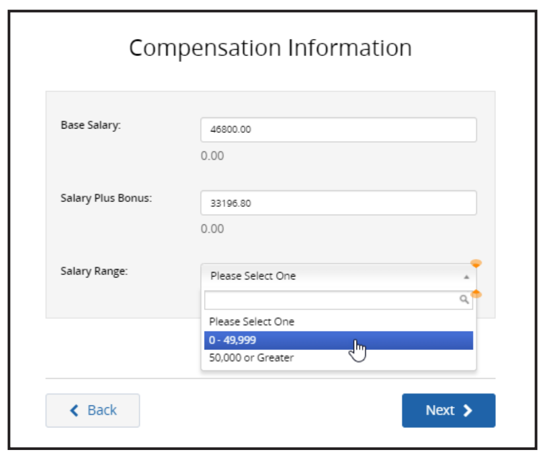
After Loading Employee Basic Information:

- From the **Reason for Change** screen, select the appropriate custom reason option from the **Administration** tab. Some custom field reasons include Department Codes, Contribution Schedules, and Salary Range.



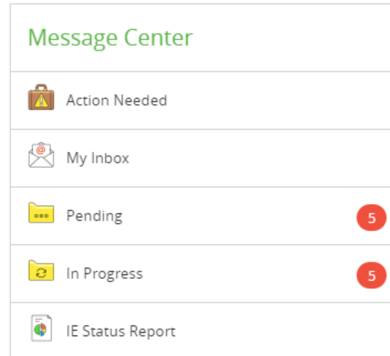
- Complete the appropriate field and approve the transaction.
- Custom fields that are tied to benefit plans, such as contribution schedules or salary ranges, must be populated in order for those benefits to display.





Managing Employee Transactions

Monitor Employee Activity



New hire enrollment and life event transactions performed by employees require administrator approval before they will feed over to the carrier. The Message Center on the administrator AutoEnroll homepage will display any Pending or In Progress employee transactions.

Pending transactions have been completed and approved by the employee and are ready for administrator approval. In Progress denotes an incomplete transaction where the employee exited the record before confirming and approving their activity. Employees should continue through to the end of the enrollment screens to approve all changes.

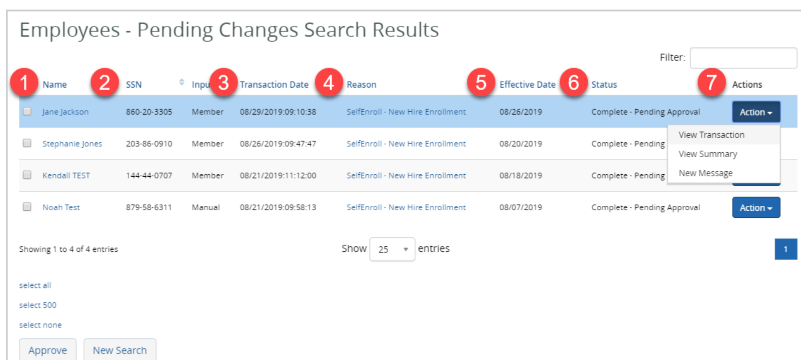
SelfEnroll client administrators will receive a weekly email on Mondays outlining any pending activity that requires attention. A sample of this email is available in the Reference Center under the Administrative Tips and Guidance/SelfEnroll Client folder.

Check the homepage periodically for any outstanding employee activity.

NOTE: Changes performed by employees during Open Enrollment are the only employee transactions that do not require administrator approval. Administrators can run reports during and after open enrollment to review this activity.

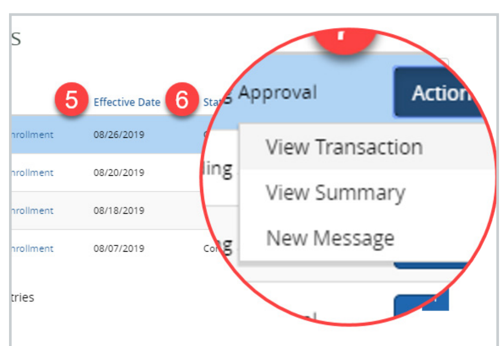
All accounts that have a change in progress or pending approval will display the following fields:

1. Employee's Name
2. Employee's Social Security Number
3. Transaction Date – date event was initiated
4. Reason – what change the employee initiated
5. Effective Date – date used for the event
6. Status – the status of the current transaction
7. Actions – administrator action options



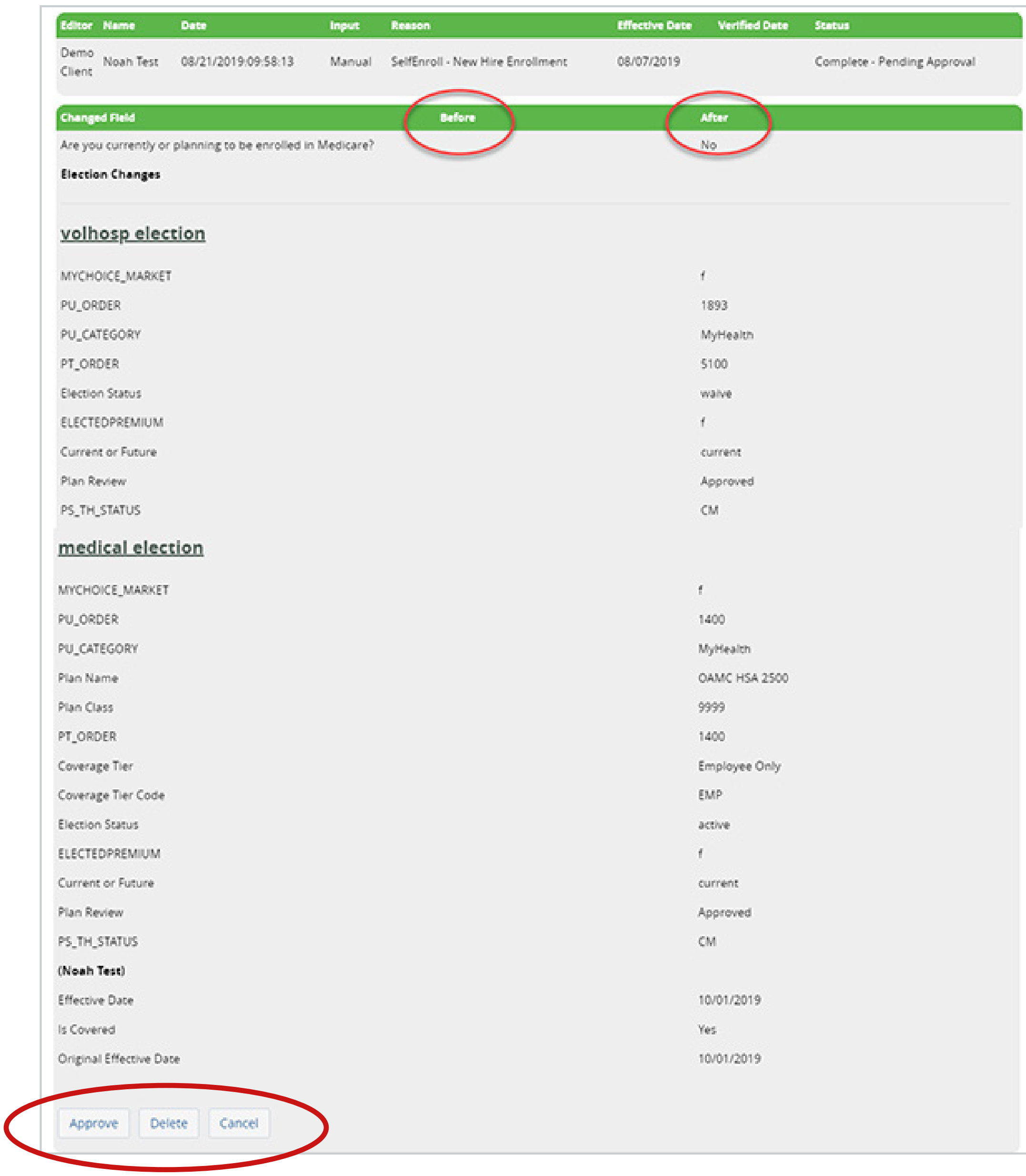
Under the Actions drop down menu, select the desired action:

- **View Transaction –** Select this option to view the changes/selections made by the employee.
- **View Summary –** Provides a benefit summary sheet of the employee's account.
- Click on the **Employee Name** or **Reason**, or select **View Transaction** to review employee transaction activity. Selecting the member's Name will open the employee's record. The pending transaction, along with all transactions performed on the member's record, will appear under the History tab from the drop-down menu.



Viewing the Employee Transaction

The Before column will identify the information on employee's account prior to the change. If there was no election prior to the change, there will be no information listed in this column. The After column identifies the election and any other information that was changed during the session.



After reviewing the transaction, the administration can:

1. **Approve** the changes made by the employee in full,
2. **Delete** or remove the changes made by the employee in full or
3. **Cancel** action which returns the administration to the pending changes results page.

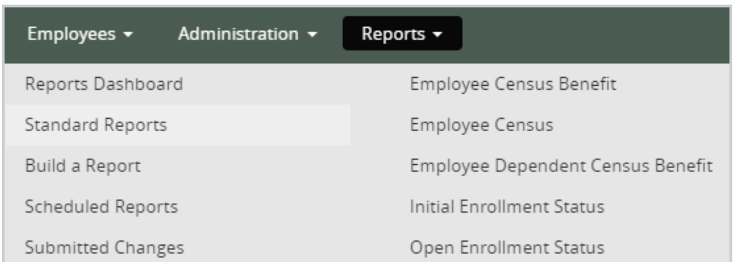
Administrator Reports

Generate Employee Change Reports

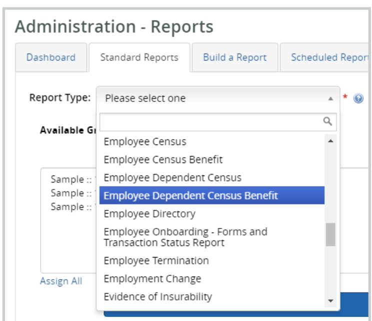
There are several reports available on AutoEnroll for administrators to use to capture changes employees make during the year and at open enrollment. All reports are accessible from the “Reports” tab on the main menu bar.

General Instructions For Running Reports:

1. Select **Standard Reports** from the **Reports** drop down menu.

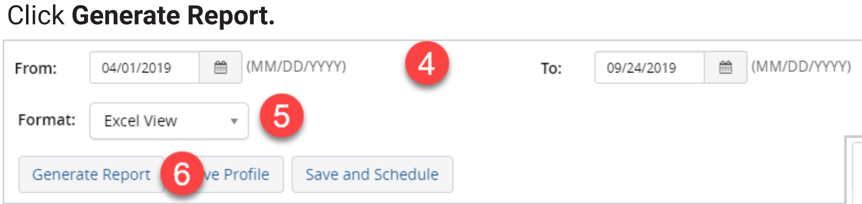


2. Select a **Report Type** from the Standard Reports Tab.

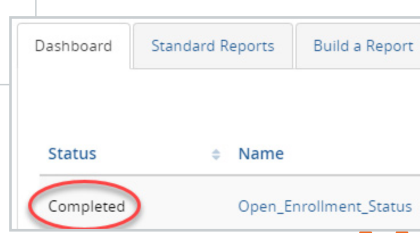


3. Assign the **Active Structure Group(s)** you want to include in the report.

4. Enter the appropriate **Date Range** (not available for all reports).
5. Select a **Format** for viewing, **Excel View** or **Excel Download**.
6. Click **Generate Report.**



7. When your report is ready, you will receive an email, and it will show a **Completed** status in the Dashboard. Reports will remain in your Dashboard until you delete them.



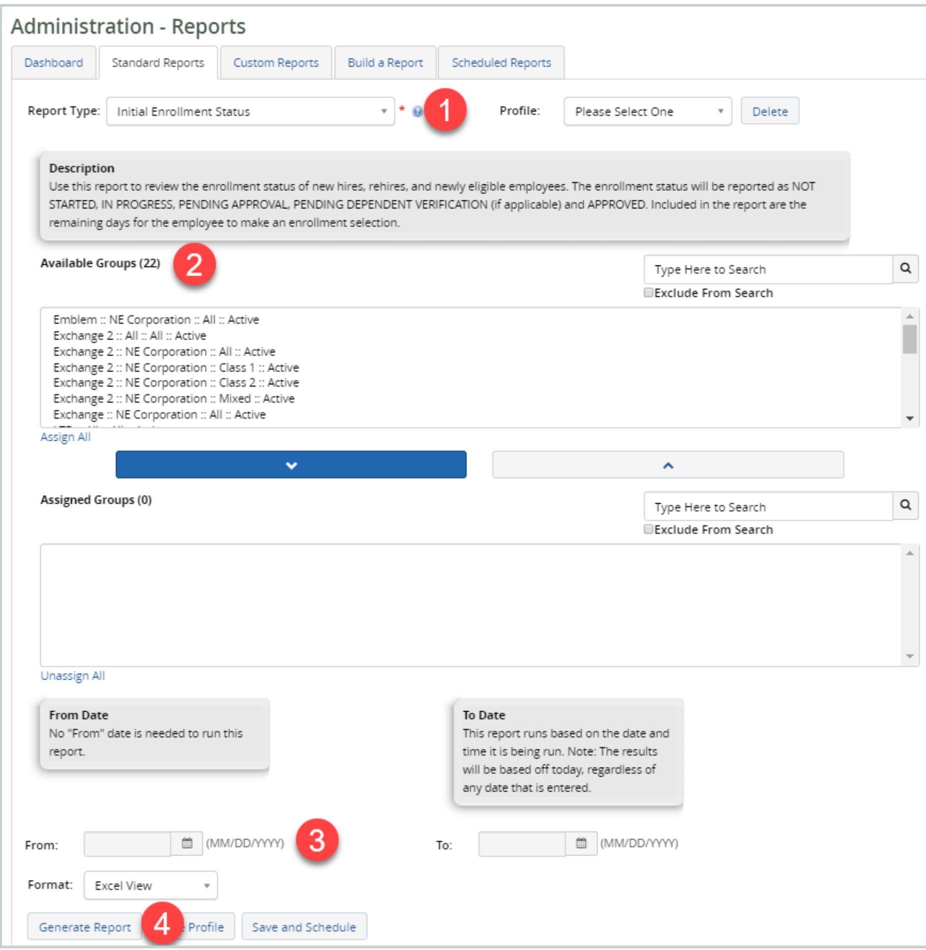
Initial Enrollment Status Report

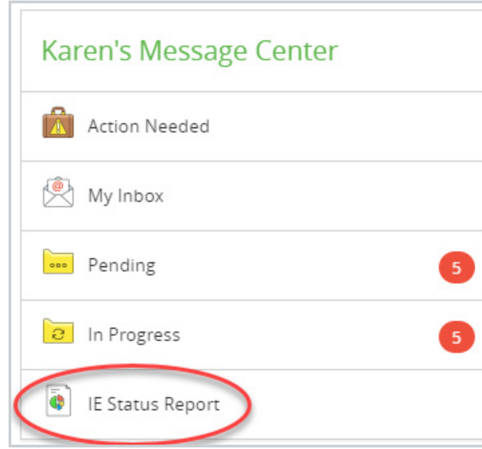
Use this report to review the annual open enrollment status for each employee. The enrollment status will indicate if the open enrollment transaction is Not Started, In Progress, Approved, Pending Approval or Complete.

A quick link to the report (IE Status Report) will appear on the administrator homepage in the Message Center during open enrollment.

To run the report,

1. Click on the link in the **Message Center**, or select **Initial Enrollment Status** form the **Report Type** drop down menu.





2. Select the **Structure Groups** to include.

3. Leave the Date Range fields blank.

4. Click **Generate Report**.

The Open Enrollment Status report can be run at any time during or after open enrollment to determine the status of employees' open enrollment transactions.

Payroll Deduction Reports

The Payroll Deduction Change and Payroll Deduction Audit Report both provide employee benefit election and corresponding payroll deduction information, effective during the time period specified.

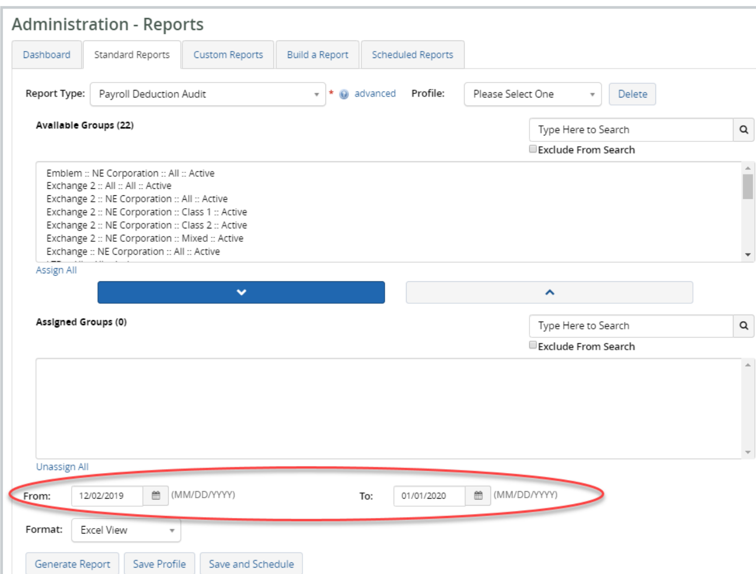
- The **Payroll Deduction Change Report** is a “change only” file
- The **Payroll Deduction Audit Report** provides a full list of all payroll deductions/plan elections for all employees.

During the year, payroll reports can be run concurrent to your payroll cycle or any specified “From/To” time-frame to capture changes or confirm that deductions in AutoEnroll match deductions in your payroll system.

Access to payroll reports require the following:

1. Your company’s Contribution Schedule(s)
2. Your Payroll frequency
3. Payroll frequency must be included in each employee’s record, including any new employee you add (on the “Add An Employee” screen). If payroll frequency for an employee has not been specified, deductions will default to a monthly calculation. In order for the reports to work correctly year over year, PPI requires updated contribution figures on an annual basis.

To review deductions after open enrollment ends, run the Payroll Deduction Audit Report.



Use the start date of the open enrollment period in the **From** date field and the benefit effective date in the **To** date field to capture all deductions.

The Payroll Deduction Audit Report includes all elections effective or terminated during the specified From/To time-frame with related deductions. This report can be helpful in reporting new payroll deductions to your payroll vendor.

Payroll Deduction Audit																			
Todays Date: 09/24/2019																			
Report Start Date: 12/02/2019																			
Report End Date: 01/01/2020																			
SSN	Dept Code	Employee N	Lname	Fname	Mname	Suffix	Structure G	Election	Linetype	Deduction	Annual Am	Imputed In	Ded. Freq.	Effective Da	Term Date	Coverage T	HSA Per Pa	ER Cont	I
9.88E+08		6	M	Jane	Doe		Sample :: 1:	TERMED Medical HMO		113.12			BI	1/1/2011		EMP		263.95	
9.88E+08		6	M	Jane	Doe		Sample :: 1:	TERMED MetLife Dental		0			BI	1/1/2011		EMP		0	
9.88E+08		6	M	Jane	Doe		Sample :: 1:	Vision Plan A		2.4			BI	1/1/2011		EMP		0	
3.46E+08		78	Daly	John			Sample :: 1:	Vision Plan A		6.31			BI	4/1/2010		FAM		0	
3.46E+08		78	Daly	John			Sample :: 1:	Basic Life and ADD				12.3	BI	1/1/2011		112000		4.91	
3.46E+08		78	Daly	John			Sample :: 1:	TERMED Open Access P		233.45			BI	7/1/2011		ESP		544.71	
3.46E+08		78	Daly	John			Sample :: 1:	Dental PPO Plan		11.54			BI	7/1/2011		ESP		18.46	
3.46E+08		78	Daly	John			Sample :: 1:	Voluntary Employee Lif		3.23			BI	1/1/2011		10000		0	
7.88E+08			Singh	Vijay			Sample :: 1:	Aetna PPO		69.23			BI	4/1/2010		ECH		253.85	
7.88E+08			Singh	Vijay			Sample :: 1:	TERMED MetLife Dental		0			BI	4/1/2010		ECH		0	
7.88E+08			Singh	Vijay			Sample :: 1:	Vision Plan A		6.31			BI	4/1/2010		FAM		0	
7.65E+08			Martin	Steve			Sample :: 1:	TERMED Medical HMO		179.03			BI	4/1/2010		ECH		417.74	
7.65E+08			Martin	Steve			Sample :: 1:	TERMED MetLife Dental		0			BI	4/1/2010		ECH		0	
7.65E+08			Martin	Steve			Sample :: 1:	Vision Plan A		6.31			BI	4/1/2010		FAM		0	
4.83E+08			Leonard	Justin			Sample :: 1:	TERMED Medical HMO		113.12			BI	4/1/2010		EMP		263.95	
4.83E+08			Leonard	Justin			Sample :: 1:	TERMED MetLife Dental		0			BI	4/1/2010		EMP		0	
4.83E+08			Leonard	Justin			Sample :: 1:	Vision Plan A		2.4			BI	4/1/2010		EMP		0	

Address Change Report

As employees may change their name, address, or contact information in conjunction with election changes, it may be helpful to run and address change report after annual open enrollment. Use the start date of the open enrollment period in the “From” date field and leave the current date in the “To” date field.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Address Change Report																
2	Todays Date: 09/24/2019																
3	Report Start Date: 08/01/2019																
4	Report End Date: 09/24/2019																
5																	
6	SSN	Lname	Fname	Mname	Suffix	Address 1	Address 2	Address 3	City	State	ZIP	Country	Postal Zone	E-Mail	Gender	Home Phon	Work Phone
7	1.23E+08	Test	Tony			1 Any Stree	Unit 17		Anytown	CT	6512	US			Male		
8	12021012	George	Jane			22 oak st			Hartford	CT	6111	US			Female		
9	1.12E+08	Test	Christine			274 Garfield Place			Brooklyn	NY	11215	US			Female		

Employee Census Reports

The employee census report provides a list of all active/terminated employees with an election record of one or more benefits. Employees in AutoEnroll with no benefit election will not display. The report pulls data through the current date. Additionally, if an employee has a DOH after the “to” date, the employee will not be included in the report.

If a “From” date is entered the report turns into a submitted changes report. Then only employees with changes within that window will be included in the report.

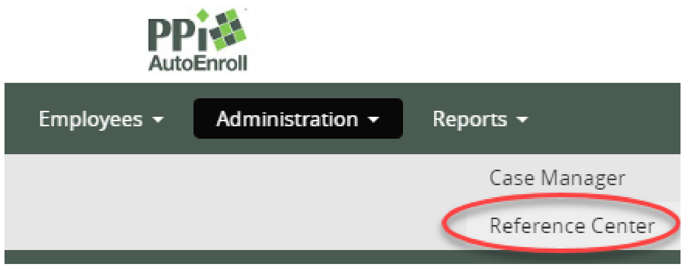
For additional information on the most commonly used reports, contact PPI Client Services at clientservices@ppibenefits.com.

Employee Reference Center

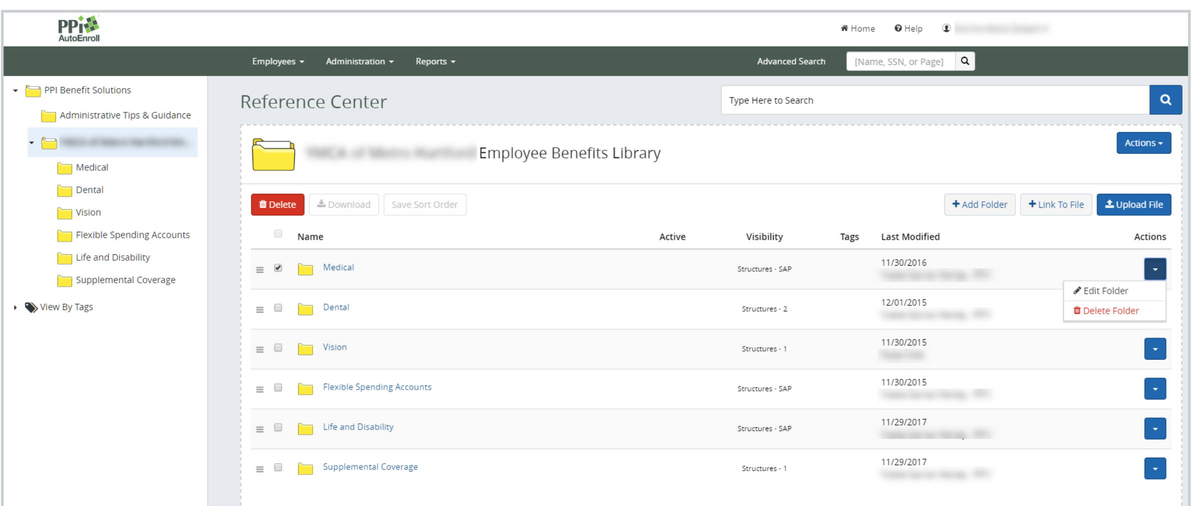
Post Documents to Your Benefits Library

The Reference Center allows administrators to post documents, links, and other resources for employees in a secured online environment. Only administrators may upload, delete or edit content in the Reference Center, but active employees have the ability to log in and view the resources that are specifically tailored to them.

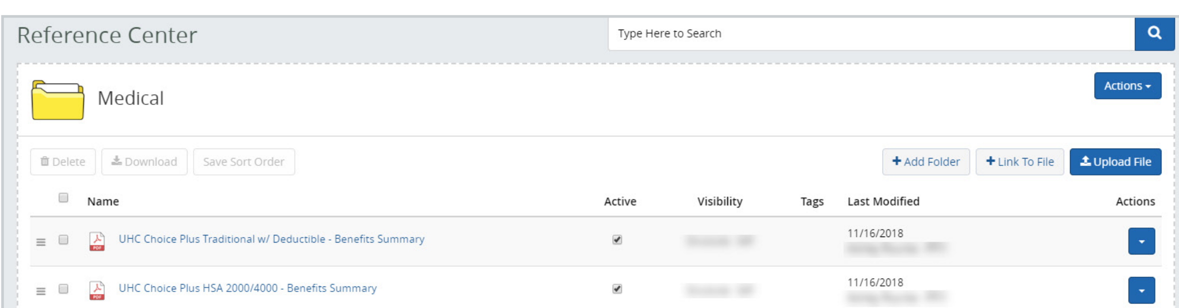
1. Under **Administration**, select **Reference Center**



2. The Reference Center is made up of the following items:
   - Folders
   - Documents & Links



Add, Edit, Delete folders and sub-folders

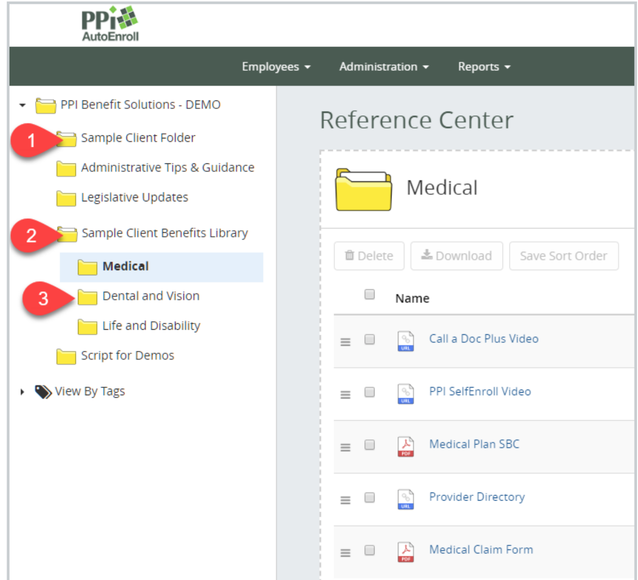


Add, Edit, Delete content and content links

Please note the following:

All folders and documents should be contained under the employer's main "Employee Benefits Library" folder. The Reference Center will allow as many sub-folders as necessary. However, the appearance and accessibility of the Reference Center is important. It is recommended to go no more than three levels deep with content:

1. Main Employer Benefits Library Folder,
2. Sub Benefit Category folders for medical, dental, etc.
3. Subset Folders under the Benefit Category folders if necessary

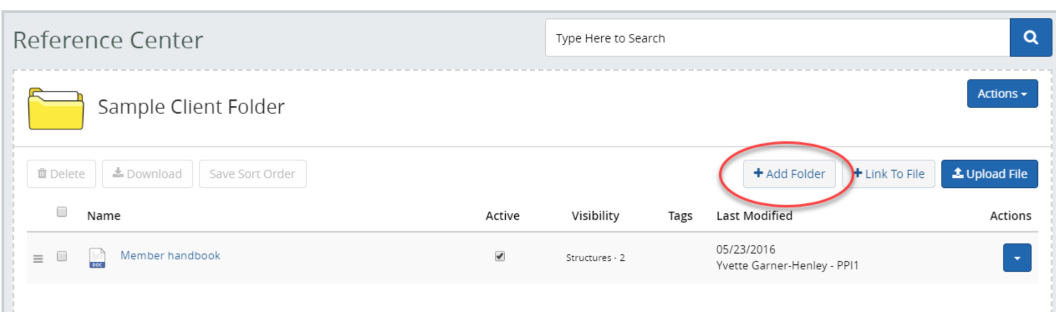


Initial file construction will be completed by PPI during implementation.

The visibility of content can be limited to certain employees through the use of Structure Groups set up for your organization. With this in mind, it is important to know in advance of setup, what folders are to be accessible to which location/groups.

Set Up Folders and Subfolders

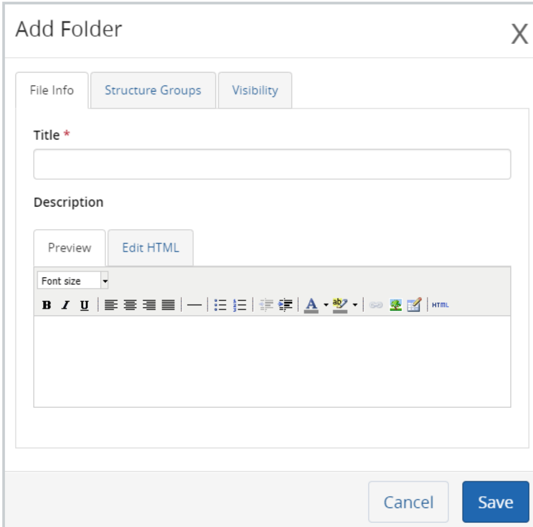
PPI maintains a general set of Reference Center folders available to all administrators. Please **DO NOT** edit this material. Any folders/documents you publish should be maintained within your Main Employee Benefits Library Reference Center folder.



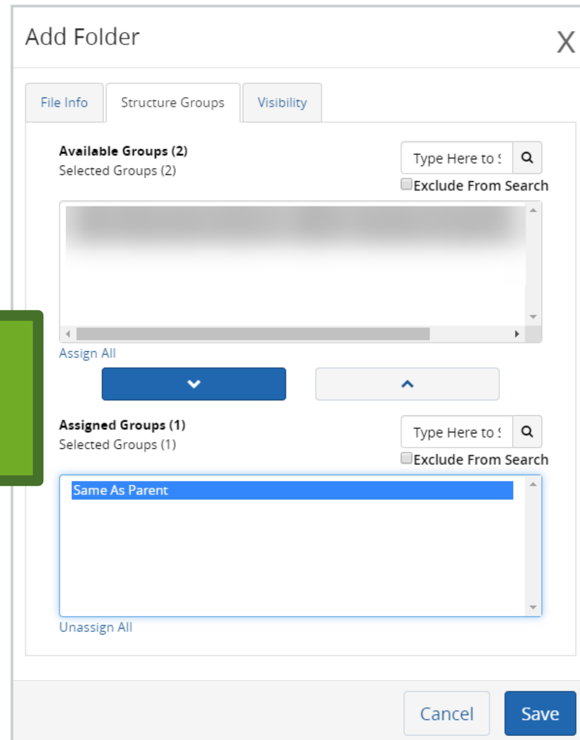
1. Determine which level the folder should reside.
   - To add a folder within the client level, select **Add Folder+.**
   - To add a subfolder within a folder, click the existing folder to "open it", select > **Add Folder+.**

2. Complete the **File Info, Structure Group,** and **Visibility** tabs. Do not skip this step.

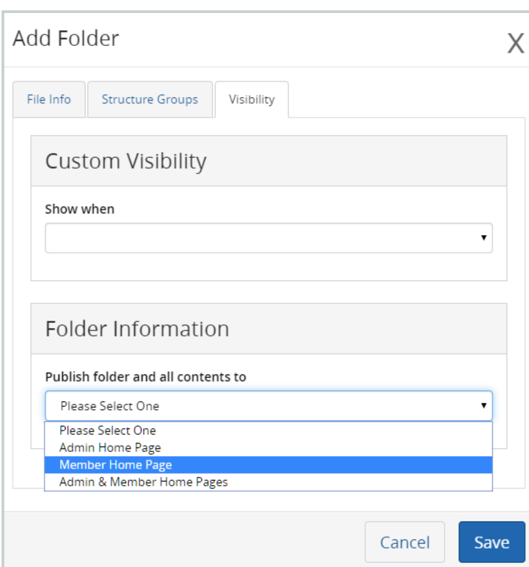
- **File Info tab.** Type appropriate information for Title (folder name) and a Description.



Structure Groups tab. Assign structure groups in Available Groups to Assigned Groups. Only those with in the Structure Groups assigned will see the folder.



SUBFOLDER TIP If the same groups as the parent folder have viewing rights, click **Same as Parent.**



Visibility tab.

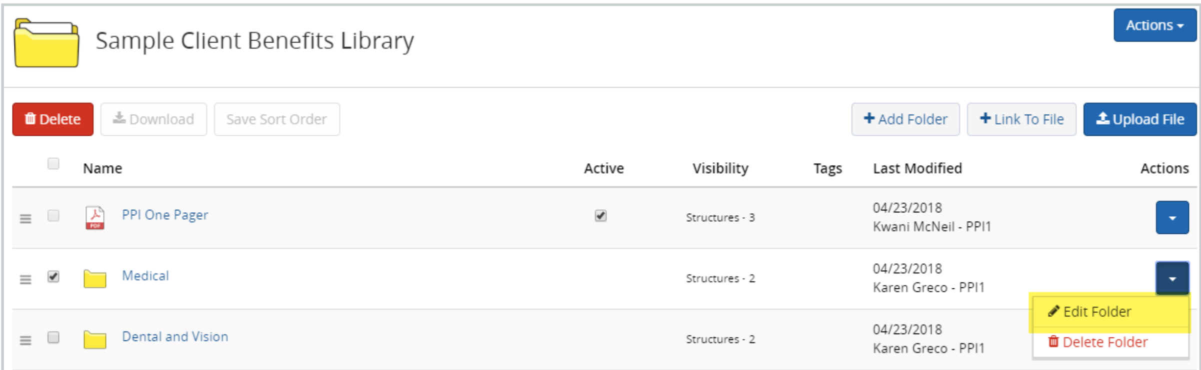
- **Custom Visibility**. Select when to show. Depending on which field you select, you also may need to choose a value an addition.
- **Folder Information**. To create even more customized access, select specific instances when a folder should show and where to publish the folder.
- **Admin Home Page** = viewing by Admins only
- **Member Home Page** = viewing by Employees only
- **Admin & Member Home Pages** = viewing by all users.

3. Click Save

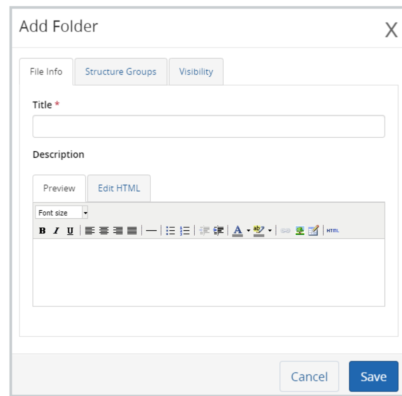
Edit Folders

Edit information about the folder such as folder name, Structure Group assignments, or Visibility rights.

1. Click the **Actions** menu for the folder requiring a change.
2. Select **Edit Folder**.



3. Make edits to the tab(s) affected (File Info, Structure Groups, Visibility)

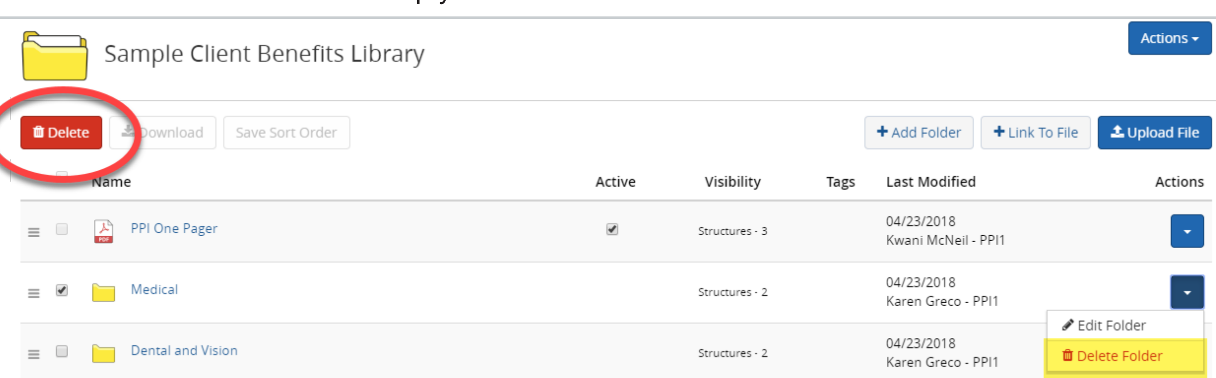


Delete Folders

1. Click the **Actions** menu for the folder requiring a change.

TIP	Only empty folders can be deleted. If resources exist within the folder, they must be moved or deleted.

2. Check the folder to ensure it's empty.
3.



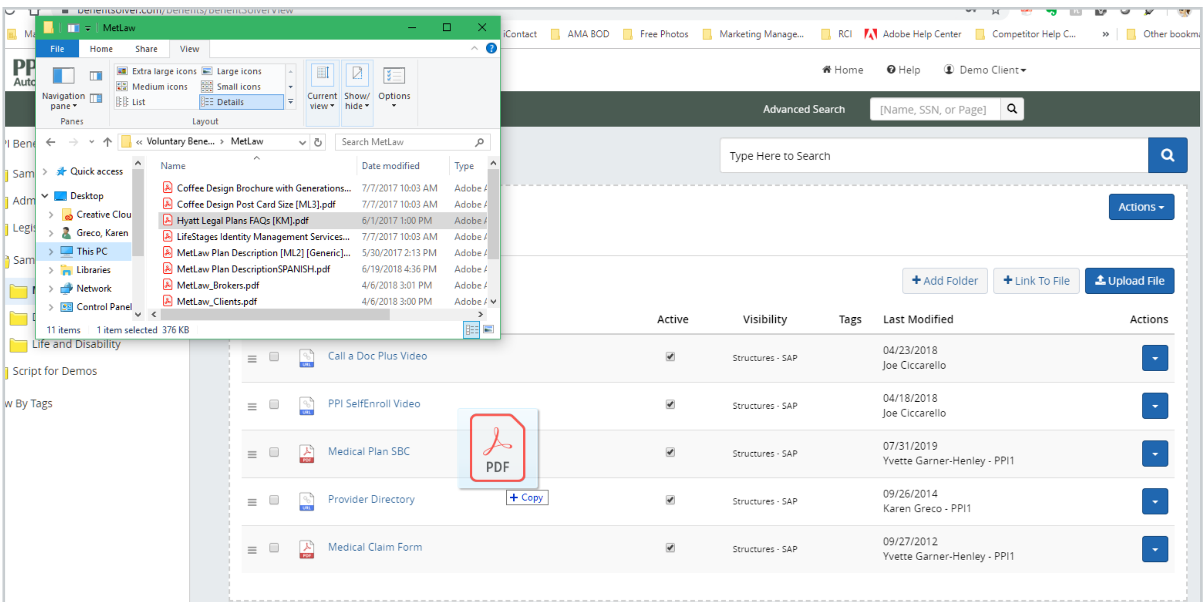
Set Up Documents

Documents can be added directly to the client folder. While technically it's not required that you create additional folders, the hierarchy of folders can help provide better organization and grouping of documents.

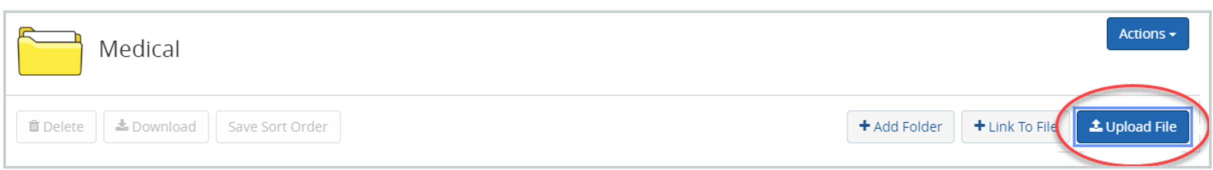
Add Documents

1. Add the file by a drag and drop or through a file upload:.

   a. **Drag & Drop** up to 50 files into the Reference Center. A status bar will appear and display the status of your upload. **The Max file size is 500MB**.



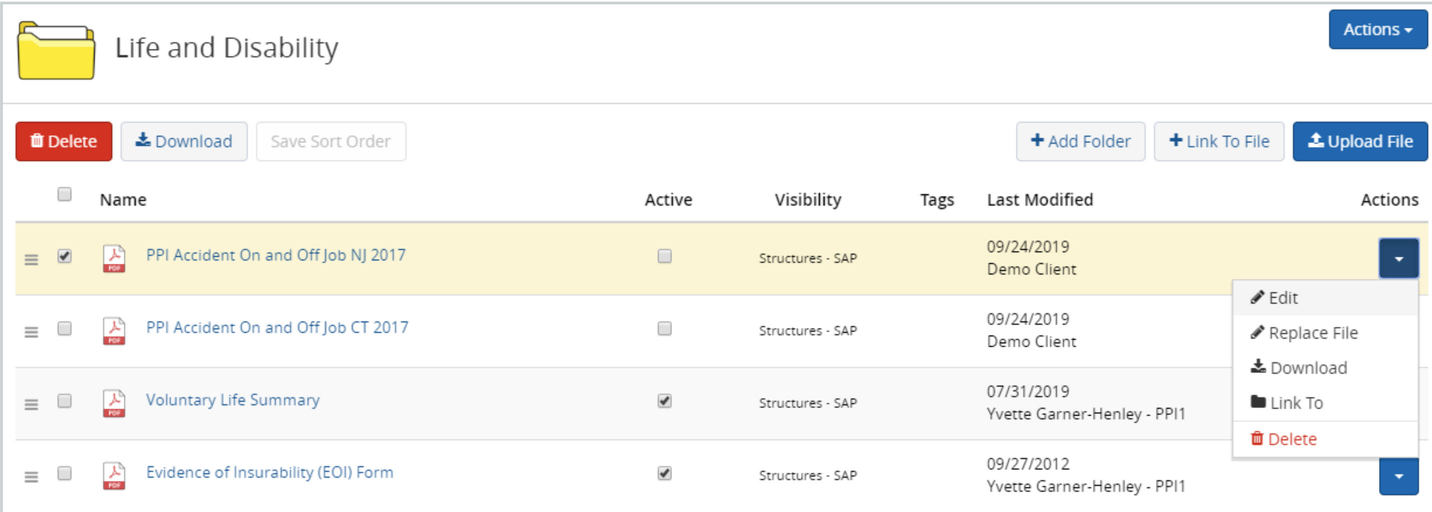
   b. Click **Upload File**. Select file(s) to be uploaded to the folder and click **Open**. Up to 50 files can be selected at one time.



A status bar will appear showing the status of your upload. **The Max file size is 500MB**.

Edit File Information, Replace file, Download, and Link To

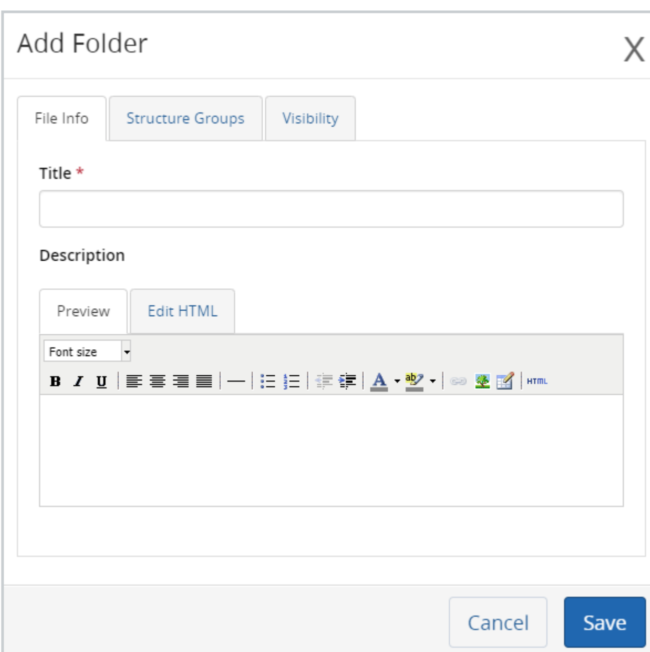
To edit, replace, download, or Link to a file, click the Actions menu from the far right of the file's row.



Edit/Add File Information

If you don't complete the information in this pop up for each of the tabs, the same view rights as the parent folder apply.

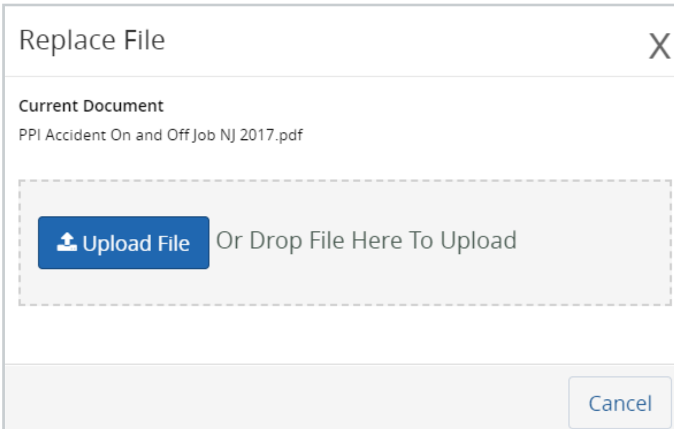
1. Click the **Actions** menu.
2. Click **Edit**.
3. Complete all relevant tabs. For information about **File Info, Structure Groups,** and **Visibility,** See Step #2 earlier in this document on page 10.



TIP Tell documents to display the right documents to the right audience by using the correct Structure Group in the Structure Groups tab.

Replace a File

1. Click the **Actions** menu.
2. Select **Replace File**.
3. Click **Upload** (or drag and drop the replacement file into the pop-up box.)

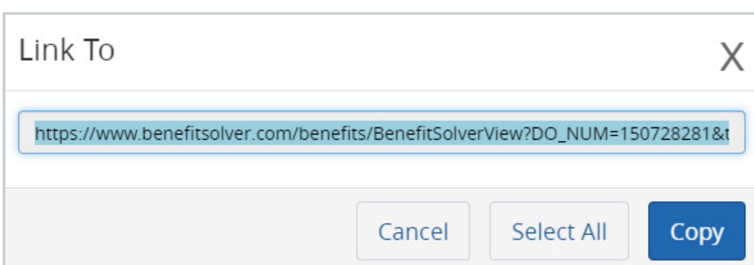


Download a File

1. Click the **Actions** menu.
2. Select **Download File**. The file will download on the bottom left of your screen (and in the Download folder on your computer.

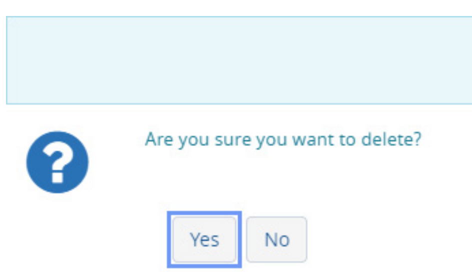
Link to a File

1. Click the **Actions** menu.
2. Select **Link To**. This option is RARELY used.



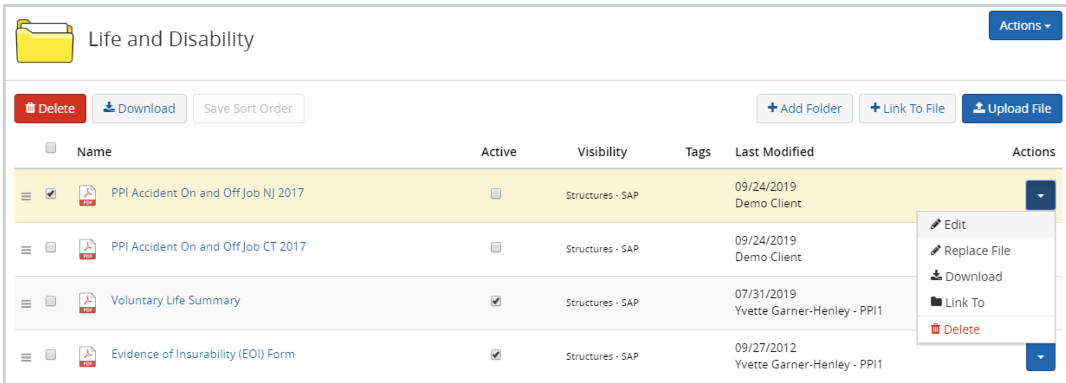
Delete a File

1. Click the **Actions** menu.
2. Select **Delete**.
3. Click **Yes.**

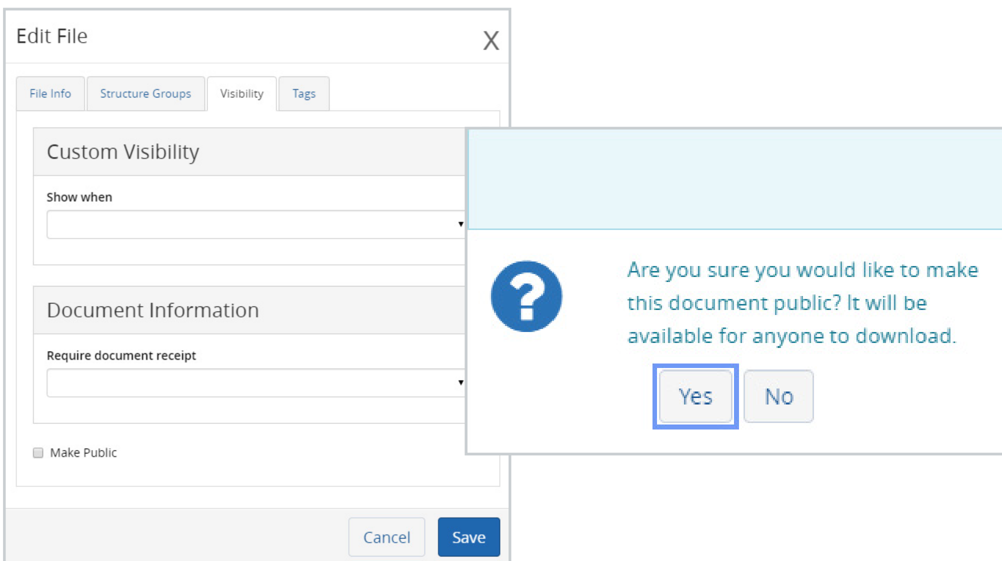


Make a Document Public

1. To activate a document to be shared publicly, from the **Actions** menu, select **Edit**.



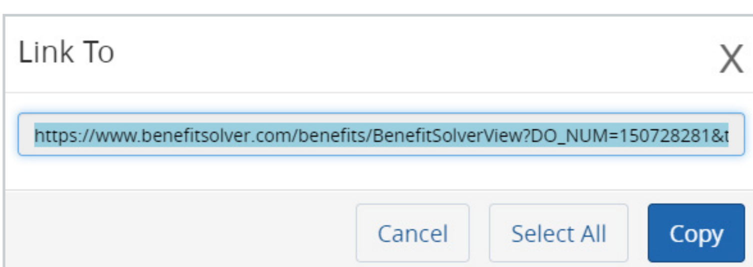
2. In the **Visibility** tab, check the box to **Make Public**. A dialog box will display asking if you are sure you want to make the file public. Click **Yes**.



3. Obtain the link to the document you have make public.

   a. From the **Action** menu, select **Link To.**

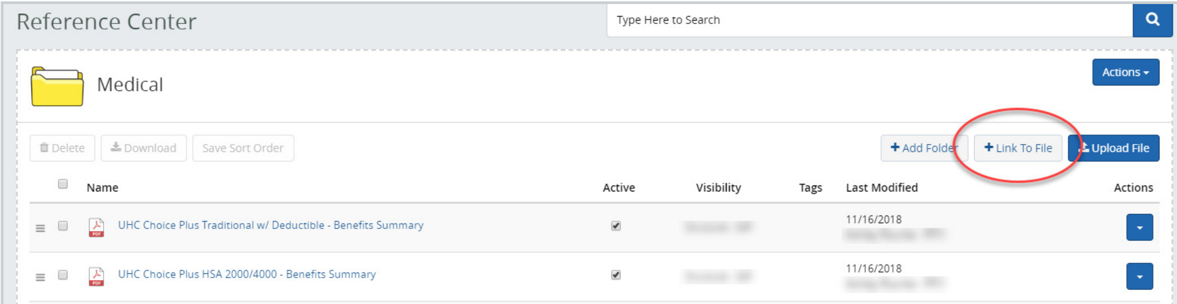
   b. Share this link with anyone who needs access to the document



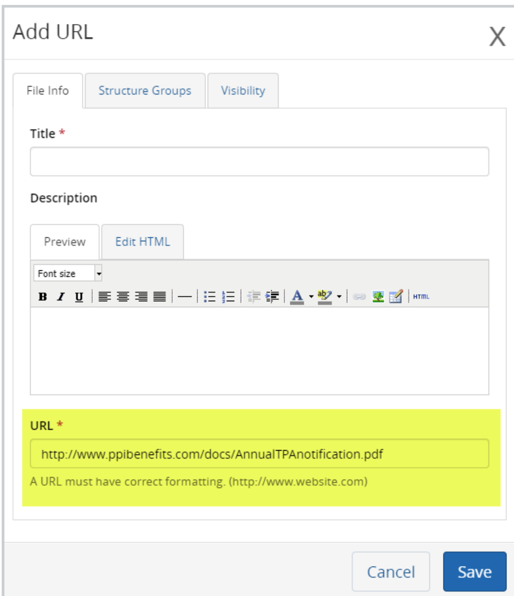
Set Up Links to Other Websites

Add a Link

1. Click **Link To File+**.

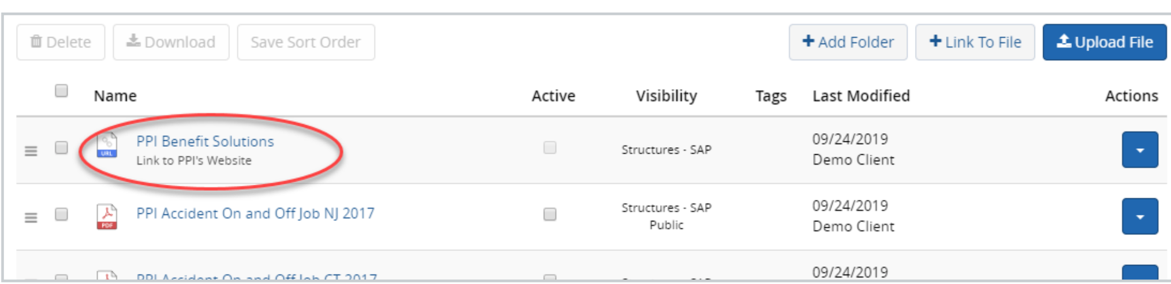


2. Add a Title and a description of the link.
3. Input the URL on the **File Info** tab.



TIP Make sure to enter the URL in the full format: https://www.website.com

4. Click **Save.** The link will now appear in the Reference Center on the member portal.



Edit a Link's Title, Description, Structure Groups, or Visibility

1. Select **Edit** from the **Action Menu**.
2. Make corrections in the **Edit File** window.
3. Click **Save**.

Replace a URL

1. Click the **Actions** menu to the far right of the link name.
2. Select **Replace URL,** and type in the new address.
3. Click **Save**.

Delete a URL

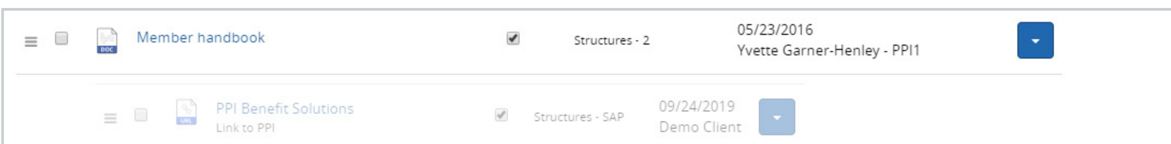
1. Click the **Actions** menu to the far right of the link name.
2. Select **Delete.**

Reorder and Reorganize Folders and Documents

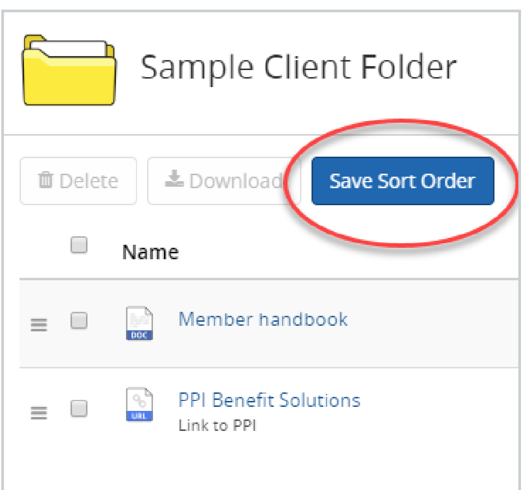
Reorder Folders and Documents

1. Click the three gray bars to the left of the folder/file name.

2. When the cursor displays, drag the file/folder and drop it to the position of your choosing



3. Click **Save Sort Order**.



Move a Document to a New Folder

To move a document to a new folder, select a file and drag and drop it into the new folder.

WARNING	When you move a file to a new folder, it will change who can see it. The file's rights will be changed to the new folder's Structure Groups.

Note: Moving one folder into another folder is not available. For example, you cannot move a parent level folder into a sub-folder.