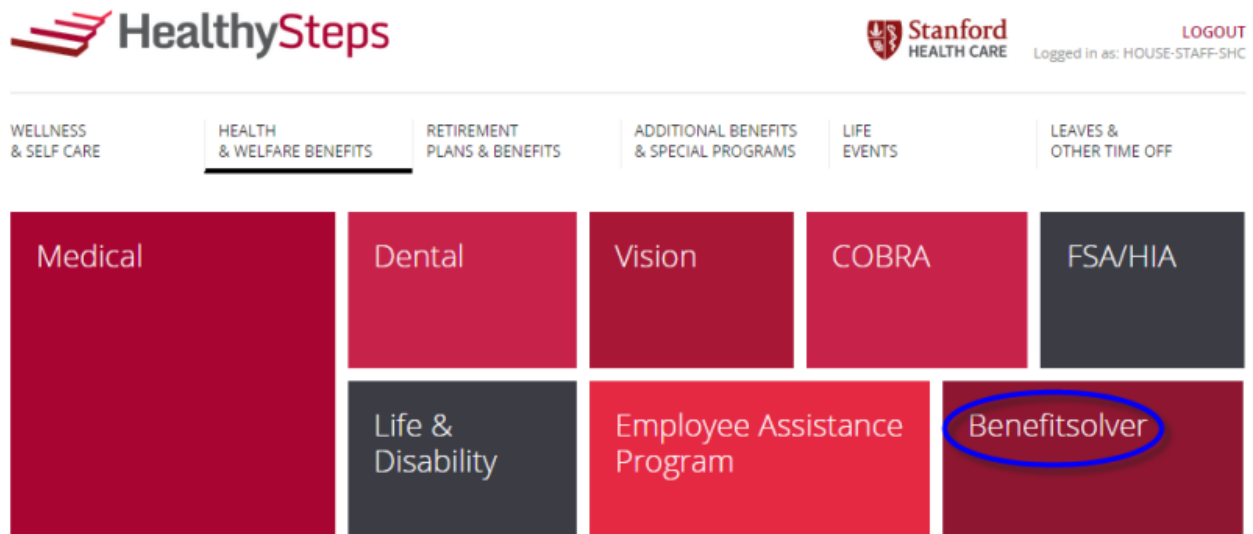


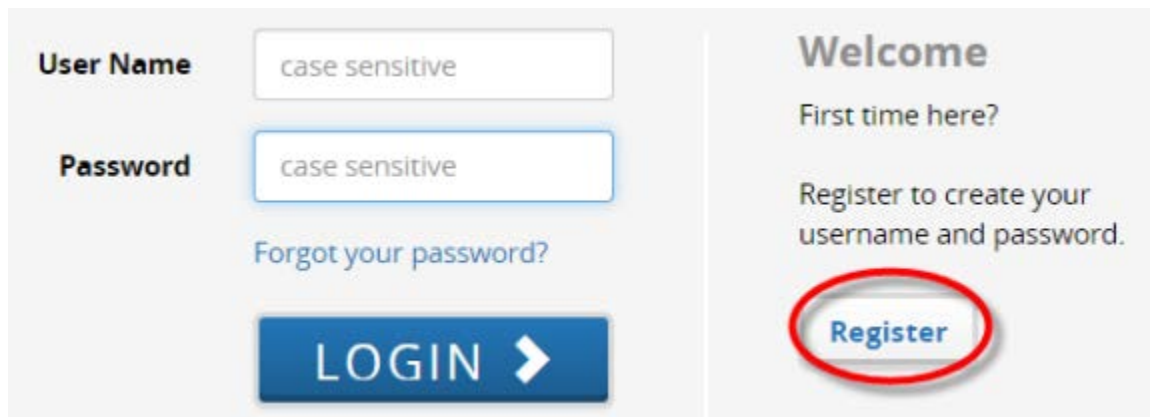
# BENEFITSOLVER

## Benefitsolver Login

1. Visit the Benefits website, HealthySteps, at [www.healthysteps4u.org](http://www.healthysteps4u.org).
2. Click on the **Health & Welfare Benefits** tile.
3. Enter your Employee ID or “**housestaff**” to access the page.
4. Click on the **Benefitsolver** tile or you can also go directly to [www.benefitsolver.com](http://www.benefitsolver.com).



5. As a first-time user, click on **Register** to setup your username, password, and security questions.



6. The Company Key is “**healthysteps**” (all lowercase letters)
7. Log into Benefitsolver with the **User Name** and **Password** you created.



8. Click on  to begin benefits enrollment.

## Benefits Enrollment

- You must enroll or waive benefits coverage and/or add eligible dependents within 31-DAY enrollment window starting on your Date of Hire (DOH) or Qualifying Life Event (QLE)
- If no action is taken, you will be assigned to a **DEFAULT Coverage: *Medical PPO Plan and Dental PPO Plan, Employee-Only Coverage***
- As a New Hire Medical/Vision, Dental, Employee Assistance Program (EAP), and Business Travel Accident (BTA) are effective on DOH and all other benefits are effective the 1<sup>st</sup> of the month following DOH
- During a QLE, benefits are effective the 1<sup>st</sup> of the month following DOH (with the exception of a Birth Event, a Newborn's Medical coverage will be effective on Date of Birth)
- When enrolling dependents, you will be required to submit eligibility documents within 60 days of DOH or QLE starting on your DOH or QLE
- Dependents will not have coverage until Dependent Verification is completed

## Businessolver vs. Benefitsolver


**Businessolver** is our benefits administrator and **Benefitsolver** is the benefits enrollment portal and Service Center Team.

## Benefitsolver Functions

- View personal information – Changes or updates have to be entered in **Lawson eConnect: Employee Self-Service** accessible from an SHC network (For further assistance, please contact our HR Operations Team at 605.723.4748 or [HR4U@stanfordhealthcare.org](mailto:HR4U@stanfordhealthcare.org).)
- **Change Password**
- **Message Center:** View messages sent by Businessolver
- **Personal Documents:** View letters sent by Businessolver and other documents uploaded in Benefitsolver e.g. Dependent Verification documents
- **Benefit Summary:** View and/or print a copy of your Benefit Summary
- **Change My Benefits:** change or update benefits elections and/or dependents during a QLE
- **START HERE:** change or update benefits elections and/or dependents during a QLE
- **Liberty Mutual Logo:** Complete a Statement of Health for any pending Supplemental Life election

## Benefitsolver Service Center

If you need assistance with logging into Benefitsolver, completing benefits enrollment, and/or have general health and welfare benefits inquiries, contact the Benefitsolver Service Center by phone, email or Live Chat

- Phone: 855.327.5025
- Email: [shclpch@businessolver.com](mailto:shclpch@businessolver.com)
- Live Chat  (located in the upper right corner of the Benefitsolver Home Page)



## Welcome to Benefitsolver!

Benefitsolver is your online resource for your Stanford Health Care benefit elections. This site makes it easy for you to:

- View your personal information
- Add your dependents
- Enroll in benefits
- Process changes due to a mid-year qualifying life event (like marriage or the birth/adoption of a child)
- Manage your beneficiaries

To get started, click the "Start Here" button.

### IMPORTANT!


Your elections and changes must be made within 31 days of becoming eligible for benefits, experiencing a qualifying mid-year life event, or if your benefits were waived or cancelled during leave of absence.

Click on the image below to access Liberty Mutual. The MyLibertyConnection for Employees site provides useful information on questions you may have regarding Long Term Disability (how to file, status of existing claim, etc.) and Evidence of Insurability (what is a statement of health, how long does the review process take, etc.). Detailed information on LTD and Life Insurance coverage can be found on [www.healthysteps4u.org](http://www.healthysteps4u.org). If as a new hire, rehire, transfer to a benefit eligible position, during open enrollment or a qualifying life event, you made a Life Insurance election that requires completion of a Statement of Health, access and complete the SOH form directly through MyLibertyConnection. First time user of MyLibertyConnection requires registration and company code: SHCLPCH



**START HERE** 

New Hire Enrollment SHC

 days remaining to enroll

Ready to get started? Click "Start Here"



### Questions?

Contact the Benefitsolver Team at 855-327-5025, or via email at [shclpch@businessolver.com](mailto:shclpch@businessolver.com). Representatives are available Monday through Friday from 5AM -

5PM (PST).