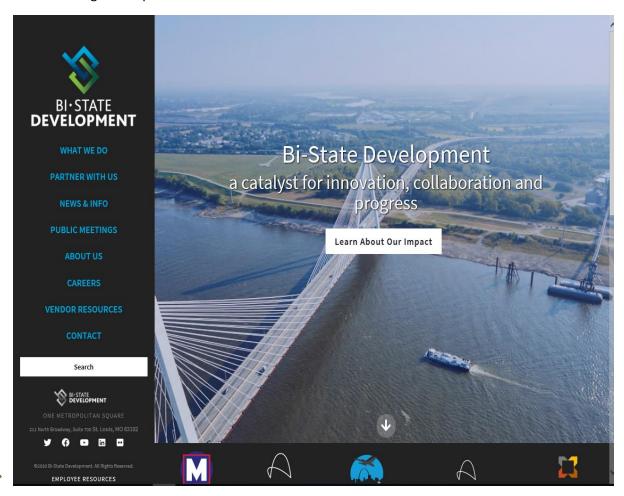
## Union - Self Service Benefits (SSBEN) Login and Enrollment Guide

This guide is designed to help you navigate through the SSBEN benefits enrollment/change process step-by-step. Simply follow along with the text and pictures.

Before you begin the enrollment process please take note of the following:

• You will either need to be connected to a printer or be prepared to print your confirmation statement to a file.

**Step 1:** To log in, go to <a href="www.bistatedev.org">www.bistatedev.org</a>. At the bottom left corner of the page, select Employee Resources & go to step 2.



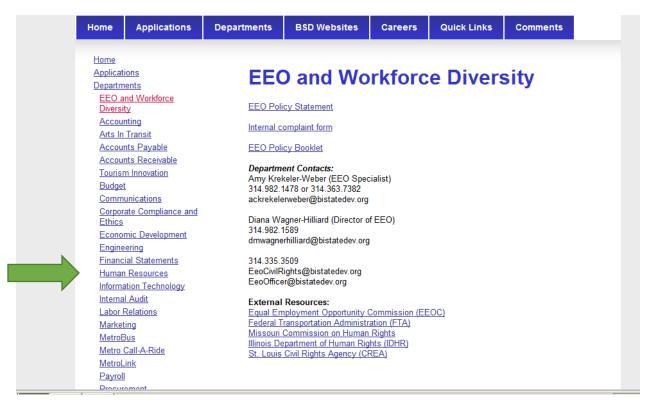
## Step 1A. Citrix Users:

If you are logging into the Metro Web via Citrix:

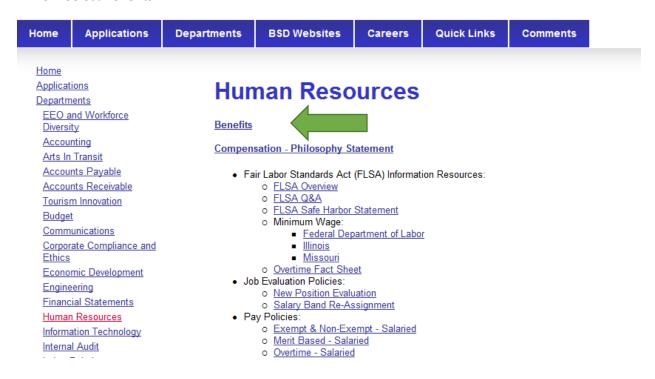
A. Go to the Metro Web & Select Departments.



#### B. Select Human Resources



#### C. Select Benefits



#### D. In the White Search Bar type "Employee Login" and hit enter



# The People Behind Progress

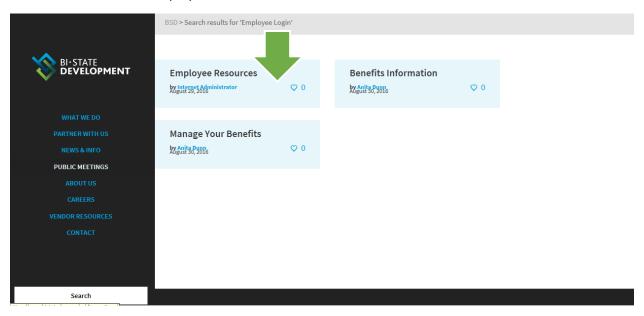
Welcome to the Employee Benefits Resource Center (EBRC). The Benefits Department within Human Resources supports the Pension, Health and Welfare needs of Bi-State Development's employees, retirees, and their eligible dependents.

The Department is committed to providing an affordable high-quality benefits program while managing health care and plan vendor costs effectively. The Department manages a range of benefits including medical, dental, prescription drug, employee assistance plan/behaviorial health, vision, health and dependent care flexible spending accounts, life insurance, accidental death and dismemberment plans and disability plans in addition to the administration of retirement programs related to defined benefit pension plans and a 401K program.

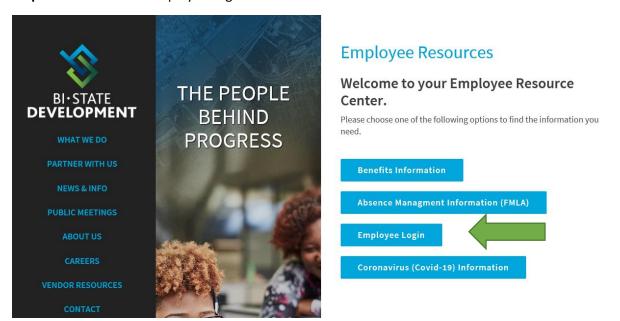
Feel free to contact us at **314/982-1400 ext. 3006** from 8 a.m. to 5 p.m. Monday through Friday or email the department at benefits@bistatedev.org. We are here to help you maximize the value of your benefit plan!

#### **Our Benefits Partners:**

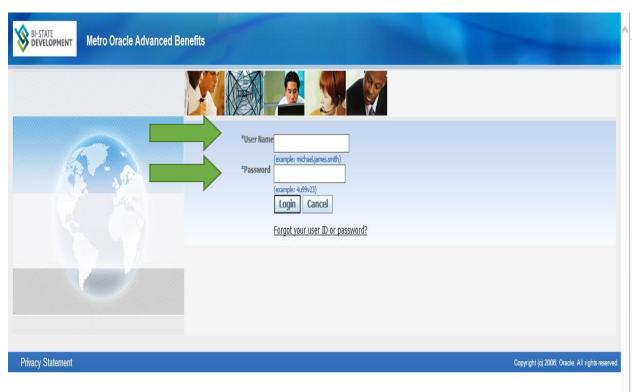
#### E. Select the Blue Employee Resources Box



Step 2: Select the Blue Employee Login button.



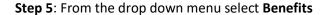
Step 3: Enter your Oracle username and password

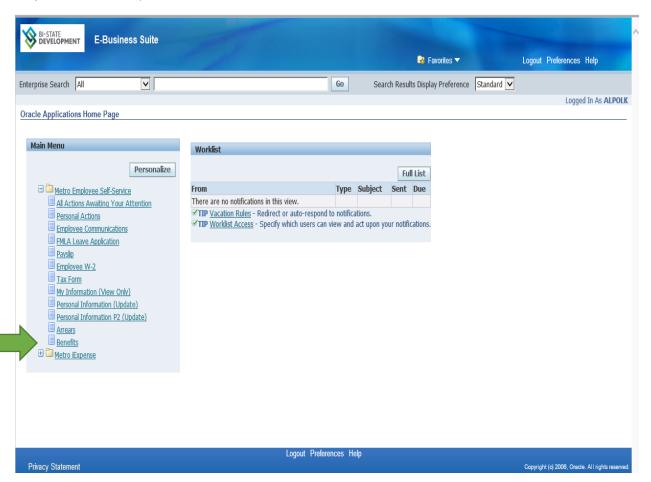


Step 4: Select Metro Employee Self-Service









\*Note that the first screen in the Benefits enrollment/change process is the Dependents and Beneficiaries Screen. If you do not need to add a new dependent, select the next button to be directed to the Select Program Screen (and skip to step 8). If you do not currently insure dependents, this screen may not show as an option (the first screen may be the Select Program Screen)

**Step 6**: To add a new dependent(s) select the **Add Another Dependent** button. If you do not need to add a new dependent, select the next button and skip to Step 8.

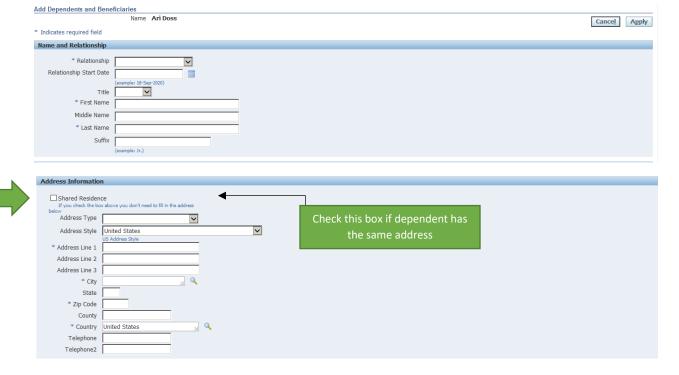


If you need to add a dependent(s), follow the instructions listed below in Steps 7 Part 1 & 2: Please note that these instructions are broken into two parts, but the actual <u>Add Dependents and Beneficiaries</u> screen is one screen. Once you have been directed to the <u>Add Dependents and Beneficiaries</u> screen each field listed in the instructions **must** be completed in order to successfully add a dependent.

**Step 7** - Part 1: <u>All</u> of the fields listed below **must** be completed to successfully add a new dependent (*All information should be entered in standard upper & lower case format*)

- A) Relationship select either spouse, child(ren), or legal dependent
- B) Relationship Start Date use the current date must be formatted with dashes (Format: dd-mmm-yyyy) (dd=day, mmm=3 letter month, yr=4 digit year, i.e. October 15, 2021 =15-oct-2021)
- C) First Name
- D) Last Name
- E) Address Line 1 if the dependent has the same address as the employee, select the Shared Residence Box the system will autofill in the address. If the dependent's address is different, complete the required fields
- F) City
- G) Zip Code

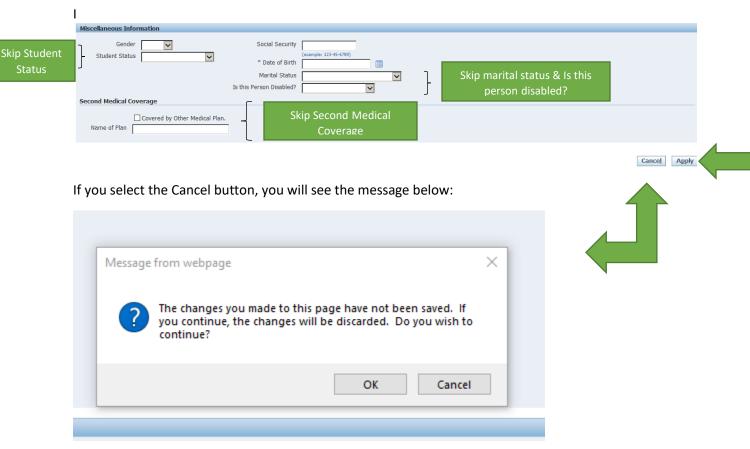
If <u>any</u> of the required fields are left blank you will be unable to successfully add your dependent and error messages may appear (See Step 7 – part 3 for an explanation of the possible errors and the action required to correct the error(s)). If any of these errors do appear, go back and review your entries and make the necessary correction(s).



**Step 7 - Part 2**: <u>All</u> of the required fields listed below **must** be completed to successfully add a new dependent

- A) Date of Birth Dependent's date of birth must be formatted with dashes (Format: dd-mmm-yyyy) (dd=day, mmm=3 letter month, yr=4 digit year, i.e. October 15, 2021 =15-oct-2021)
- B) Gender
- C) Social Security Number must include dashes

The **Student Status**, **Marital Status**, **Is This Person Disabled**, and the **Secondary Medical Coverage** fields should all be skipped. Once you have completed this page in its entirety, select the Apply button.



If you wish to cancel the dependent election, select **Cancel** to be taken back to the Dependents and Beneficiary Screen.

**Before you continue to Step 7 – Part 3:, please read this carefully**. Dependents added to Self-Service Benefits are provisionally added, to complete the enrollment process, it is **your** responsibility to provide required dependent documentation to the benefits department by the Open Enrollment deadline. Examples of dependent documentation are: marriage license, birth certificate, adoption certificate, legal guardianship documents.

#### Step 7 - Part 3: Possible Error Messages from the Add Dependents and Beneficiaries Screen:

- a. <u>Error</u> A Value must be entered for relationship/<u>Solution</u> relationship chosen must be a spouse, child, or legal dependent
- b. <u>Error</u> A Value must be entered for first name/ <u>Solution</u> the dependents first name must be added
- c. <u>Error</u> A Value must be entered for last name/<u>Solution</u> the dependents last name must be added
- d. <u>Error</u>- A Value must be entered for Address Line 1/<u>Solution</u> the dependents Address must be entered (if the dependent's address is same as employee, check the Shared Residence box, if the dependent's address is different manually complete the address fields items using the instructions from items e-g below:
- e. <u>Error</u> A Value must be entered for city/ <u>Solution</u> dependent's city must be entered
- f. <u>Error</u> A Value must be entered for Zip Code/<u>Solution</u> dependent's zip code must be entered
- g. <u>Error</u> A Value must be entered for Date of Birth/<u>Solution</u> the dependents date of birth must be entered
- h. <u>Error</u> Form validation failures: A Value must be entered for date of birth/<u>Solution</u> a date of birth must be entered in the "dd-MMM-yyyy" format
- i. <u>Error</u> Relationship start date is not a date formatted as "dd-MMM-yyyy"/<u>Solution</u> the date of birth is formatted incorrectly, must be entered in the "dd-MMM-yyyy" format

#### Once you are back on the Dependents and Beneficiaries Screen, Select Next



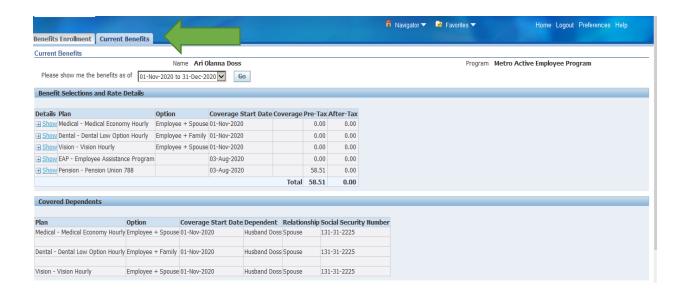
**Step 8**: By Selecting Next, you are taken to the Select Program Screen. There may be two selection buttons — **Metro Active Employee Program** and **Metro Optional Life**. (*Please note, that if you are not eligible for optional life you will not see the Metro optional life program button below. For those that are eligible, the Metro Optional Life Screen will be blank if chosen — this does not mean that you are not enrolled in Optional Life. Changes to Optional life insurance are not part of the open enrollment process).* 

By Selecting the **Metro Active Employee Program** Radio Button, and selecting next, you will be taken to the Benefits Enrollment/Current Benefits Screen – There are two tabs on this screen – Benefits Enrollment and Current Benefits.



The **Current Benefits** tab will show your benefit elections for the current plan year (not the open enrollment plan year).



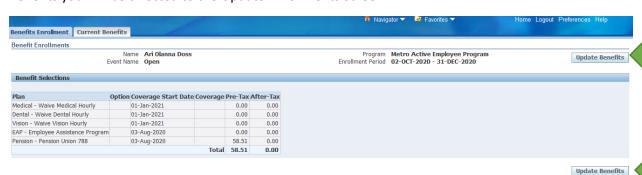


If you wish to make changes for the upcoming plan year, select the **Benefits Enrollment** tab and follow the instructions in Step 9. If you do not want to make any changes, from the **Benefits Enrollment** tab select Logout at the top of the screen to exit Self Service Benefits (SSBEN).



Step 9: Select Update Benefits

To make changes for the upcoming plan year, select the **Benefits Enrollment** tab, and select Update Benefits you will be directed to the Update Enrollments Screen.



### Before you begin the process of making changes to your benefits elections here are a few helpful tips:

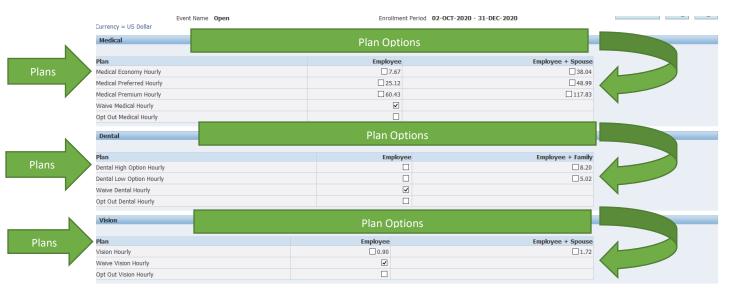
- If you select the Back button, you will be returned to the Current Benefits screen and your enrollment selections will not be saved.
- The Recalculate button serves no function.
- Select the Next button to move to the next Screen



#### Step 10. Part 1. Medical, Dental, Vision

To make changes to your Medical, Dental, or Vision plans elections:

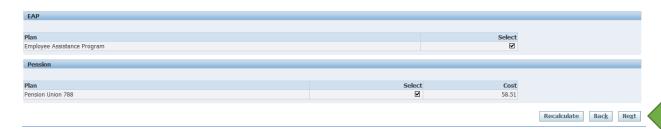
- a. Determine the plan and plan option that best suits you and your family's health needs.
- b. Click the box where your selected plan and plan option intersect. The dollar amount next to the box reflects the per paycheck deduction for that selection.
- \* Please note that the screen example below is for an ATU employee with spouse coverage, <u>your</u> screen may look different dependent on <u>your</u> eligibility and covered dependents.



Step 10. Part 2: Company Paid Benefits – no changes allowable

- a. Union employees are eligible for EAP, Basic Life, & AD&D (IBW employees only), as of their hire date, no changes are allowed for company paid benefits.
- b. Union employees are eligible for supplemental employee life insurance, and optional dependent life insurance following one year of continuous full time employment. Only those benefits for which you have satisfied the eligibility requirement will be reflected on the screen.
- c. ATU employees are eligible to participate in the appropriate ATU pension plans as of the date of hire (except for Call A Ride Drivers, who are eligible to participate in the Lincoln Financial 401k plan). IBW employees hired before 1/1/2014 are eligible to participate in the IBW pension plan as of date of hire.

Once you have completed your selections for the upcoming plan year, select the **Next** button.



**Step 11**: Once Next is selected, you will be taken to the Update Benefits Cover Dependents Screen (note: if an employee does not have dependents, there will be a message that indicates that the selections made do not require any dependent changes). Check the Cover box for any dependents that you wish to cover and Select Next.

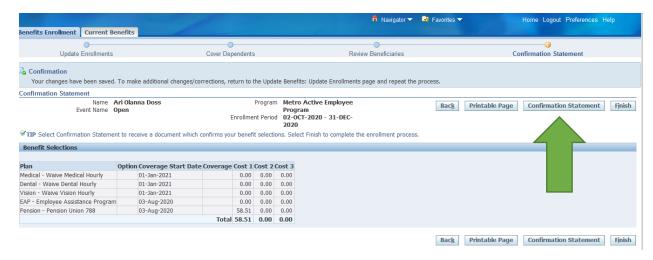
#### No new dependent added example



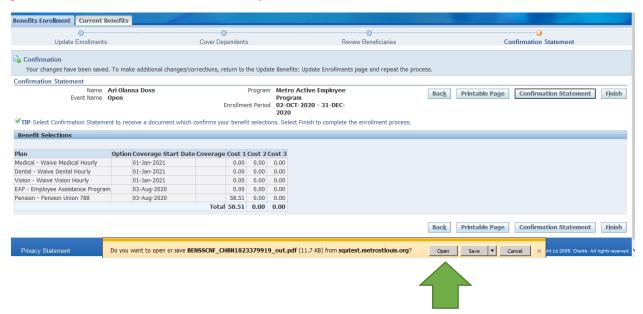
**Dependents added example** - Check the Cover box for any dependents that you wish to cover and Select Next.



**Step 12**: You have been directed to the **Confirmation Page**. Carefully review your benefit elections. Once you are satisfied with your elections, select the Confirmation Statement button.



Step 13: To Print the Confirmation Statement, select the Open option at the bottom of the page. When the statement opens, print it and *keep the statement for your records*. To complete this enrollment, select finish, then select Logout at the top of the page. This statement will serve as your proof of enrollment or proof of changes made for the upcoming plan year. *Please note that a copy of your confirmation statement is required for corrections to be made.* 





BI-State Development Agency 565 Deballviere Saint Louis,MO,63112

Benefits Confirmation & Summary

Badge Number 018744

Doss, Arl Olanna 1245 Swansea Ave St. Louis,MO,63104

As a result of your Open enrollment on 01-Jan-2021, you have elected the following benefits. By electing these benefits, you are authorizing Payroll to deduct from your pay check compensation any and all required employee contributions for the elected benefits. You acknowledge that by electing Metro Active Employee Program benefits, you are authorizing deductions with respect to those benefits that will remain in effect until you make changes to or drop coverage during open enrollment or as a result of a qualifying event. You acknowledge that this election of benefits as stated below may carry over to subsequent plan years along with any changes in employee contributions.

Benefit Selections
The selections below were either specifically chosen by you or are provided by BI-State Development at no cost to you.
Note: Rates were pur per period.

Plan	Option	Coverage	Coverage Start Date	Employee Cost	BI-State Development Employer Cost
Medical - Waive Medical Hourly			01-Jan-2021	0.00	0.00
Dental - Walve Dental Hourly			01-Jan-2021	0.00	0.00
Vision - Walve Vision Hourly			01-Jan-2021	0.00	0.00
EAP - Employee Assistance Program			03-Aug-2020	0.00	0.00
Pension - Pension Union 788			03-Aug-2020	58.51	
			Totals	58.51	0.00

<sup>\*</sup> STD = Short Term Disability \*\* LTD = Long Term Disability \*\*\* ER = Employer

The confirmation statement is not a guarantee of coverage or coverage level. All coverage is subject to verification of eligibility by the Bi-State Development Benefits Department and may be modified to exclude those who are ineligible or include those who are required by law to be covered. If you have any questions regarding your benefits, please contact the Bi-State Development Benefits Department 314-982-1400 ext 3006 or <a href="mailto:benefits.google.com">benefits.google.com</a>.

#### Regards,

BI-State Development Benefits Department

<sup>\*</sup>note – employee used in the guide is a fictitious employee