
Open Enrollment Oct. 1-31, 2009

Resources



PEBB provides a variety of resources for agency and university staff during Open Enrollment. This year, PEBB has continued to reallocate resources based on changes to budgets. This reallocation improves efficiencies.

Forms

- Updated
- Simpler, easier
- www.oregon.gov/das/pebb/forms.shtml

PEBB staff updated forms for Open Enrollment and the coming plan year. User pre-tests indicate these redesigned forms are easy for members to understand and use. They are available online at the same URL, so you don't have to change your bookmarks: www.oregon.gov/das/pebb/forms.shtml. PEBB welcomes feedback on these forms.

Phones

- New system
- Agencies select 1
- May experience hold times

PEBB will furlough as required Oct. 16

PEBB devised a new system for phone calls. Agencies may select 1 from the main entry point to access support for pebb.benefits. PEBB will not hire additional phone support for Open Enrollment, so all callers may experience time on hold when incoming calls are heaviest. Hours remain the same, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Posters

- Three designs
 - Distributed end of September
 - Post Oct. 1-31
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PEBB designed and printed three eye-catching posters for agencies and universities to post during Open Enrollment. They were distributed the last week in September. The Board encourages agencies and universities to post them through Open Enrollment.

Member Materials

- September & October e-mails & newsletters
- Web site www.oregon.gov/das/pebb
- Online system <https://pebb.benefits.oregon.gov/members>
- Direct mailing

The Board provides information for members through electronic media and asks agencies and universities to ensure those who don't typically have Internet access have access to materials for Open Enrollment. Member materials and resources include the September newsletter and e-mail focused on what employees need to do for Open Enrollment. The October e-mail and newsletter provide additional direction. Details on Open Enrollment and 2010 benefit plans are posted on and linked from the PEBB Web site. Members will be able to enroll online with pebb.benefits October 1 through 31. In a mailing dated September 15, PEBB sent Open Enrollment materials to enrolled employees. The mailing included a cover letter advising on requirements for the Mandatory Medical Open Enrollment; a brochure with premium rates for the health plans and a comparison of coverage in the plans; and notices PEBB is required to provide as sponsor of the benefit program. PEBB sent another mailing dated Sept. 22 that provided the member's full PEBB Benefit Number.

Agency Web Site

- www.oregon.gov/das/pebb/pdb
 - Agency updates
 - Open Enrollment training
 - Pebb.benefits access form
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PEBB maintains a Web site specifically and only for agency and university staff at www.oregon.gov/das/pebb/pdb. This site is not intended for member information; please do not share the link. The site provides updates on eligibility, administrative rules, enrollment and changes to pebb.benefits. It also contains the access form for agency staff use of pebb.benefits. The PEBB Web site for members during Open Enrollment includes sections on the core benefits of medical and dental plans, along with rates, comparison, and handbooks for these plans. It links to the plans' member handbooks and their Web sites,

Pebb.benefits

- **Member module for Open Enrollment**
 - Register
 - Log in
 - Enroll
 - **Agency module for Open Enrollment**
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Members may access the Open Enrollment module in pebb.benefits from the PEBB Web site or directly. The module lets them register to use the system, log in and enroll. It also helps them compare plans and calculate benefit costs and gives them a link to contact information for agency payroll representatives, university benefit administrators and PEBB. Agency and university representatives may access the agency module through credentials and permissions provided by the system administrator.

Meetings

- Vendor Regional Meetings
 - Specific regions
 - Plan-specific information
 - Stay tuned
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Representatives of the medical plans, both Kaiser Permanente and Providence Health Plans, are working to plan regional vendor meetings. These open-house style meetings are being planned for areas around Portland, Salem and Eugene. Meetings may also be scheduled for other areas. The meetings will be held outside the typical 8-to-5 office schedule and outside employee worksites. Plan representatives will provide information about their plan's operational and administrative models. PEBB staff will not be at these meetings. Plan representatives will not provide eligibility or enrollment information. PEBB will provide details on these meetings as information becomes available.