**Instructions to help in the system for Open Enrollment**

The Open Enrollment process is an online means to choose your benefit selections for the upcoming fiscal year. This process is completed through PioneerWeb. The timing of when you make the selections starts on May 1 and ends May 15. Your coverage is effective from July 1 to June 30.

**To Access and login to PioneerWeb:** Go to [http://pioneerweb.du.edu/](http://pioneerweb.du.edu/)

Enter your DU ID number (9 digits starting with 87...)

Enter your password. Please call the UTS Help Center for password resets.

**Help Center Phone Support - 303.871.4700**
- Monday - Thursday | 8 am - 10 pm
- Friday | 8 am - 6 pm

**LIMITED After Hours Phone Support - 303.871.4700**
- Saturday 9 am - 4 pm
- Sunday 10 am - 4 pm

**Navigating PioneerWeb:**

Click on ‘Employee’ tab

In the section labeled ‘Benefits Information is the Open Enrollment link and other useful resources.

### Open Enrollment 2016

- Open Enrollment
- Employee Benefits Statement - Current Plan Year
- 2016 Benefits Fair & Open Enrollment Meetings Schedule
- 2016-2017 Benefits Rates
- 2016-2017 Benefits Guide
- Benefits Overview
- Reduce your premium by completing the Wellness Incentive Program
- Change/Update Beneficiary & Dependent Information

**Start the selection process:**

**Employees that currently have benefits:** Click on the button at the bottom of the page, Start Open Enrollment

**Employees that currently do not have benefits:** Click on ‘Enter Open Enrollment’ bar

Subsequent access and the bar will be labeled, ‘Add My Changes’

Benefit selections will be listed under the header, ‘Group’: Click on benefit category to elect or change benefit

To add or make changes: Click on the link, ‘Add, Select, or Modify Information...’ above the list of plan categories

After making any selection, please click on the “Submit...” button and continue through each section by clicking on the appropriate link.
Special Information

- Do not use your internet browser arrow to go back to previous pages. THIS WILL REMOVE ANY STEPS YOU JUST COMPLETED.
  1. There are 2 steps to change plans:
     a. Select current plan and in then submit to "Stop Coverage" button
  2. Select your new plan and submit
- You must click on the "Approve and Submit Changes" button to complete your Open Enrollment selections.
- May 15 is the final day to submit all selections.
- Changes made during Open Enrollment will be effective on July 1.
- Review your July paystub as another verification of enrollment changes.
- Domestic Partner coverage levels have both pre-tax and post-tax deductions.
- New Kaiser HDHP-HSA enrollees will receive email instructions. Notify the Shared Services benefits team after opening the Wells Fargo account, to receive the DU contribution. The contribution will not be retroactive.
- Delta Dental of CO Late Enrollee: There is a wait period (6 months for basic services, 12 months for major & orthodontia) if you did not enroll upon eligibility.

Dependent information:

Note: You will need to add or select your dependents for coverage under each plan

To add dependents: From each benefit page (Health, Dental, Vision, etc.): Click on ‘Add, Select, or Modify Information for Your Covered Dependents Here (only for Health, Dental, and AD&D).

To update dependent information: From the Open Enrollment homepage, click on ‘PLEASE ADD DEPENDENT INFORMATION HERE (Only for Health, Dental, Vision, or AD&D)’

To save: Make selection and click on ‘Submit’

Tip: On the computer keyboard, Hold the “CTRL” button AND click on the names of all dependents.

If dependents have been added correctly, you will see “Your dependents have been added successfully” on the screen.

Remember that you need to select which dependents you want covered for each plan that you are enrolling in.

Important Notes - Life Insurance and Retirement Plans:

Changes to Life Insurance during Open Enrollment cannot be completed online.

Retirement Plan enrollments and changes are not part of Open Enrollment.

After all selections are made:

Review: After your final selection is completed then click the link ‘Return to Main Menu’

From the Open Enrollment homepage, click on ‘Add My Changes’

Click on the link, ‘REVIEW YOUR OPEN ENROLLMENT CHOICES’ – a new tab will open with your Benefits Statement Summary.

Recommend: Please review and ensure all your benefit selections are correct and print the pdf of your Statement Summary.

Changes after final selection BEFORE May 15: You may change your benefit choices any time during the Open Enrollment period. May 15 is the final day for elections or changes – remember to review and print your Statement Summary.

Changes after final selection AFTER May 15: Your final benefit choices will become effective and no changes can occur after May 15.

For Assistance, Issues, or Questions:

If you have questions or are still having problems navigating the online system, please contact the Shared Services benefits team at 303-871-7420 or email Benefits@du.edu and the appropriate staff person will get back to you as quickly as possible.