

4/1/24 through 4/30/24 Special Open Enrollment Window

- Special Open Enrollment is **only** available to active members currently enrolled in a SHBP medical plan and will allow a medical plan change only.
- Members will **NOT** be able to change their enrolled dependents in the SHBP medical plan during this Special Open Enrollment.
- Employees will keep their current benefit elections if they take no action during this special open enrollment period.
- For entities with bundled Medical and Rx plans, the medical plan enrollment drives the Rx plan enrollment automatically.

When members walk through the process of Special Open Enrollment, Benefitsolver will ask members how they would like to enroll and offer the options to **Change My Plan** or **Keep My Plan**.

If no medical plan changes are requested, members may process a Special Open Enrollment transaction and click "**Keep My Plan**" and move forward with "**Approve**" and finally click "**I Agree**" to confirm their same medical plan enrollment for the remainder of the plan year.

When the member has clicked "**I Agree**" at the end of the process and received their confirmation number, the transaction is complete!

If member does not click Approve, the transaction is considered In-Progress and the member will receive an email reminder advising them to complete the in-progress transaction. *All changes submitted within that transaction will **NOT** be updated until the member approves of the transaction. Members will receive a confirmation number on the final screen once any transaction is approved.

Once Special Open Enrollment ends, a member will not be able to approve any transaction left "in progress".

Member Assistance

Aetna (833) 398-0768

Horizon (800) 414-7427