



County of Orange

Human Resource Services/Employee Benefits

The County of Orange is pleased to share good news about your 2017 benefits! The County is joining with Secova, Inc., a leading employee benefits administrator, to create an even better Benefits Center experience for you. Starting with Open Enrollment from November 4-23, 2016, Secova will be your new benefits administrator and will meet all your 2017 benefits enrollment and information needs through an enhanced call center and website.

What Will the Change Mean for Me?

Secova is a highly experienced benefits administration company headquartered in Orange County and has serviced companies nationwide for over 25 years. During this year's Open Enrollment, Secova will bring you many enhancements, including:

- **Improved Benefits Center Access**
 - Talk to representatives from 5:00 a.m. to 8:00 p.m. PT Monday – Friday
 - Leave messages after hours and receive a response within 24 hours
 - Ask questions via email and receive a response within 24 hours
- **New Benefits Website**
 - User-friendly design and secure login process—no more mailed PIN reminder
 - Interactive tools and dashboards to help you make your benefit elections
 - Improved communication features such as the option to receive benefit confirmations and information through your personal or work email
 - Enhanced document upload features
- **And More!**
 - See your Annual Benefits Open Enrollment Newsletter, coming in October, for information on other exciting enhancements

MORE INFORMATION COMING SOON ON ALL OF THESE CHANGES—
WATCH YOUR HOME MAILBOX IN THE WEEKS AHEAD.

New Benefits Center Website Starting November 4, 2016 First-Time Login Instructions

Starting November 4, go to <https://countyoforange.ielect.com> and enter:

- **Username:** First 4 letters of your last name (or full last name, if shorter) + last 6 digits of your Social Security Number
- **PIN:** Your birthday (MMDDYYYY)

Follow the instructions to create a new PIN and security question, then click "Save."



TAKE 10...

That's all you need to open an email or envelope with important benefits information inside.

Take 10 seconds and get the benefits information you need!

Make the Most of Your Benefits

Open Enrollment for 2017 will be November 4-23, 2016. This is your **one chance** this year to review your rates and benefits coverage, and make your elections for 2017. Here's what you need to do:

- Watch for upcoming Open Enrollment information and your Open Enrollment Package, coming in the mail in October.
- Review your benefits coverage and 2017 rates to be sure you have the right benefits for you and your family. Some benefits require you to re-enroll every year.
- Attend an Open Enrollment meeting to learn more.
- Use the valuable information and decision tools available on your secure Benefits Center website at <https://countyoforange.ielect.com> to review your 2017 coverage and make voluntary elections starting November 4. (See the other side of this letter for first-time login instructions.)
- Enroll or make changes on the Benefits Center website or the Benefits Resource Line on or before November 23.
- To add newly eligible dependents for 2017, provide required documentation on or before December 31.
- If you have questions regarding your 2017 benefit options or coverage, call the new Benefits Center at 1-800-858-7266 starting November 4.

The enclosed card provides Secova contact information. Keep it with you for quick and easy reference all year long.

Other Things to Note

To review general Open Enrollment information such as online copies of Open Enrollment mailings and 2017 rates you may also visit the County Employee Benefits website at http://ocgov.com/gov/hr/eb/open_enrollment_2017.

If you have questions about your current benefits or need to make changes to your coverage for the remainder of 2016 please call the current Benefits Resource Line at 1-866-325-2345. Thank you for your patience as we make this exciting transition!