

Retiree Open Enrollment (OE) Frequently Asked Questions

Contents

Hold the Ctrl button down on your keyboard and click on any question to be taken to the response section.

1. [How do I complete my OE Form online?](#)
2. [What do I do if I am making changes?](#)
3. [What do I do if I am not making changes?](#)
4. [What if I am currently enrolled in Cash-in-Lieu and have questions?](#)
5. [What if I miss the OE deadline?](#)
6. [I need assistance with completing the forms, or I have questions.](#)
7. [I emailed or called Benefit Services and I have not heard back yet.](#)
8. [I'm turning 65 soon, what do I do?](#)

1. How do I complete my OE Form online?

- The online OE form will be available on the first day of Open Enrollment. You can complete your online OE form at: <https://www.cityofsacramento.gov/retireeoe>.
- Please make sure to complete all fields.
- Don't forget to click submit at the bottom when you've finished filling in all fields.
- You will have an option to save a copy for your records after you click submit.
- **Do not** send a paper OE form to the City if you submitted your OE via the online OE form.

2. What do I do if I am making changes?

On the paper enrollment form:

- Check the "I am making changes to the benefits listed above" box.
- Fill in your current contact information, emergency contact information, and if applicable, dependent information.
- Sign and date the bottom under "Retiree Signature" and "date".
- On page 2 (the back of the form) check the boxes next to the items you are changing.
- On page 2 (the back of the form) in the box "Changes Summary" write a sentence saying what changes you want to make.
- Mail, email, or fax the completed and signed form to Benefit Services.

On the online enrollment form:

- Select if you are the retiree or beneficiary of a deceased retiree.
- Enter your first and last name.
- Enter the last 4 of your social security number.
- Enter your full date of birth.
- Select if you are a CalPERS retiree or SCERS retiree.
- Enter your current contact information.
- Select if the address you entered is new.
- Enter your emergency contact information.
- Select if the emergency contact person you entered is a new emergency contact.
- Next, under the Benefits section, use the drop-down menu under “changes” for each health plan type (medical, dental, vision), selecting “yes, I am making changes”.
- Then select which new option you are switching to for each health plan type.
- In the Dependents section, indicate if you are including dependents- if so, complete the required information for each dependent.
- In the Summary field, type a sentence saying what changes you are making.
- Sign the form using your mouse, stylus, or finger.
- Click the Submit button.
- You will then have the option to save a copy for your records.
- Do not send a paper OE form to the City if you submitted your OE via the online OE form.

3. What do I do if I am not making changes?

On the paper enrollment form:

- Check the “I am NOT making changes to the benefits listed above” box.
- Fill in your current contact information, emergency contact information, and if applicable, dependent information.
- Sign and date the bottom under “Retiree Signature” and “date”.
- Mail, email, or fax the completed form back to Benefit Services.

On the online enrollment form:

- Select if you are the retiree or beneficiary of a deceased retiree.
- Enter your first and last name.
- Enter the last 4 of your social security number.
- Enter your full date of birth.
- Select if you are a CalPERS retiree or SCERS retiree.
- Enter your current contact information.
- Select if the address you entered is new.
- Enter your emergency contact information.
- Select if the emergency contact person you entered is a new emergency contact.
- Next, under the Benefits section, use the drop-down menu under “changes” for each health plan type (medical, dental, vision), selecting “no, I am not making changes”.

- In the Summary field, type “no changes”.
- Sign the form using your mouse, stylus, or finger.
- Click the Submit button.
- You will then have the option to save a copy for your records.

4. What if I am currently enrolled in Cash-in-Lieu (CIL) and have questions?

- First review the CIL Information Packet which includes a CIL FAQ at <https://www.cityofsacramento.gov/content/dam/portal/hr/Divisions/Benefits/retiree/CILPacket.pdf>.
- Otherwise, your questions can be emailed to Karen Gillham at kgillham@cityofsacramento.org or call 916) 808-1029.

5. What if I missed the OE deadline?

If OE has ended, you will not be able to make any changes. However, you will still need to complete your OE form so the City’s records are up to date with your current contact information, emergency contact information, and if applicable, dependent information. Complete those fields on your OE form, sign and date the bottom of page 1, and return the form to Benefit Services.

If you miss the Open Enrollment deadline, you can only make changes to your benefits if you or a dependent experience a Qualifying Life Event. These events include becoming Medicare eligible, getting married or divorced, gaining or losing a dependent, or obtaining or losing other coverage.

Should you experience a Qualifying Life Event, you must submit the necessary paperwork to Benefit Services within 30 calendar days (or 60 calendar days for birth or adoption) from the date of the event to make your desired changes.

6. I need assistance with completing the forms, or I have questions.

You can [book](#) an online appointment with a team member for a virtual meeting via an internet-connected device. ***This is not a telephone appointment.*** Once you have scheduled your appointment, you will receive an email on how to access your scheduled online appointment.

To get help by email or phone, email retireeOE@cityofsacramento.org or call (916) 808-5665. A team member will respond to your request within two (2) business days.

7. I emailed or called Benefit Services and I have not heard back yet.

Benefit Services has over 8,000 customers but strives to respond to inquiries within *two business days*. Please allow up to two business days before calling back. We recommend you do not wait until the final two days of enrollment to make inquiries as the demand for

assistance is highest during this time and we may not be able to respond by the close of OE. Most OE questions can be answered by reviewing the [Retiree Benefits webpage](#).

8. I'm turning 65 soon, what do I do?

Call Benefit Services at (916) 808-5665 and you will be routed to your assigned team member. This Qualifying Life Event is a separate process from OE. Enrollment into a Medicare plan is strictly regulated by Medicare and enrollment deadlines are specific to Medicare's rules. Do not delay in contacting our office if you will soon be enrolled in Medicare and want to maintain enrollment on a City medical plan and receive the City's retiree health contribution, if eligible.