

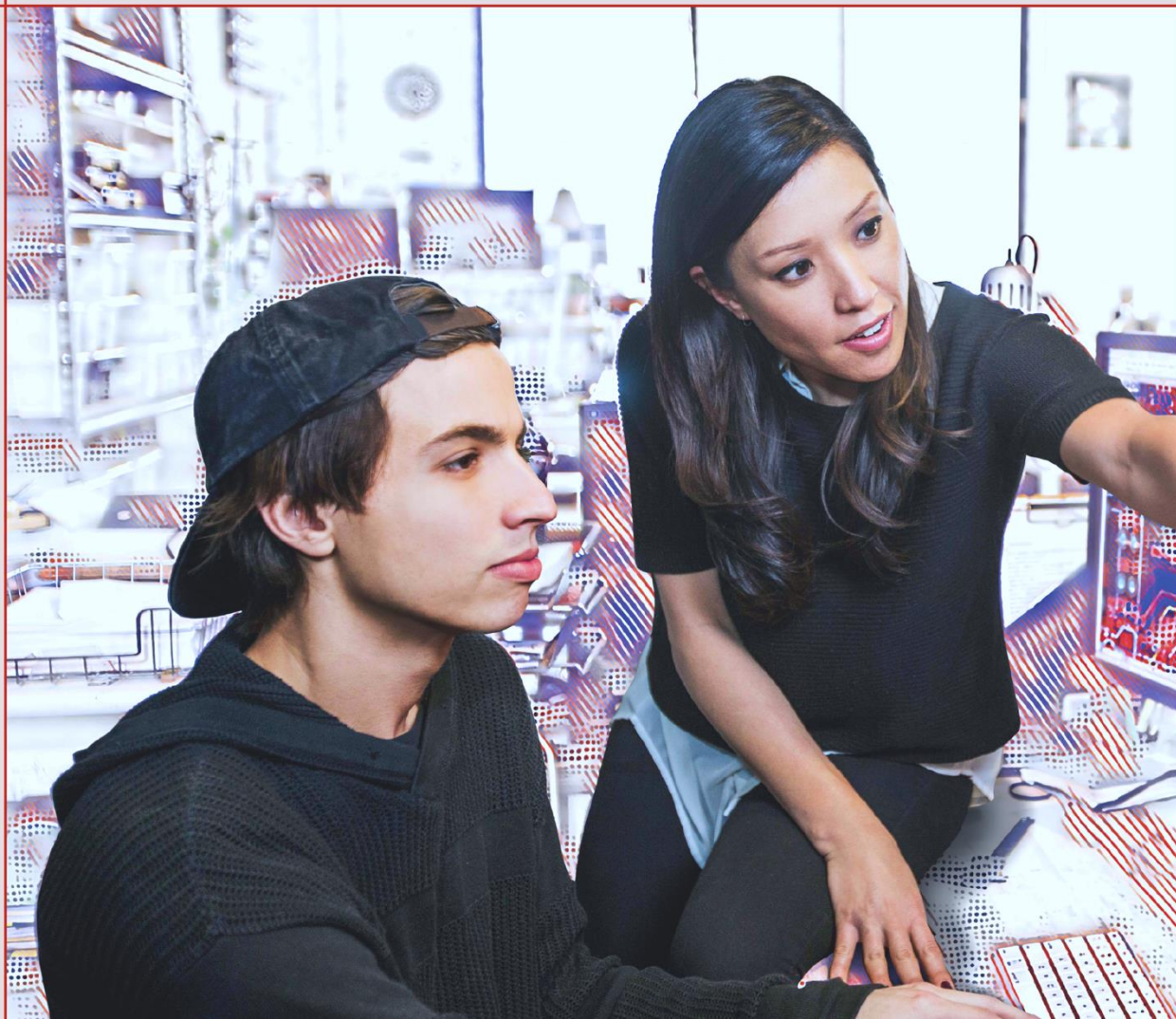


Always Designing  
for People™

# Employee Self -Service Guide

## Online Enrollment Instruction

ADP Benefits & Talent Solutions

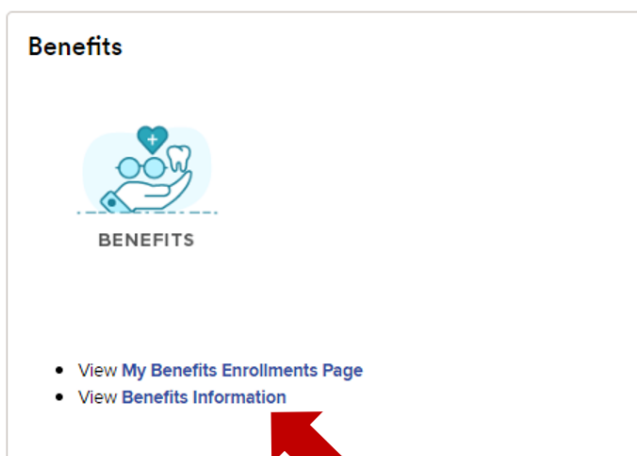


This guide explains what you need to do to complete your enrollments on the ADP Workforce Now (“WFN”) Employee Self Service website. All changes to your benefits must be completed by the end of the benefits enrollment period.

**NOTES:**

**To have Medical, Health Savings Account or Flexible Spending Account coverage, you must actively enroll. If you do not login to WFN and enroll in these plans, you will not have coverage during the plan year.**

**Review the plan information and bi-weekly rates prior to making your benefit elections.** You can locate the enrollment materials in [WFN](#) at by selecting the “**View Benefits Information**” link on the Home Page or by navigating to **Resources > Company Information > Tools/References > Benefits Information**, or on the [HR Intranet](#) at [medquesthome.com](#) > Departments > Human Resources > HR Intranet > Benefits Information.



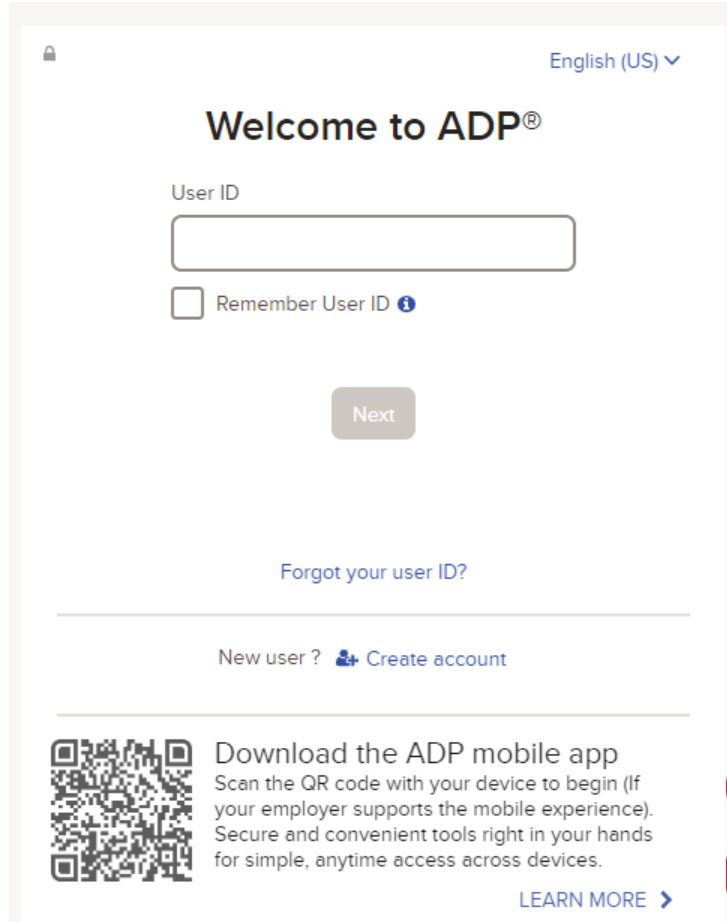
NEED ADDITIONAL HELP REVIEWING YOUR BENEFITS OPTIONS? THE FOLLOWING TEAMS ARE AVAILABLE TO ASSIST YOU:

IRONWOOD CLAIMS TEAM:  
877.437.6854  
[BENEFITSCLAIMS@IRONWOODINS.COM](mailto:BENEFITSCLAIMS@IRONWOODINS.COM)

MEDQEUST HUMAN RESOURCES:  
[BENEFITS@MEDQUESTMAIL.COM](mailto:BENEFITS@MEDQUESTMAIL.COM)  
WADE THOMPSON: 678.992.7246  
KRISTINA MCMAHON: 678.992.7294



Access the WFN Employee Self-Service website. <https://workforcenow.adp.com>



The screenshot shows the ADP login interface. At the top right, there is a language selector set to "English (US)". The main heading is "Welcome to ADP®". Below this is a "User ID" label and a text input field. Underneath the input field is a checkbox labeled "Remember User ID" with an information icon. A "Next" button is centered below the checkbox. Below the button is a link for "Forgot your user ID?". A horizontal line separates this section from the "New user ?" section, which includes a plus icon and a "Create account" link. Another horizontal line follows. Below this is a QR code and text encouraging users to download the ADP mobile app, explaining that scanning the QR code allows for secure and convenient access. A "LEARN MORE" link with a right-pointing arrow is located at the bottom right of the QR code section.

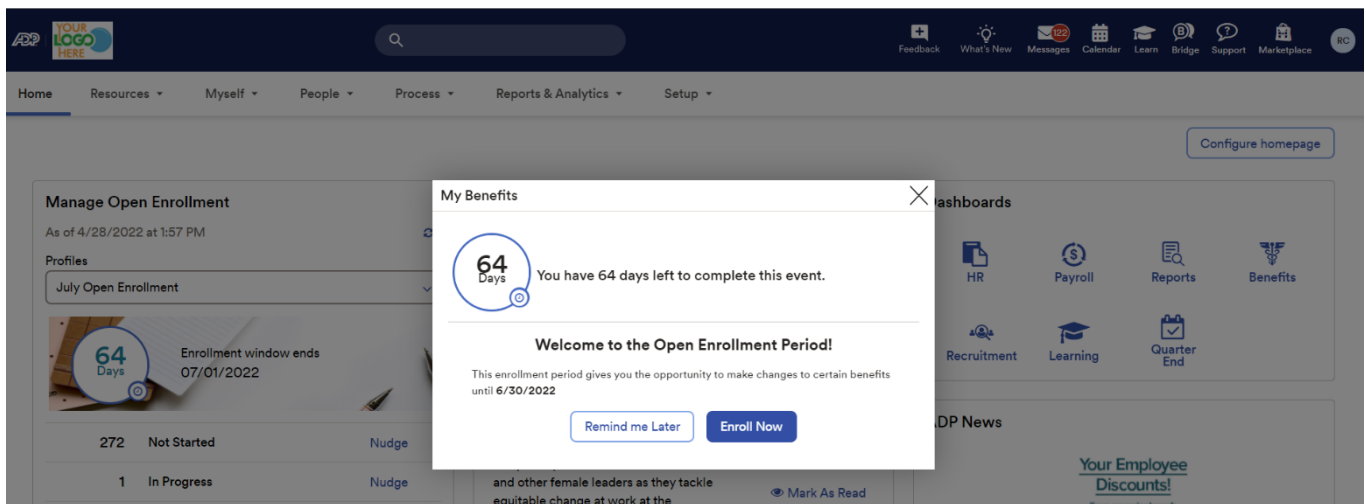
Enter your User ID and Password then click **Sign In**.

**Note:** If this is your first time logging in click the **Create account**. If you are unsure of the registration code, please contact Payroll.

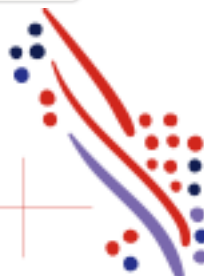
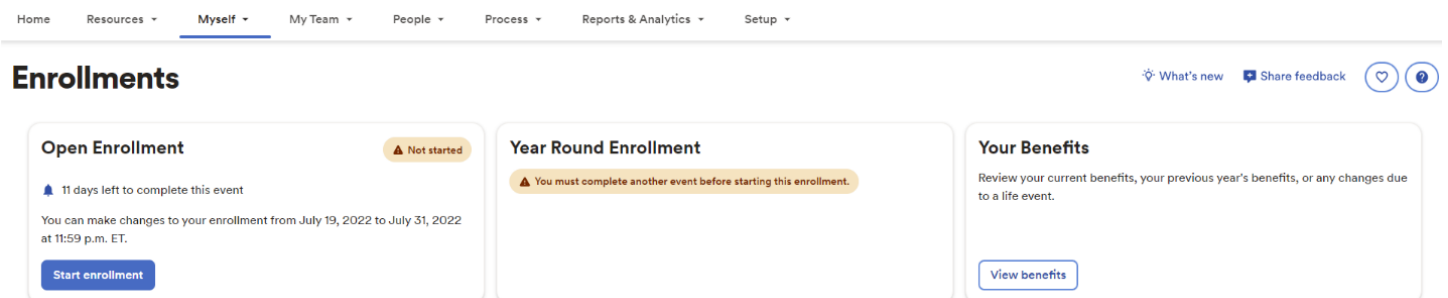


Upon logging in, you will be presented with a pop-up showing important information about the Enrollment period. You may click **Enroll Now** or **Remind Me Later**.

***Note:** This pop-up is displayed each time you log in during the Open Enrollment period. 24-hours after submitting your selections the pop-up will no longer display.*



Selecting **Enroll Now** will bring you to the **Myself > Benefits > Enrollments** screen where you can view your current benefits elections by selecting **Your Benefits** and make your new benefits elections by selecting **Start Enrollment**.



You will be directed to the **Welcome Note**. Please review all information on this screen as there is often important references for your Enrollment options. Click **Next** after reviewing the Welcome Note to move to **Manage Dependents**.

## Open Enrollment



Welcome

Manage Dependents

Select Benefits

Upload Documents

Review and Submit

### Welcome

Welcome to the Open Enrollment period. This enrollment period gives you the opportunity to make election changes for certain benefits. During this enrollment period you can:

- Make changes to plan contributions, such as health savings account (HSA) or retirement plans
- Add or change the level of your insurance coverage
- Add or update Beneficiary assignment
- Complete Beneficiary assignment

Please review your options and costs carefully. Once the enrollment period has ended your choices will be final until the next enrollment period or until you have a qualifying life event. Contact your Human Resources department if you have questions.

Back

Next

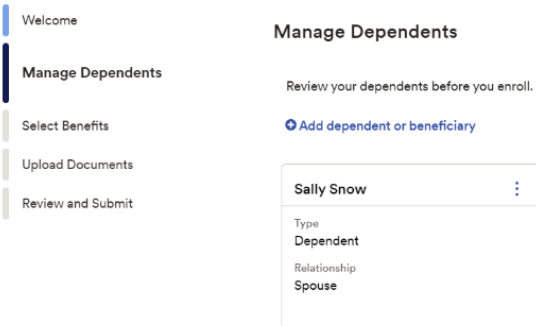


The **Manage Dependents** page is where you can add/view/edit your dependent and beneficiaries. Select **Add dependent or beneficiary** to add a new dependent/beneficiary.

You would use the *3-dot* action icon to view/edit an existing dependent/beneficiary

**NOTE: Please review your dependent(s) information and ensure their legal name and social security number (“SSN”) matches the information on their social security card exactly. When adding a new dependent, you must enter all dependent information including their name as it appears on their social security card, SSN and date of birth.**

## Open Enrollment



The screenshot shows the 'Open Enrollment' interface. On the left is a vertical navigation menu with five items: 'Welcome', 'Manage Dependents' (highlighted), 'Select Benefits', 'Upload Documents', and 'Review and Submit'. The main content area is titled 'Manage Dependents' and contains the text 'Review your dependents before you enroll.' Below this is a blue link with a plus icon: 'Add dependent or beneficiary'. A table lists one dependent:

Sally Snow		⋮
Type	Dependent	
Relationship	Spouse	

Finish later

Back

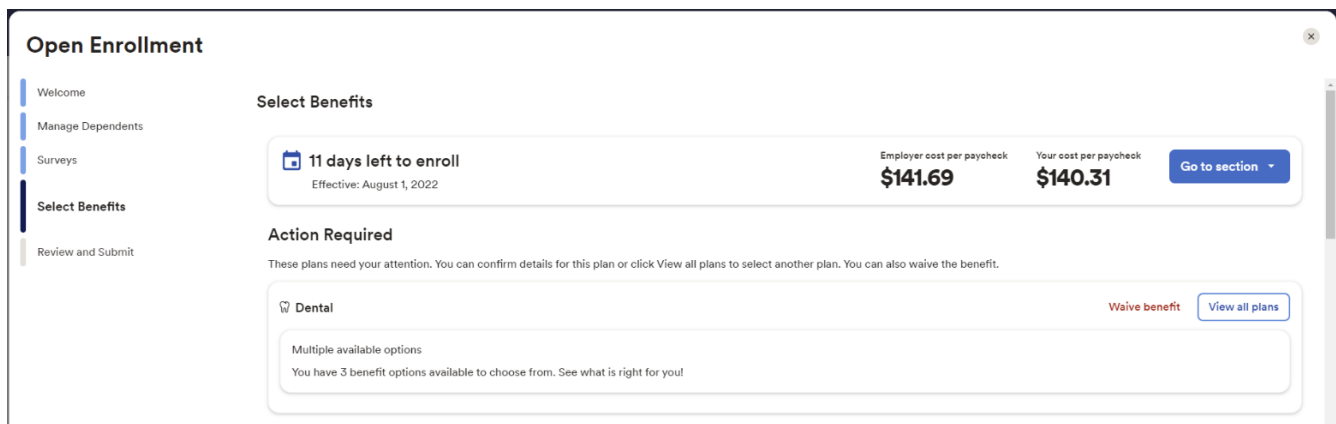
Next



Select **Next** to be available and allow you to continue to the **Select Benefits** page.

WFN Employee Self Service is split up into three sections: Action Required, Selected Plans and Eligible Benefits.

- **Action Required** –*These are items that need to be reviewed to move forward. These plans could require a beneficiary to be designated or a waive reason to be provided.*

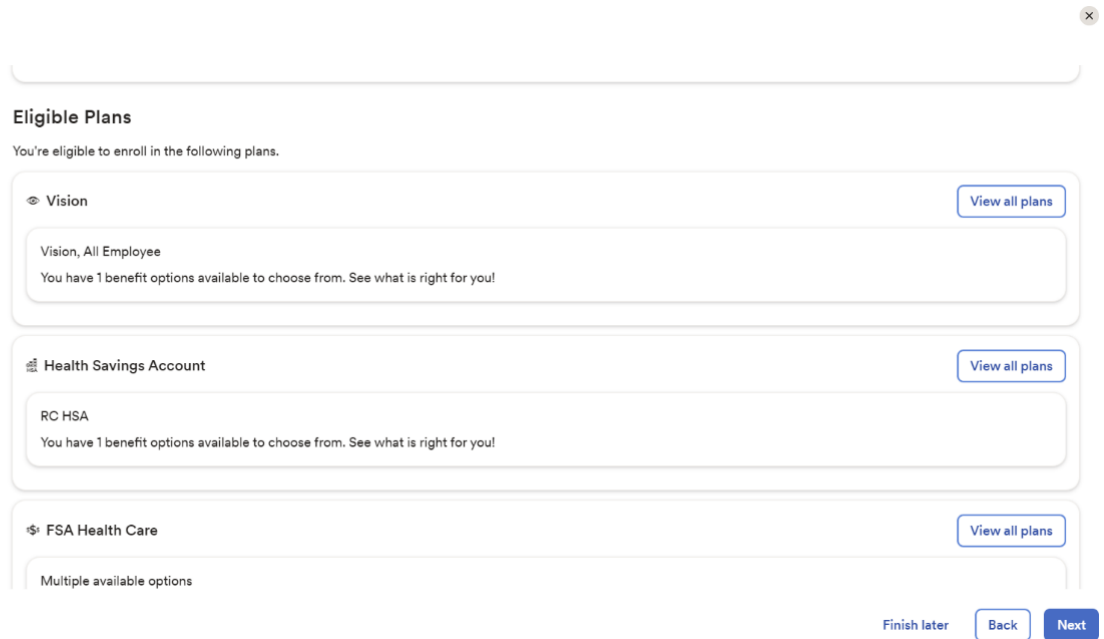


- **Selected Plans** –*These are benefit plans that you are already enrolled in and can make changes to. This section also displays any enrollments that are pending additional approval.*



- **Eligible Benefits** –*These are other benefit plans that are available for you to enroll in. If you select a benefit plan in the eligible benefits section, the enrollment will be moved to the Enrolled Benefits section.*

## Open Enrollment



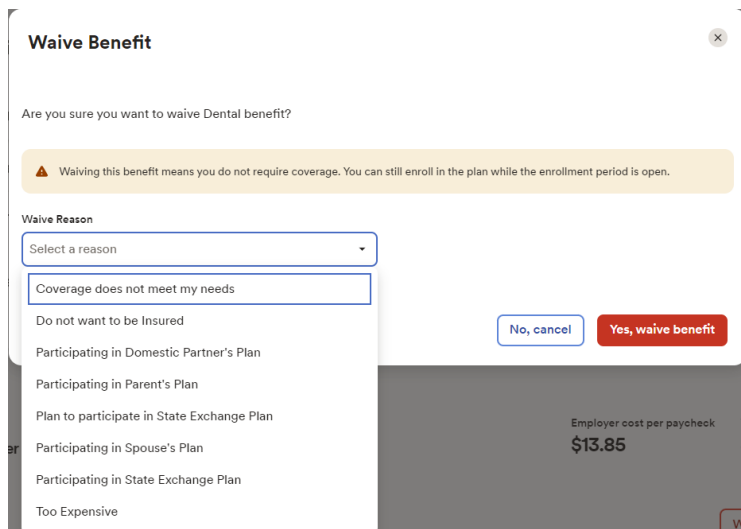
**Eligible Plans**

You're eligible to enroll in the following plans.

- Vision** View all plans  
Vision, All Employee  
You have 1 benefit options available to choose from. See what is right for you!
- Health Savings Account** View all plans  
RC HSA  
You have 1 benefit options available to choose from. See what is right for you!
- FSA Health Care** View all plans  
Multiple available options

Finish later Back Next

**Waive benefit** should only display for benefit plan types that require a waive reason. Team Members should only select **Waive benefit** if you do not want to continue enrollment in a benefit or are not enrolled currently and a waive reason is required. If you chose to **waive** a benefit, you will be required to select a **Waive Reason**.



**Waive Benefit**

Are you sure you want to waive Dental benefit?

⚠ Waiving this benefit means you do not require coverage. You can still enroll in the plan while the enrollment period is open.

**Waive Reason**

Select a reason

- Coverage does not meet my needs
- Do not want to be Insured
- Participating in Domestic Partner's Plan
- Participating in Parent's Plan
- Plan to participate in State Exchange Plan
- Participating in Spouse's Plan
- Participating in State Exchange Plan
- Too Expensive

No, cancel Yes, waive benefit

Employer cost per paycheck \$13.85





**View all plans** will allow you to view the plans that are available in that plan grouping.

### Eligible Plans

You're eligible to enroll in the following plans.

🔍 Medical Waive benefit [View all plans](#)

Multiple available options  
You have 3 benefit options available to choose from. See what is right for you!

**Note:** In the **View all plans** page, you can see more information about the plan by selecting **Additional details**.

While enrolling in a plan, please be sure to indicate which dependents should be covered in the **Covered Individuals** section, if applicable. Then proceed with your enrollment.

### Available Plans

#### Medical

Select the plan that meets your needs and add the dependents you want to cover.

🔔 Your company requires you to enter a reason to waive this coverage.

**Covered Individuals**

John Snow (You)  Sally Snow (Spouse)

**4 Plans Available** [Plan comparison](#)

Plan	Employer cost per paycheck	Your cost per paycheck
<b>Aetna Choice PPO</b> <small>(1 individual selected)</small> Provider <b>Aetna Inc.</b> <a href="#">Select plan</a>	<b>\$245.90</b>	<b>\$112.52</b>
<b>RC HDHP</b> <small>(1 individual selected)</small> <a href="#">Additional details</a>		

[Waive benefit](#) [Back](#)

**Note:** The coverage level for your enrollment (Employee Only, Employee + Spouse, Employee + Child(ren), Employee + Family) is driven by which dependents you enroll.





If you want to unenroll from a plan you are currently enrolled in, select **View all plans**, then select **X Unenroll**.

When you choose to enroll in a plan, it will display the **Per Paycheck** cost.

RC PPO, Medical PPO (1 individual selected)		
Provider <b>Aetna Inc.</b>	Employer cost per paycheck <b>\$60.00</b>	Your cost per paycheck <b>\$57.00</b>
⚠ Confirm the details for this plan selection or waive this benefit.		<a href="#">Confirm details</a>

Review your enrollment, costs, and covered individuals carefully before clicking on **Confirm**. Once confirmed, you will receive a confirmation message that you are now enrolled and the enrollment will be display

#### Select Benefits

You enrolled in RC PPO, Medical PPO.

<b>47 days left to enroll</b> Effective: October 1, 2022	Employer cost per paycheck <b>\$60.00</b>	Your cost per paycheck <b>\$57.00</b>	<a href="#">Go to section</a> ▾
---	--	--	---------------------------------

#### Selected Plans

You are enrolled in the following plans. You can make changes until the enrollment period closes.

Medical		<a href="#">Waive benefit</a>	<a href="#">View all plans</a>
<b>RC PPO</b> Effective: October 1, 2022		<input checked="" type="checkbox"/> Selected	
Who is covered? <b>You</b>		Per Paycheck <b>\$57.00</b>	



## Company-Paid and Voluntary Life Elections and Beneficiaries:

When you review the company-paid **Basic Life and AD&D** and / or elect **Voluntary Life**, you will also need to designate your beneficiaries.

Start by clicking **View all plans**, and then choose the amount of coverage you want to elect from the drop down.

**Note: The amount of Voluntary Life cannot be \$0. If a \$0 election is submitted, it will be rejected.**

### Available Plans x

#### Covered Individual

John Snow (You)

#### 1 Plan Available

BT - Voluntary Life  
(1 individual selected)

Provider

**Guardian Life**


#### Select Coverage Amount

Additional Coverage

\$240,000.00

Total Actual Coverage Amount

**\$240,000.00**

 Evidence of Insurability will be required for this enrollment.

#### Over The Limit - Approval Required

The Total Actual Coverage Amount is over the guarantee issue amount of \$150,000.00. That amount requires Evidence of Insurability (EOI) and approval from the insurance carrier.

Per Paycheck Costs

Employer cost per paycheck

**\$0.00**

Your cost per paycheck

**\$17.50**

Back



If the amount selected is (1) over the Guarantee Issue amount, (2) more than an additional \$10,000 in Voluntary Employee Life coverage during Open Enrollment, or (3) if the election is greater than \$250,000 for Voluntary Employee Life coverage, then an approval will be required, and you will be asked to complete an **Evidence of Insurability (EOI)** and submit to your employer.

Your full election amount will not be approved until this is received and approved by the carrier. You can upload the EOI during the **Upload Documents** step in the Enrollment flow, by faxing it to Human Resources at 770-449-4293, or by emailing it to Human Resources at [Benefits@medquestmail.com](mailto:Benefits@medquestmail.com).

Next you will want to enter your beneficiary designation. Including **Primary** and **Secondary**, if applicable. All beneficiary delegation percentages combined must equal 100% for each category (Primary or Secondary).

**Beneficiaries** [Add beneficiary](#)

Allocate the percentages of your benefits payout. You can divide the percent paid to as many beneficiaries as you want, but the total must equal 100%.

Beneficiary	Primary	Secondary
Sally Snow <small>Spouse</small>	100 %	0 %
<b>Total</b>	<b>100.00%</b>	<b>0.00%</b>

⚠ Confirm the details for this plan selection. [Confirm details](#)

Click **Confirm details** and review your selection and beneficiary delegations.



Then click **Confirm** to continue with your enrollment elections.

### Confirm Details

#### Guardian Life: BT - Voluntary Life

<b>Covered Individual</b>	
You	
<b>Coverage</b>	
Total Actual Coverage Amount	
<b>\$240,000.00</b>	
<b>Beneficiaries</b>	
Sally Snow (Spouse)	Primary (100.00%)
<b>Per Paycheck Costs</b>	
Employer Cost	Your Cost
<b>\$0.00</b>	<b>\$17.50</b>

[Back](#) [Confirm](#)

Continue through each step until all elections are complete and each section is addressed. When ready to proceed to the Summary page, click **Next** to proceed to **Upload Documents** step.

### Open Enrollment

- Welcome
- Manage Dependents
- Surveys
- Select Benefits**
- Review and Submit

#### Select Benefits

<b>46 days left to enroll</b> Effective: October 1, 2022	Employer cost per paycheck <b>\$553.26</b>	Your cost per paycheck <b>\$293.17</b>	<a href="#">Go to section</a>
---	---	---	-------------------------------

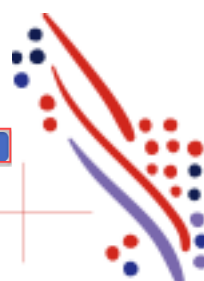
#### Selected Plans

You are enrolled in the following plans. You can make changes until the enrollment period closes.

<b>Medical</b>	<a href="#">Waive benefit</a>	<a href="#">View all plans</a>
<b>Aetna Choice PPO</b> Effective: October 1, 2022  Who is covered? <b>You and Sally Snow</b>	<input checked="" type="checkbox"/> <b>Selected</b>	Per Paycheck <b>\$253.17</b>

<b>Dental</b>	<a href="#">View all plans</a>
---------------	--------------------------------

Finish later [Back](#) [Next](#)




Here you may print, complete, and upload your **Spouse Affidavit** if you enrolled your spouse in a medical plan or your **Evidence of Insurability (EOI)** if you elected a coverage amount that is over the Guarantee Issue amount (including new Voluntary Spouse Life Insurance), more than an additional \$10,000 in Voluntary Employee Life coverage during Open Enrollment, or if the election is greater than \$250,000 for Voluntary Employee Life coverage.

Please upload any applicable documents.

- If you enrolled your spouse in medical coverage, please complete and submit a [Spouse Affidavit Form](#)
- If you selected a new Voluntary Employee Life Insurance coverage amount greater than \$250,000 or added over \$10,000 of additional coverage, or if you selected new Voluntary Spouse Life Insurance coverage please complete and submit an [Evidence of Insurability \(EOI\) Form](#)

These forms can be uploaded and attached to your online benefits enrollments, or if you are not ready to send these documents in at this time, they can be emailed to Human Resources at [Benefits@medquestmail.com](mailto:Benefits@medquestmail.com) or faxed to 770-449-4293.

File must be less than 5MB. [i Accepted Formats](#)

Drag and drop your files here, or select them from your computer  
or  
 Choose file to upload

Upload Document

Click Upload Document to save the documents to your account.

Finish later

Back

Next



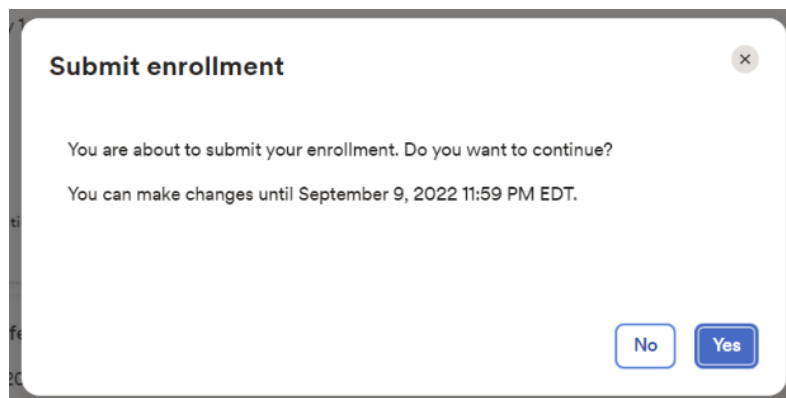
Click **Next** to proceed to the **Review and Submit** step.

Carefully review all selections.

- For example, did you enroll in the intended medical plan?
- Did you waive and intend to waive a medical plan?
- Did you enroll and are you eligible to enroll in a Health Savings Account?
- Did you enroll in the correct Flexible Spending Account? (*The Health Care FSA is for health-related expenses for you and your IRS-eligible dependents while the Dependent Care FSA is for childcare expenses up through age 12 or eldercare expenses*)
- Did you add beneficiaries to your employer-paid Basic Life and AD&D plan and to your Voluntary Employee Life Insurance plan?

When you have confirmed your elections, click **Submit Enrollment**. Note that your benefit elections will not be processed until you click **Submit Enrollment**. If you click **Save for later** instead, these enrollments will not be submitted to your HR team until you fully submit the enrollment changes.


There will be a pop-up confirming your submission notating the date and time of submission. Please ensure you receive the confirmation note indicating your elections have been submitted.




# Enrollments

 **You have completed your enrollment.**  
 You have successfully completed your Open Enrollment October 2022 enrollment.

### Open Enrollment

 Submitted

 46 days left to make changes

You can make changes to your enrollment from July 5, 2022 to September 9, 2022 at 11:59 p.m. ET.

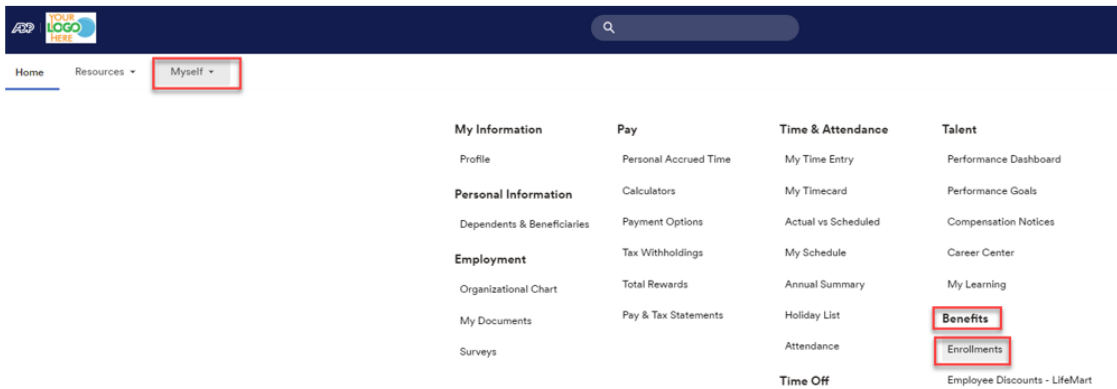
[Manage enrollment](#)

### Your Benefits

Review your current benefits, your previous year's benefits, or any changes due to a life event.

[View benefits](#)

If you would like to make additional changes or modifications during the Open Enrollment Period, you may log in and navigate to **Myself > Benefits > Enrollments** and click the **Manage Enrollment** option in the Open Enrollment box. This will bring you back to the beginning of the profile to make any desired election changes.





The screenshot shows the ADP user dashboard navigation menu. The 'Myself' dropdown menu is highlighted with a red box. The 'Benefits' and 'Enrollments' options are also highlighted with red boxes.

- Home
- Resources
- Myself
  - My Information
    - Profile
  - Personal Information
    - Dependents & Beneficiaries
  - Employment
    - Organizational Chart
    - My Documents
    - Surveys
  - Pay
    - Personal Accrued Time
    - Calculators
    - Payment Options
    - Tax Withholdings
    - Total Rewards
    - Pay & Tax Statements
  - Time & Attendance
    - My Time Entry
    - My Timecard
    - Actual vs Scheduled
    - My Schedule
    - Annual Summary
    - Holiday List
    - Attendance
    - Time Off
  - Talent
    - Performance Dashboard
    - Performance Goals
    - Compensation Notices
    - Career Center
    - My Learning
    - Benefits**
      - Enrollments**
      - Employee Discounts - LifeMart

# Enrollments

### Open Enrollment

 Submitted

 47 days left to make changes

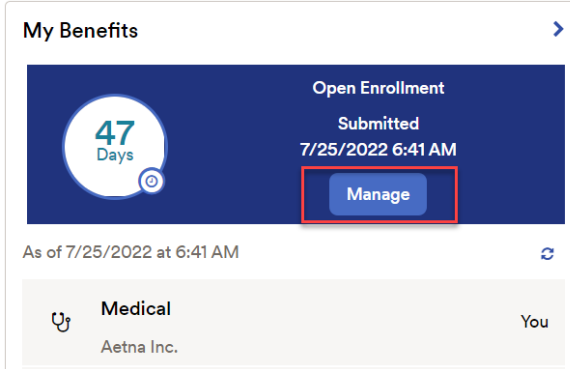
The enrollment period is still open. You can make changes until September 9, 2022 at 11:59 p.m. ET.

[Manage enrollment](#)
[Reset event](#)





You may also navigate by finding the **My Benefits** tile on the homepage and select **Manage**. The tile will also reflect the “Submitted” status with the date and time of submission



You will also receive an email confirmation of your benefits selections. **REVIEW your benefit selections in the email confirmation** to ensure you’ve selected the plans you intended. **After the Enrollment Period ends, you will not be able to make any plan election changes until next Open Enrollment or unless you experience a qualifying life event.**

**Your benefit elections have been submitted**

DoNotReply@adp.com

Sent: Tue 11/6/2018 3:44 PM

To:

Congratulations! Your benefit elections have been submitted. A summary of your elections is as follows:

Plan Name	Coverage	Effective Date
Cigna Consumer Plan 2019, HDHP, Eligible Employees Cigna	Employee + Children	1/1/2019
Cigna Dental Passive PPO, Eligible Employees Cigna	Employee + Children	1/1/2018
MOO Short Term Disability, Benefits Eligible Mutual of Omaha	60% of earnings up to \$1,000.00 per week	1/1/2018
MOO Long Term Disability, Class 2 - Employees Mutual of Omaha	60% of earnings up to \$6,000.00 per month	1/1/2018
MOO Basic Life and AD&D, Benefits Eligible Mutual of Omaha	\$25,000	1/1/2018
Mutual of Omaha Voluntary EE Life, Outside Initial Enrollment Mutual of Omaha	\$250,000	1/1/2019
Mutual of Omaha Voluntary Spouse Life, Outside Initial Enrollment Mutual of Omaha	\$25,000	1/1/2019
Mutual of Omaha Voluntary Child Life, Benefits Eligible Mutual of Omaha	\$10,000	1/1/2019
Discovery Benefits Dependent Care FSA 2019, Eligible Employees Discovery Benefits	\$108.00/pay period	1/1/2019

Note: Your benefit elections are being processed. To review your enrollment status, log in and navigate to Myself > Benefits Enrollments.





Check your WFN **Things to Do** during the Enrollment Period after you submit your elections. If a Benefits Administrator declines your enrollment request, you will find that the enrollment has been sent back to you via a message in the Message Center.

