



My OC Benefits™



**Personal.
Connected.
Accessible.**

My OC Benefits™
Quick Reference Guide

YOUR RESOURCES



Online: **My OC Benefits™**

Directly from the County of Orange
intranet, or at **mybenefits.ocgov.com**



Phone: **Benefits Service Center**

1-833-476-2347, between 8 a.m. and 6 p.m.
Pacific Time, Monday through Friday

How to Access Your County of Orange Benefits Information

You have a comprehensive, personalized resource for managing your County of Orange benefits — **My OC Benefits™**.

This Quick Reference Guide highlights the features of **My OC Benefits™**, which provides you with a one-stop resource to learn about, enroll in and make changes to your benefits from your smartphone, tablet or computer.

Ready to Go?

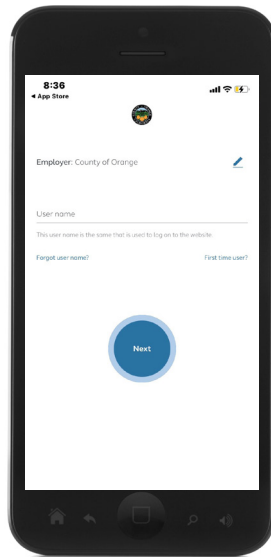
- Go to **mybenefits.ocgov.com** from anywhere you have Internet access. Enter your user ID and password, and you're in!
- Employees logged in at work can select the "**My OC Benefits™**" link on **IntraOC**. No additional password is required.

We live in a mobile, social, on-demand world, and **My OC Benefits™** is available to you wherever you are, even on your tablet or smartphone.

You can download the app (called Alight Mobile) on your mobile device once you've registered on the website. Look at your coverage, check out your personal information, and even enroll in your benefits on the app.

To access **My OC Benefits™**, go to your favorite app store, search for "Alight Mobile," and download the app. Once it's downloaded, enter "County of Orange" on the search line. Sign in with your user name (user ID) and password. You'll receive a one-time verification code sent to your mobile phone, enter it, and you're ready to go. Each time you open the app, you can verify your identity by signing in or using Touch ID/Face ID on supported devices.

*Note that information on Association of Orange County Deputy Sheriffs (AOCDS) health coverage as well as union benefits is not available on the **My OC Benefits™** website.*



First Time on My OC Benefits™?

- At the login page, select "New User?" Enter the last four digits of your Social Security Number (SSN) and your date of birth (mm-dd-yyyy).
- Next, follow the prompts to create your user ID and password. You can also set up a PIN which you will use when you call the **Benefits Service Center** for information or to help you enroll.
- Go paperless: Register your email for your Secure Mailbox and mobile phone for text messaging.



Just for Retirees

The **My OC Benefits™** website was built for you too. Read on to learn more.

My OC Benefits Offers Tools to Fit Your Life

My OC Benefits is full of personalized information and tools that will help you manage your benefits and make the most of them. Here's an overview of some of the features available to you.

All About You

Your personal profile contains your dependent and beneficiary information. Here, you can verify that your dependents and beneficiaries, if applicable, are up to date. If not, follow the prompts to add them as needed. You can manage your communication preferences too — postal or electronic mail — as well as update your phone and email address.

Health & Insurance Page

If you're looking for the details on your health benefits, you'll find them right here. Here's some of what you can do:

- Get a quick overview of your coverage.
- Select “Learn About” and “Plan Information” to view and/or print any plan's Summary of Benefits and Coverage, carrier information and benefit costs.
- Link directly to carrier websites to view plan details, ask questions, and use their online tools and resources.
- Select “Take Action” and “Send Your Documents” to upload any required documentation.

Life Changes

If you have a Qualified Life Event or QLE (e.g., you get married, have a baby or adopt a child), select the “Life Changes” link on the home page. You'll be guided to enter any necessary information. Once you have, you can submit your changes.

You can make changes at any time during the year as long as it's within 30 days of the QLE, with some exceptions. You can make any other changes to your coverage during the County of Orange Open Enrollment period held each fall.



Let's Chat

There are two ways to connect virtually from **My OC Benefits™** with the **Benefits Service Center**.

Lisa is your virtual assistant. Lisa is ready to address most common questions, and she has lots of answers. Ask Lisa by clicking the blue “Need Help?” button.

If Lisa can't answer your question, you can initiate a live chat with a **Benefits Service Center** representative by selecting “Contact Us” in the lower section of the page. Representatives are available between 8 a.m. and 6 p.m. Pacific Time, Monday through Friday.

You've Got Mail

The **My OC Benefits™** Message Center is the place you'll receive alerts and messages about your benefits. To access your private and secure Message Center, click the bell icon at the top right of the home page. The Message Center has two folders:

- **Alerts:** These are action items and reminders sent from the **Benefits Service Center** to you. You'll receive an email at your preferred address when you have an alert to view. Depending on the circumstance, those without an email address may receive an alert by mail. Be sure to update your profile with your preferred email address.
- **Secure Mailbox:** Here's where you'll find follow-up chat or **Benefits Service Center** responses. These messages are personalized for you. If you've chosen email as your communication preference, you'll receive an email whenever you have a message to view.

Please note: The information you see on the site is specific to you, including your current coverage and whether you're a County employee, a retiree or covered under COBRA.

Just for Retirees

Retirees have access to **My OC Benefits™** just like employees do. Go to **mybenefits.ocgov.com** from anywhere you have Internet access.

If it's your first time, you'll need to enter the last four digits of your SSN and your date of birth. Create your user ID and password for the next time you log in, and set up a PIN to give you access to the **Benefits Service Center**.

You can select your County Medicare health care on **My OC Benefits™** when you or your spouse/domestic partner reaches age 65. You can also check your Retiree Medical Grant, if eligible, and Medicare Reimbursement amount on **My OC Benefits™**. You can even enroll in a County Couples Program as a Retiree Married to an Employee (RME) or Retiree Married to a Retiree (RMR). Of course, anything you can do on the website you can also do by calling the **Benefits Service Center**.





When It's Time to Enroll

Whether you are a new employee, retiree, or during Open Enrollment, you will always have an enrollment window. Make sure you take action before the deadline. Here's how:

- Go to **mybenefits.ocgov.com** from anywhere you have Internet access. Enter your user ID and password.
- Employees logged in at work can select the “**My OC Benefits™**” link on **IntraOC**. No additional password is required.
- You'll see a notification in your Message Center or on the home page directing you to enroll in your benefits. Select the link in the notification.
- **My OC Benefits™** will guide you through the enrollment process, step-by-step. Select “Confirm” to complete your enrollment. If you're choosing a Retiree Health Plan, select “Complete Enrollment.”
- Then select “OK” to confirm your enrollment. To start again, select “Cancel.” Your elections will not be saved unless you select “OK.”
- You may be asked to provide additional documentation. Look out for communications via email or mail from the **Benefits Service Center** with details regarding documentation needed to complete your elections. If you added a new dependent(s) to your coverage, Dependent Verification Services will be in touch to let you know the documents you need to submit before the deadline.

If you prefer to have someone help you enroll over the phone, call the **Benefits Service Center** at **1-833-476-2347**, between 8 a.m. and 6 p.m. Pacific Time, Monday through Friday. If you enroll through the **Benefits Service Center**, you will receive a confirmation of your benefit elections via email or paper mail.

The elections you make remain in effect for the rest of the year until the next Open Enrollment; however, you may be allowed to make changes during the year if you have certain QLEs.



Benefits Service Center — Ready for Your Call

Sometimes after checking **My OC Benefits™**, you may have a question or just want to talk through a particular concern. Call the **Benefits Service Center** at **1-833-476-2347**. Be ready with the PIN created when you first logged on to **My OC Benefits™** or when you called the **Benefits Service Center** the first time.

We know your time is valuable and that sometimes you don't have time to wait on hold. If you call the **Benefits Service Center** during a peak busy time, rather than waiting on the phone, you can schedule a call-back at a time convenient for you.

Benefits Service Center representatives can help you get answers about benefit plan details and eligibility for plans, as well as help you make your enrollment elections. They can also help you find what you're looking for on **My OC Benefits™**. Representatives are available between 8 a.m. and 6 p.m. Pacific Time, Monday through Friday.

This Really Is All About You

The **My OC Benefits™** website is convenient and personalized for you. Log on to learn about and manage your benefits, anytime and from any device.



First Time Calling?

You can set up your PIN when you first log on to **My OC Benefits™**, or you can do that the first time you call. You'll need to identify yourself by answering a few questions. Once your PIN is set up, have it ready every time you call.

Alight's Commitment to Protecting Personal Information

Alight Solutions has implemented various technical, administrative and organizational security measures to protect the confidentiality of the personal information we process. We have policies, procedures and controls to reduce the risk of unauthorized or accidental use, disclosure or destruction of your personal information, and we train our employees on data security.

If you are a California resident, California law provides you with certain rights. If you are an employee or retiree of the County of Orange receiving services from Alight, Alight receives your information solely for the purposes of completing a business purpose of our clients and does not use or disclose your information except as necessary to accomplish the business purpose for which we received your information. Sometimes the County of Orange may possess some of your information and we may redirect a query to the County of Orange to gain this information. The information will only be used for completing our business purposes.

California Civil Code Section 1798.83 permits you to opt out of the disclosure of your personal information by Alight to third parties for the third parties' direct marketing purposes. We do not disclose your personal information to third parties for the third parties' direct marketing purposes. If this policy were to change, we will inform you in writing, so you can opt out of such disclosures by sending us an email to **privacy.info@alight.com** or writing us at Alight Solutions, ATTN: Chief Privacy Officer, Legal Department, 4 Overlook Point, Lincolnshire, IL 60069.

If you have any questions about security on our website, you can contact us at **privacy.info@alight.com**