

OPEN ENROLLMENT FREQUENTLY ASKED QUESTIONS

Benefit Plan Information

Do I have to re-enroll in the health insurance plan?

No. If you want to continue with your current UHC Standard Plan or the UHC Premier Plan, you do not need to do anything. If you cover your spouse on the health insurance plan, it is very important to review your Spousal Surcharge Fee status and make any necessary changes.

If I want to continue to waive my health insurance, do I need to take action?

Yes! You must waive coverage each year by going online to Employee Self-Service and making that selection.

Online Enrollment

How do I get into the system?

Click here - <https://www.archstl.org/human-resources/employee-self-service> and login to access Employee Self-Service.



How do I add a dependent to my health insurance coverage?

Before adding a dependent to the health insurance plan, the Employee Self-Service system needs to know your dependent's information. Click on *Bookmarks*, hover over *Employee Self-Service*, *Benefits*, and click on *Dependents*. Click the *Add* button towards the center of the screen, complete the fields, click *Update*, then *Add*. Repeat as needed if you have a spouse and/or more than one dependent child. This *Add* button does not enroll your dependents in either of the health insurance plans. You do not have the option to delete spouse or dependent information, since this section maintains past dependent history. You will need to proceed to the *Open Enrollment* link to enroll dependents in the health insurance plan.

My screen is giving me a message about an invalid script. How do I proceed?

The Employee Self-Service enrollment process works only with Chrome, Firefox, and Microsoft Edge. If using a MAC computer, use Firefox only, not the Safari browser.

I received a security message stating there is a problem with a security certificate for the site. Should I use the site?

Yes, the site is safe. Click the appropriate link to continue to the website.

My screen is not doing anything after I clicked on Open Enrollment. What is going on? Please check to be sure your pop-up blocker is turned off.

I still cannot get the enrollment screen to work when I click on Continue. What else can I do?

You may also try holding down the Control key (CTRL) and the Alternate (ALT) key at the same time, while clicking on the Continue button and the various choices through the benefit selection process. While tedious, this should allow you to defeat the pop-up blocker and finish your enrollment.

I got a Navigation Canceled message or I only have a White Screen displayed. What is wrong?

Try clicking the Refresh icon at the top of Chrome/Firefox/Microsoft Edge. When you are asked about the Content to View /Display, click on the appropriate answer to deliver ALL content (generally *Show All Content* or the NO Button). This will continue to the website for your enrollment. If you still have problems, call the Office of Human Resources at 314.792.7546.

NOTE: These Frequently Asked Questions and Description is intended to give you an overview of the Employee Benefits options offered by the Archdiocese of St. Louis. Any of the benefit plans offered by the Archdiocese of St. Louis may be amended, revoked, suspended or terminated at the Archdiocese's sole discretion at any time.