

HRconnection for current UGA employees

The University of Georgia

■ Need to request changes in your insurance?

If you experience an IRS-approved change in family status (e.g., marriage, having a child, or losing other coverage), you have 31 days from the date of the event to request changes to your benefit elections.

If you do not request coverage changes within the 31-day period following the qualifying event, you must wait until the annual open enrollment period.

■ Getting your HRconnection username & temporary password

To view your current benefits elections or to request changes, you must obtain your username and temporary password to access the HRconnection site. You may do this in either of two ways:

#1

For employees with registered UGA email addresses, your username and temporary password will be sent to you in separate emails for security reasons. Take the following steps:

- Go to the HRconnection Web site:
www.hrconnection.com
- Select “Retrieve your login information?”
- If you receive this error message: “Email address not found,” please check your spelling. If you have verified your spelling, you should contact HR at 706-542-2222
- Enter your email address (your UGA-registered email address) and select “Get username”
- Your username will be emailed to you from “noreply@zywavemail.com”
- Next, visit the HRconnection Web site again:
www.hrconnection.com
- Select “Retrieve your login information?”
- Type in the username you received via email
- Select “Get NEW password”
- Your temporary password will be emailed to you from “noreply@zywavemail.com”
- Go back to the HRconnection Web site:
www.hrconnection.com
- Enter your username and temporary password and press the “Login” button to access the site
- You will be prompted to change your temporary password immediately

#2

ONLY if you do not have a registered UGA email address:

- You may contact Human Resources at 706-542-2222 or bnchange@uga.edu.

■ Requesting coverage changes

Once logged in to the HRconnection Web site:

1. Select the “Change coverage” tab at the top of the page
2. Read the text on the this page and select “Change request”
3. In the “Type” drop-down box, select the type of change (e.g., Birth/adoption, death in family, marriage)
4. Type in **your** full name (as the insured employee) type your first, middle (or maiden) and last names
5. Type in the “date of occurrence” or select a date from the calendar button on the right of the date box
6. Type in your preferred, registered UGA email address and daytime phone
7. In the “Comments” field, be sure to indicate the reason for the change and names of any affected dependents. Provide as much information as you can.
8. When you press the “Send” button, your request will be emailed to UGA Human Resources
9. You will receive an email from UGA Human Resources (bnchange@uga.edu) to advise you of the necessary documentation needed to complete your change request.
10. Once UGA Human Resources receives your required documentation, you will receive a another email (from lifevent@hrconnection.com) advising you to return to HRconnection to make the requested changes to your benefit elections. (See the “Changing your benefit elections” section.)

■ Reviewing your personal information in HRconnection

You may view your personal information by selecting the “Personal Information” link at left. If your home address or home phone information is incorrect, you may correct it using the UGA Self Service Web site: employee.uga.edu. If any other personal information is incorrect, please speak to the person in your unit who handles personnel reports.

■ Reviewing your dependent information

in HRconnection

You may view your dependent information by selecting the “Dependent Information” link at left. Select the orange “View” button to review individual dependent information.

If your dependents are not listed in the “Dependent information” section, do not be alarmed. Any coverage you have for them is intact!

If you request a coverage change due to a change in family circumstance, Employee Benefits will enable you to add or delete dependents in your list and notify you. Read the section “Adding your dependents.”

If information on the individual “dependent information” pages is incorrect, please contact Employee Benefits at benefits@uga.edu or 706-542-2222.

■ Changing your benefit elections

You may change your elections in HRconnection ONLY if you are notified by UGA Human Resources after you request a coverage change.

Once you have submitted a request to change coverage through HRconnection and UGA Human Resources receives the required documentation from you, you will be notified by email to return to the HRconnection Web site to change your affected coverage. You should log in to HRconnection, select the “Benefit plans” tab at the top. In the “Status” column, you will see “Action required” text next to the benefit plan(s) you are allowed to change.

First, for each benefit you are allowed to change, select the green “Elect” button.

Next, ONLY if you are canceling all coverage of any benefit (health, dental, etc.) for yourself and all eligible dependents, should you select the “Waive” button. If you are making changes to your current elections, follow the instructions below.

For the **health plan**, select the appropriate level of coverage:

- Employee only
- Employee + spouse
- Employee + one child
- Family

Then press the “Save” button and you will be prompted to add or delete your dependents. If none of your dependents are listed, you must create your dependent list. List only the eligible dependents you wish to cover under your health plan. (See the “Adding dependents” section of this guide.)

You may NOT change your health plan type (HMO, PPO, etc.)

For the **dental plan**, you should select the appropriate level of coverage:

- Employee only
- Employee + spouse
- Employee + one child
- Family

Then press the “Save” button and you will be prompted to add or delete your dependents. If none of your dependents are listed, you must create your dependent list. You should only list the eligible dependents you wish to cover under your dental plan. (See the “Adding dependents” section of this guide.)

For **AD&D**, you should select either individual or family. You may change the amount of coverage and the level of coverage (individual to family or vice versa). Be sure to press the “Save” button.

For **flexible spending accounts**, you may elect to enroll or change your payroll deduction amount, depending upon the nature of your change in family status. Be sure to press the “Save” button.

For **life insurance**, you should visit the MetLife Web site: <https://mybenefits.metlife.com/MyBenefits/ssi/commonAccess.do>

and log in. If you have not yet registered on the MetLife Web site, you must do so now, or call MetLife at 1-866-492-6983.

■ Adding your dependents

To add your dependents, select the “Add” button. Be sure to select “Save” to retain your dependent information.

For each dependent you plan to cover, add the required information requested:

- Social Security number (optional)
- First name
- Last name
- Gender
- Relationship to you
- Date of birth
- A check box to indicate if he/she is a child between the ages of 19 and 26 who is a full-time student (If you select this box, you must provide full-time student documentation to UGA Employee Benefits within your 31-day enrollment period. Be sure YOUR NAME is written on the documentation.)

After you have entered the information for your first dependent, select the “Save” button. You will be returned to the SAME screen. However, you should now see your dependent listed in the Current Dependent Information list. Repeat the process for each dependent you wish to add. Be sure to select “Save” after adding each dependent. You may only add the dependents related to the family status change. For example, with the adoption of a baby, only the baby may be added to coverage.

■ Name your AD&D beneficiaries

Select the “Benefits Plans” tab at the top of the page. In the “Optional AD&D beneficiary designation” section, select the “dep/ben” button at the far right. Select the green “add” button. In the “Add Beneficiary” box, select the “Add New Beneficiary” button. Type in first name, last name and relationship to you. Type in as much information as you know. SS# is optional. Be sure to designate percent and beneficiary type (primary, secondary, trust). Select “Save.” You should see your beneficiary listed.

■ Confirm your elections

Look at the “Status” column on the far left of your benefit options. Each item should indicate either “Elected” or “Waived.” If a benefit status shows “Action Required,” you should either elect or waive that benefit. Be sure to finish your election changes.

★ IMPORTANT NOTE:

Your election changes are NOT submitted until you select the “CONFIRM” button! Once you select the CONFIRM button, your changes are irrevocable until open enrollment or if you experience another IRS-approved change in family status. Once you press the “Confirm” button, you may print a copy of your elections.

■ Exit HRconnection

After making your election changes, select “Logout” at the top right corner of the page. Selecting the “Logout” button will disconnect you from the HRconnection system.

■ Questions?

If you have questions regarding the benefits listed below:

- Health insurance
- Dental insurance
- LTD insurance
- AD&D insurance
- Your retirement plan choice
- Tax deferred savings plans

please contact Employee Benefits at benefits@uga.edu or 706-542-2222 to schedule an appointment with your benefits counselor.

If you have questions about:

- Life insurance, please contact MetLife toll free at 1-866-492-6983 (reference group # 105640).
- Flexible spending accounts, please contact PayFlex toll free at 1-800-284-4885.
- Accident insurance, short term disability, cancer insurance, or critical illness insurance, contact the Enrollment Call Center at 1-888-936-7655 (The Enrollment Call Center is open the first 20 days of every month).

[Go to HRconnection](#)