This user guide provides direction on how to navigate the FlexOnline Benefits Enrollment system during the annual Open Enrollment window. This guide will help you view, enroll in, and make changes to your current health and welfare benefits within FlexOnline.
Hold down the CTRL key and click on a link below for quick access to a specific section.

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DEFAULTING OF BENEFITS

If you do not plan on making a change to your medical plan this year, there is nothing more you need to do, and your coverage will carry over into the new year. However, if you need to add or remove an eligible dependent, or switch plans for your non-Medicare eligible dependents, then you must log-in to FlexOnline during the open enrollment window and make those changes.

QUALIFIED LIFE EVENT

Unless you have a qualified life event (marriage/divorce, birth/adoption, loss/gain of coverage) you will not have another opportunity to change your benefits elections until the annual Open Enrollment period held next fall.

DEPENDENT VERIFICATION

Dartmouth requires documented proof of all newly added eligible dependents, prior to adding them to your medical coverage. You will need your supporting documentation available to upload:

- **Spouse:** To add a spouse, a copy of your marriage certificate is required.
- **Child:** To add a dependent child, a copy of the child’s birth certificate, hospital issued certificate or court documentation is required.
- **New Dependents:** Spouses and/or children who were not eligible for enrollment on your health plan at the time of your retirement date are not eligible for coverage under the Dartmouth plans.
FlexOnline is the name of the online benefits enrollment system that Dartmouth College uses to house all of your health and welfare benefit elections.

To access your account, go to [http://dartgo.org/enrollonline](http://dartgo.org/enrollonline)

**MEDICARE ELIGIBLE RETIREES**

Click on the green and white RETIREE LOG-IN button. You will open to a WELCOME log-in screen. If you have logged into FlexOnline since January of this year, you may use the user ID and password that you created at that time. Otherwise, click on the REGISTER button at the bottom of the screen.
When clicking on REGISTER, the next WELCOME screen that you come to will ask you for your name, date of birth and social security number. The system needs this information to correctly identify you.

When you click the NEXT button there will be a third WELCOME screen asking you to create a USER ID, a PASSWORD and a SECURITY QUESTION.

When creating your password, it must be between 8-20 characters in length, and contain at least 1 number, 1 letter and 1 special character.
START YOUR OPEN ENROLLMENT EVENT

Once you accept the TERMS and USE agreement, you will open into a “Welcome to Open Enrollment” event window*. To continue with your enrollment, click on the CONTINUE button. If you want to bypass your enrollment and do something else, then click on CANCEL AND CONTINUE TO MY DASHBOARD.

THE MAIN DASHBOARD

If you find yourself on the Main Dashboard and need to get back into your open enrollment event, click on the COMPLETE NOW button in the upper right-hand corner of your screen. **DO NOT** start a qualified life event by clicking on the CHANGE YOUR CURRENT BENEFITS button.
NEED A BREAK?

If at any time you need to step away from your enrollment, click on the HOME button at the top of your window. You will be directed back to the main dashboard. Then click LOGOUT. Your elections will be temporarily saved. If you do not return and fully complete your open enrollment event, your elections will not be saved and you will remain in the same benefits that you had at the end of 2021.
ME

Here you will find prefilled personal information about yourself. Please be sure to check this information for accuracy.

If your address is incorrect, please email your corrected Address to: Human.Resources.Benefits@Dartmouth.edu

**TIP:**
As you complete each page, there will be a floating button asking you if you are finished or ready to proceed. Click this button to move forward to the next page. There will be a total of eight pages to complete.

MY FAMILY

This is where you will add information about the dependents that you will be covering on your medical plan. Former spouses and ineligible children can-not be removed from this page but can be marked as “ineligible”.
ADD DEPENDENT

Enter your dependent’s demographic information here. **This does not add them to your health plan.** For each new dependent that you add here and then add to your medical coverage, you will be required to upload dependent verification documentation, like a marriage certificate for a spouse, or a marriage certificate for dependent children under age 26.

**TIP:**
NO SSN is for Newborns only

**TIP:**
You may assign this dependent an address other than your own. ID Cards and insurance information for this dependent will be sent to this alternate address.
SELECT YOUR BENEFITS

This is where you will elect or change your health plan and add or remove dependents from your plan.

If you have an eligible spouse or dependents that are not Medicare eligible, you will see an additional tile here titled RETIREE MEDICAL-NON-MEDICARE.
**RETIREE HEALTH SUBSIDY**

The amount that you pay out of pocket is the selected plan cost, minus the Retiree Health Subsidy.

The Retiree Health Subsidy is the amount of money that Dartmouth pays toward the cost of your health insurance plan. This amount is determined by your Subsidy % that was assigned to you prior to your retirement and is a percentage of the total cost of the retiree only plan.

**SELECTING A PLAN AND ADDING/REMOVING DEPENDENTS**

Click the change button to add/remove yourself from the Medicare Supplement Plan, and/or to add/remove your Medicare eligible dependents from coverage.

**ADD DEPENDENTS**

If you have a Medicare eligible spouse listed on your MY FAMILY page, then your spouse’s name will show here. You can add them to your plan by clicking on the check box next to their name.
SELECT A PLAN

There is only one Medicare Supplement Plan option available. So your only choices in this section will be to take coverage or click on the WAIVE coverage option, if you do not want to take a medical plan through Dartmouth.

Click on I’M DONE WITH MY SELECTION

REVIEW YOUR SELECTION

Next, you will be asked to review your selection. If you made any changes on the previous page, you will see that the full cost amount will update, and your dependents will be listed here.

When finished reviewing, click SAVE MY ELECTION
SELECT YOUR BENEFITS PAGE

When you return to the SELECT YOUR BENEFITS page, you will see a green UPDATED ELECTION notification and you may also see an orange PENDING ELECTION notification, indicating that you reviewed and/or made a change to this benefit. You will see the orange PENDING icon if you added a dependent that requires verification approval.

When finished reviewing, click SAVE MY ELECTION

NON-MEDICARE ELIGIBLE DEPENDENTS

Dartmouth also offers non-Medicare plan options for your eligible dependents. If you have a non-Medicare eligible spouse or dependent children listed on your MY FAMILY page, then a RETIREE MEDICAL-NON-MEDICARE tile will show on the SELECT YOUR BENEFITS page.

Click on the CHANGE button to add or remove dependents from a plan, and to check costs.

The process is the same as when adding/removing dependents on the Medicare plan, except that they will have the option of choosing from three medical plan options.
# PLAN OPTIONS

2. Review and select your plan

<table>
<thead>
<tr>
<th>Your Current Benefit Plan: Open Access Plus Plan (OAP), Retiree Only</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HDHP</strong></td>
<td>$711.77&lt;sup&gt;&lt;sup&gt;Monthly&lt;/sup&gt;&lt;/sup&gt;</td>
</tr>
<tr>
<td><em>select</em></td>
<td></td>
</tr>
<tr>
<td><strong>Cigna Choice Fund® Plan (CCF)</strong></td>
<td>$799.42&lt;sup&gt;&lt;sup&gt;Monthly&lt;/sup&gt;&lt;/sup&gt;</td>
</tr>
<tr>
<td><em>select</em></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT</strong></td>
<td></td>
</tr>
<tr>
<td>Open Access Plus Plan (OAP)</td>
<td>$859.59&lt;sup&gt;&lt;sup&gt;Monthly&lt;/sup&gt;&lt;/sup&gt;</td>
</tr>
<tr>
<td><em>select</em></td>
<td></td>
</tr>
</tbody>
</table>

Select Plan To Waive Coverage.

# PLAN COMPARISON

You can also view a side-by-side comparison of the three plans, by going to http://dartgo.org/retiree_medical_compare

# WAIVE COVERAGE

If you wish to remove your dependent’s coverage, on the SELECT box under the WAIVE option and then click on I’M DONE WITH MY SELECTION.

Select Plan To Waive Coverage.
REVIEW YOUR SELECTION

When adding dependents who are not yet verified, they will show as pending until your verification documentation is approved.

When finished reviewing, click SAVE MY ELECTION and you will return to the SELECT YOUR BENEFITS page.

HEALTH REIMBURSEMENT ACCOUNT (HRA)

The Health Reimbursement Account is a Dartmouth contributed fund and is provided automatically when you elect the CCF medical plan for your dependents. You cannot contribute to this account.

For more information go to http://dartgo.org.hra
WELLNESS OPTION
Retirees enrolled in a Dartmouth College medical plan will automatically be enrolled in the Fitness Reimbursement benefit as your wellness benefit.

I’M DONE SELECTING BENEFITS
Once you are finished making changes and adding/removing dependents on the SELECT YOUR BENEFITS page, click on the I’M DONE SELECTING BENEFITS button.
If you do not have any dependents to verify, skip to page 20

DEPENDENT & EVENT VERIFICATION

You will be notified on the Verification page what dependents will require verification. For each dependent listed you will be required to provide supporting documentation showing proof that they are a legal dependent.

For a list of acceptable documents, please visit [http://dartgo.org/e-verification](http://dartgo.org/e-verification)

HOW TO UPLOAD SUPPORTING DOCUMENTATION

If you are unable to copy or scan your documentation, you may take a photo of it with your smart phone and send it to yourself via email. Save the document(s) to your desktop.

You may upload your supporting documentation by clicking on the UPLOAD buttons located here on the VERIFICATION webpage.
You will see a list of your dependents and their verification status. Click on UPLOAD DOCUMENTATION again.

Now click on the BROWSE button.
Through the BROWSE function, locate the supporting document(s) that you saved previously on your desktop that you will be using as your dependent verification. Click on the document, and click the OPEN button.

You will see the name of the document appear, next to the browse button. Click Upload. **This may take a few minutes to upload.**

If you were successful, you will see the name of the document appear next to the browse button. Now click on UPLOAD. It may take a few minutes for the document to completely upload.
You will receive notification that the document has successfully uploaded, and the name of the document will appear under RECEIVED DOCUMENTATION.

Your documentation is now uploaded. Click CLOSE WINDOW and when you are ready, click on I’M READY TO FINALIZE MY ELECTIONS.
Please take a few moments to go through the list and carefully review each line item.

- Do you have dependents pending approval?
- Did you upload your verification documentation?
- Are you and your family members in the plans you wanted for the calendar year?
FINAL EDITS/CORRECTIONS

If you find an error or need to make a correction, you may click on the edit pencil on the right side of the screen and it will take you back to the benefit where you can make a change.

FINALIZING YOUR ELECTIONS

Once you have finished reviewing your elections and making your changes, click on the SUBMIT MY ELECTIONS button on the right side of your screen.

This will then bring up your final confirmation notification.

Once you click ACCEPT on the final confirmation notification, this will create your final confirmation number and your benefit elections will officially be saved for Open Enrollment. **Until you click this button, your elections will only be temporarily saved until the end of the open enrollment window and will then revert back to the elections that you will have as of December 31st.**

**IMPORTANT:** Make sure you complete the final confirmation step, or your changes will not be saved for next year.
PRINT/SAVE YOUR CONFIRMATION

Click on the PRINT icon to print a copy of your final confirmation page. To save a copy to your computer, elect the ADOBE PDF option under the list of printers. A PDF version of the confirmation will open.

Review the document one last time, then electronically save, or print your final confirmation page.
RETURN TO THE DASHBOARD

Click on the HOME button along the top to return to the MAIN DASHBOARD

CONGRATULATIONS!!

You have completed your benefits open enrollment for 2022. You can now relax for another year.