



HAYS COMPANIES

# Planning for Open Enrollment

Open enrollment can be an extremely positive and rewarding experience for you and your employees, providing you plan for it well in advance. During this unprecedented time, it's important to review and modify your benefits offerings to enhance your employees' physical, mental and financial health.

Use this general checklist to help your organization prepare for a successful open enrollment period, from early planning to follow-up.

## 8-12 Weeks Before Open Enrollment

Maintain records of employee questions, comments and concerns.	<input type="checkbox"/>
Survey employees on what they are seeking for offerings or improvements.	<input type="checkbox"/>
Identify enrollment needs to introduce or revamp. Make note of what's new and exciting so it can be highlighted later with employees.	<input type="checkbox"/>
Begin developing the benefits guide.	<input type="checkbox"/>
Consider online enrollment programs and software.	<input type="checkbox"/>
Develop online educational materials such as FAQs, videos, calculators, and downloadable documents or forms.	<input type="checkbox"/>

## 4 Weeks Before Open Enrollment

Begin publishing enrollment content, using online enrollment programs and software.	<input type="checkbox"/>
Develop a toolkit for managers (including talking points and FAQs).	<input type="checkbox"/>
Add an open enrollment reminder to the email signatures of management.	<input type="checkbox"/>

## 1-2 Weeks Before Open Enrollment

Host virtual benefits meetings, webinar events and one-on-one meetings, as needed.	<input type="checkbox"/>
Send pamphlets, brochures or other mailers to employees.	<input type="checkbox"/>
Anticipate FAQs, and craft succinct answers.	<input type="checkbox"/>

*This checklist is merely a guideline. It is neither meant to be exhaustive nor meant to be construed as legal advice. It does not address all potential compliance issues with federal, state or local standards. Consult your licensed representative at Hays Companies or legal counsel to address possible compliance requirements.*



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## During Open Enrollment

Make sure employees receive all of the following materials: <ul style="list-style-type: none"><li>▪ Open enrollment schedule</li><li>▪ Statement of current coverage</li><li>▪ Plan-specific changes and rates</li><li>▪ Plan-specific summaries</li><li>▪ Open enrollment booklet and forms</li><li>▪ Deadline for open enrollment</li><li>▪ Carrier contact information</li></ul>	<input type="checkbox"/>
Remind managers to talk with their teams.	<input type="checkbox"/>
Offer generous deadlines, with frequent reminders.	<input type="checkbox"/>
Remain available through various mediums for employees to contact with questions and clarification.	<input type="checkbox"/>
Schedule a companywide reminder for the day before the enrollment deadline.	<input type="checkbox"/>

## 1-2 Weeks After Open Enrollment

Check enrollment forms for any missing information.	<input type="checkbox"/>
Check enrollment forms for any information that was incorrectly filled out.	<input type="checkbox"/>
Submit all enrollment forms to the carrier.	<input type="checkbox"/>
Ensure that you follow any health care reform provisions that affect your plan and employees.	<input type="checkbox"/>
Follow up to ensure all employees received their ID cards.	<input type="checkbox"/>
Make sure all employees are clear about their benefits and don't have any outstanding questions.	<input type="checkbox"/>

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### Contact

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