

Open Enrollment (OE) Flexible Benefits Frequently Asked Questions (FAQs)

When is Open Enrollment (OE) for Flexible Benefits?

*OE starts on **October 18, 2021 at 12:00 a.m. ET** and ends on **November 5, 2021 at 11:59 p.m. ET**.*

How do I enroll in my Flexible Benefits?

Access the enrollment portal, www.GaBreeze.ga.gov. If you don't have access to a computer or smart device, contact the GaBreeze Benefits Center at 1-877-342-7339 between 8:00 a.m. ET. – 5:00 p.m. ET on October 18, 2021 through November 5, 2021.

How do I get a User ID/ New Password or Reset?

You can go to www.GaBreeze.ga.gov and request a password reset. Note: New users can go to www.GaBreeze.ga.gov and register as a new user. There are prompts for the user to register.

I cannot access GaBreeze using internet Explorer. What browsers are supported by GaBreeze?

When accessing the GaBreeze website, please use the most current versions of the following browser platforms:

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

What action should I take if I am not on file in the enrollment portal?

Contact your agency's Human Resources Department for assistance.

Can I drop my current coverage if I don't wish to continue coverage for the next plan year?

Yes, visit the enrollment portal, www.Gabreeze.ga.gov or contact the GaBreeze Benefits Center at 1-877-342-7339 from 8:00 a.m. – 5:00 p.m. ET. to select no coverage for the benefits you no longer wish to be enrolled. You can only discontinue coverage during the OE period unless you experience a Qualifying Life Event (QLE) outside OE.

How long do my elections last?

The elections made during Open Enrollment will be the coverage you will have for the entire 2022 Plan Year unless you experience a QLE. A QLE will allow changes to elections outside of the Open Enrollment period,

Can I make changes during Open Enrollment?

Yes, you can access the enrollment portal as many times as needed to make changes or verify enrollment. However, changes are not permitted after November 5, 2021 at 11:59 p.m. ET for the next plan year.

Who do I contact if I have questions about enrollment or the Flexible Benefits options?

*Contact the GaBreeze Benefits Center for enrollment questions. If you have questions regarding the Flexible Benefits Options, please contact the Flexible Benefits vendors. **Note:** Most questions can be answered by reviewing the “You Decide” booklet. The “You Decide” booklet is available on the GaBreeze website, www.GaBreeze.ga.gov or the Team Georgia website, <http://team.ga.gov/my-benefits/>.*

I'm on leave without pay (LWOP), what happens to my Flexible Benefits?

A1 When you are on LWOP, you will receive a direct billing from GaBreeze for your Flexible Benefits. You must pay the premium(s) to avoid cancellation of your Flexible Benefits. You can only discontinue Flexible Benefits coverage during Open Enrollment 2021 for Plan Year 2022. Effective January 1, 2022, upon return from LWOP, you will have 31 days to contact GaBreeze to re-enroll or make changes in your Flexible Benefits.

A2 If you are on family medical leave (FML) without pay, you will receive a direct billing from GaBreeze. You will need to pay the direct billing to avoid cancellation of your Flexible Benefits. While out on FML without pay during the Open Enrollment period, you will not be allowed to participate in Open Enrollment. Effective January 1, 2022, upon return from FML, you will have 31 days to contact GaBreeze to re-enroll or make changes in your Flexible Benefits.

How do I request a name change?

You must contact your Human Resources department to have your name changed.

How will I know if my elections were recorded properly?

*After you have completed your enrollment online you will receive a “Completed Successfully” message along with **a confirmation number**. Please review, confirm elections and dependents are accurate, print and maintain for your records. If you are enrolling through the Benefits Center, you will receive a confirmation statement in the mail. You will also receive a confirmation of your enrollment via the email address you provided to GaBreeze.*

What happens if I don't participate in Open Enrollment?

*If you are currently enrolled in Flexible Benefits, these benefits will roll over to the next plan year. **Note:** Employees currently enrolled in the Flexible Spending Accounts (Health Care and Dependent Care) **must** actively enroll. The current designated FSA amounts will **not** automatically rollover for the next plan year, January 1, 2022 – December 31, 2022. If employees do not make a Flexible Spending Account election during Open Enrollment,*

Flexible Spending Account coverage will end December 31, 2021. This includes both Health Care Spending and Dependent Care Spending Accounts.

I'm a Retiree, how do I keep my dental?

If there are no changes, there's nothing for you to do. Your dental benefits will continue through the next plan year.

Note: *Retirees are encouraged to access the GaBreeze website or contact GaBreeze Benefits Center to review their dental plan. If a Retiree returns to an active benefits eligible position, they must access GaBreeze to re-enroll in the dental coverage as an active employee. **Your retiree dental coverage will automatically terminate.** You are also eligible to enroll in any of the other Flexible Benefits plan options as an active employee.*

Can I enroll or make changes to my health insurance through the GaBreeze enrollment portal?

No, employees and retirees will need to access the State Health Benefit Plan (SHBP) enrollment portal.

I'm a Retiree not currently enrolled in dental, how do I pick it up?

Retirees must be enrolled in a dental option prior to their retirement, to be eligible to participate in the Retiree Dental Option Change Period (ROCP).

I have added my dependents during OE. Do I need to submit their birth certificate and marriage license?

The DOAS Human Resources Administration- Flexible Benefits reserves the right to request documentation at a later date. Employees need to ensure that the names of the dependent(s) they want to cover are listed and are selected by checking the box next to their names. If a dependent's name is not checked, that dependent will not have coverage.

How do I provide Evidence of Insurability?

If Evidence of Insurability is required, a message will appear on the employee's GaBreeze home page to access the Statement of Health (SOH) form. The Statement of Health is an electronic form. There are no paper SOH forms.

Can I cover my grandchildren?

*You **MUST** have legal custody/guardianship.*

Who can I cover under my benefits?

Please reference the "You Decide" booklet for the list of eligible dependents.

How can I obtain dental and vision ID cards?

If you are enrolling for the first time or making changes, ID cards will automatically be mailed to you. Otherwise, contact the Flexible Benefits vendor or print an ID card from the vendor's website.

Are there any changes to the 2022 Flexible Benefits?

Yes, the changes are as follow:

- *Delta Dental's 6-month waiting period will be removed on major and orthodontia services.*
- *Cigna's DHMO premiums will increase by 1%, with additional dental services added in the following categories:*
 - *Diagnostic/preventive*
 - *Crowns and bridges*
 - *Endodontics*
 - *Periodontics*
 - *Oral surgery*
 - *Orthodontics*
 - *General anesthesia*
- *MetLife's One-up Campaign is back! (Employee Life Insurance only)*
- *New Hire enrollment window will change to 31 days.*
- *Qualifying Life Event (QLE) notification deadline will change to 31 days.*
- *The effective date of the QLE will change to the first of the month following the event.*
- *Unum's Long-Term Care premiums will increase by 12% on plan options with Compound Inflation.*
- *GaBreeze's new convenient mobile app, Alight Mobile, is now available and can be used during Open Enrollment.*