

Benefit Administration Transition Process

As you may have heard by now, beginning May 1, 2017, Aon Hewitt will replace Benefitsolver as the Hospitals' benefits administrator. As a result of this transition, the Benefitsolver website and service center will not be available to Hospital employees from April 18 to April 30, 2017.

This transition does not impact your current benefits coverage or elections. However, depending on the situation, there may be some additional information you should know.

Please click on the boxes below and tell us what type of help you are looking for:

I am a new employee and have questions about my benefits or would like to enroll in benefits.

I recently experienced a qualifying life event (marriage, birth or adoption of a child, divorce, death, change in eligibility or status, etc.).

I need to provide a dependent verification.

I need to provide Evidence of Insurability (EOI).

I have an open ticket with Benefitsolver.

I have a general question about my benefits or need information about my current elections.

I am about to start a leave of absence, or am currently on a leave of absence.

I am about to retire.

My situation is not listed.

I am a new employee and have questions about my benefits or would like to enroll in benefits.

Welcome! We are glad to have you as part of our team. During this transition period from April 18 to April 30, 2017, you will not have access to the health benefits portal to make your enrollment elections. However, if you call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400, we will gladly do your enrollment for you.

If you would like more information about the plans available to you, please visit AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the "HealthySteps" tile.

[Back to top](#)

I recently experienced a [qualifying life event](#) (marriage, birth or adoption of a child, divorce, death, change in eligibility or status, etc.).

- **Before April 18, 2017**, if you experience a [qualifying life event](#), you may continue to use the Benefitsolver website or call 1-855-327-5025 for assistance.
- **From April 18 to April 30, 2017**, you will not have access to the Benefitsolver website to make your changes. However, if you call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400 we will gladly make your changes for you.
- **Beginning May 1, 2017**, you may access the new HealthySteps benefits portal by going to AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the appropriate "Benefits" tile.

[Back to top](#)

I need to provide a dependent verification.

- **Before April 18, 2017**, you may continue to use the Benefitsolver website or call 1-855-327-5025 for assistance.
- **From April 18 to April 30, 2017**, you will not have access to the Benefitsolver website. However, if you call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400 we will gladly provide you with instructions as to how to provide us with the dependent documentation.
- **Beginning May 1, 2017**, to submit your dependent verification documents (e.g. birth certificate, marriage certificate), you may access the new HealthySteps benefits portal by going to AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the appropriate "Benefits" tile.

Documentation must be submitted within 60 days of enrolling your dependents for coverage.

Don't forget, your dependents **will not** have coverage until the verification is submitted.

[Back to top](#)

I need to provide Evidence of Insurability (EOI).

If you recently enrolled in and/or increased your current coverage level for Supplemental LTD or Life insurance, EOI must be submitted within 60 days of the date you enrolled or changed your election. Visit www.mylibertyconnection.com and if you haven't already, complete the one-time user registration by using the company code, "SHCLPCH". For more information about this process, contact Liberty Mutual at 1-800-320-7585 for LTD and 1-888-787-2129 for Life insurance questions.

[Back to top](#)

I have an open ticket with Benefitsolver.

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- **From April 18 to April 30, 2017**, you will not have access to the Benefitsolver website. Please call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400 for assistance.

[Back to top](#)

I have a general question about my benefits or need information about my current elections.

- **Before April 18, 2017**, you may continue to use the Benefitsolver website or call 1-855-327-5025 for assistance.
- **From April 18 to April 30, 2017**, you will not have access to the Benefitsolver website. Please call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400 for assistance.
- **Beginning May 1, 2017**, you may access the new HealthySteps benefits portal by going to AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the appropriate "Benefits" tile.

For general information about your benefits, please visit AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the appropriate "Benefits" tile. If you need additional information about your elections, please call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400.

[Back to top](#)

I am about to start a leave of absence, or am currently on a leave of absence.

This transition does not impact the leave of absence process with Matrix.

- **From April 18 to April 30, 2017**, if you are returning from your leave of absence and need to re-enroll in medical coverage, you can do so by calling Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400. We will gladly do your enrollment for you.
- **Beginning May 1, 2017**, when you return from your leave of absence and if you need to re-enroll in your health, life, and disability coverage, you will do so through the HealthySteps benefits portal. You can locate the portal by going to AccessHR.lpch.org. Log in, click on "My Benefits", and then click on the appropriate "Benefits" tile.

[Back to top](#)

I am about to retire.

The process for transitioning into retirement has not changed. For more information about retiring, please attend the pre-retirement information session held on the 4th Thursday of the month at 11:30 AM in the Freidenrich Auditorium (LPCH Auditorium). To register for one of these sessions, log in to HealthStream and under Catalog, search for "retiree medical".

[Back to top](#)

My situation is not listed.

If you have specific questions or require additional support, please call Lucile Packard Children's Hospital Stanford HR Operations at 1-650-721-5400.

[Back to top](#)