maximus

How to Enroll in Benefits

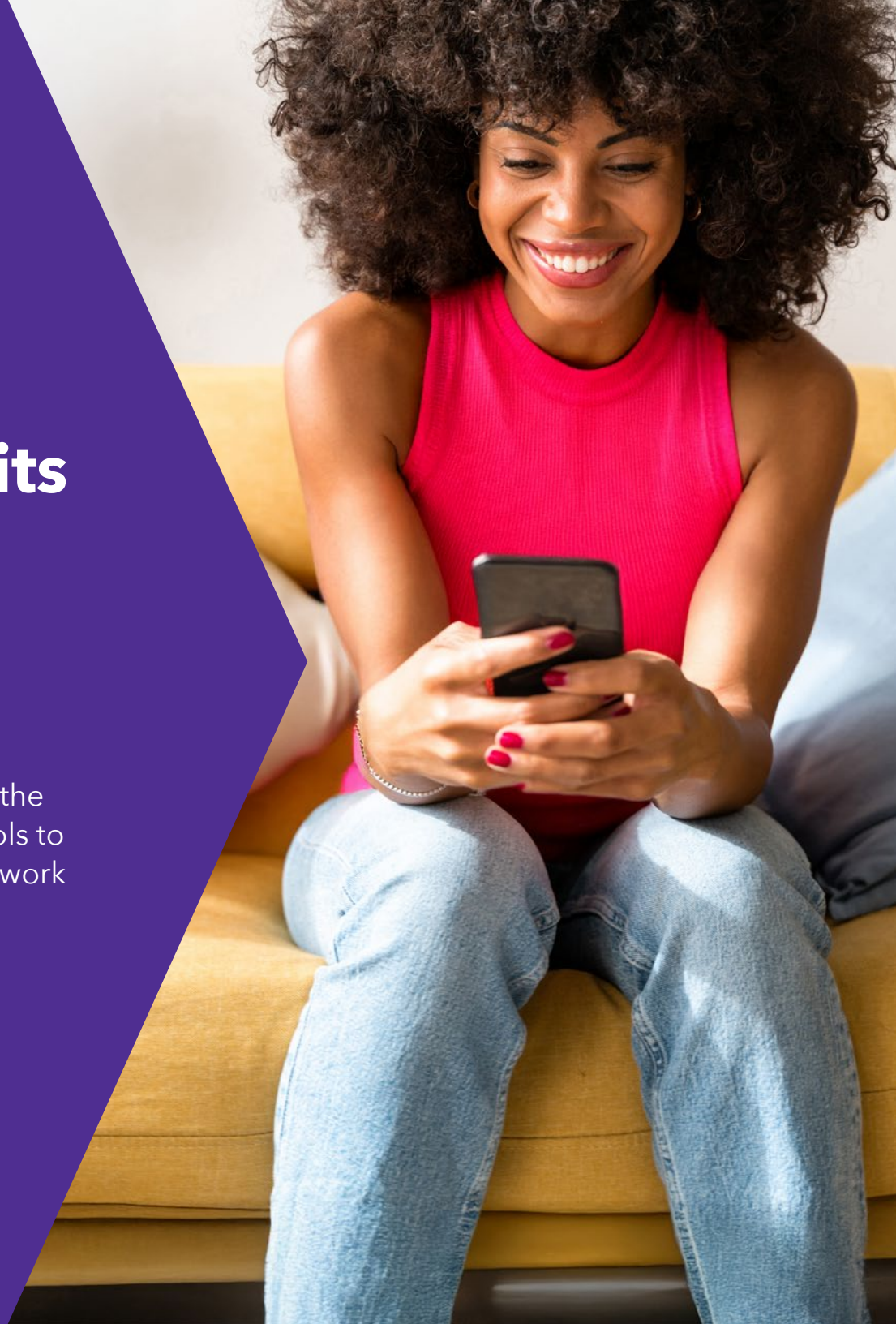
Non-SCA

Use the **Maximus Benefits Center** to enroll in your benefits.

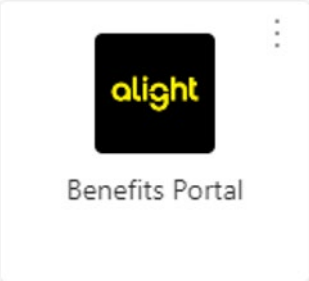
At Maximus, we provide the support you need for all the moments that matter. This includes giving you the tools to understand your benefits and select the options that work best for you and your family.

This guide will walk you through the user-friendly enrollment process on the Maximus Benefits Center.

Don't miss this chance to choose your benefits!



Let's get started!



Visit the Maximus Benefits Center directly at worklife.alight.com/maximus, or click on the Alight Benefits Portal tile in your APPS section.

Need log on help? If you're a new user, there are instructions on how to set up your credentials at the beginning of this guide. If you lost your password or user ID, follow the instructions at the end of the guide.

For quick and easy access, enroll through the Alight App*

2 ways to get the Alight mobile app:

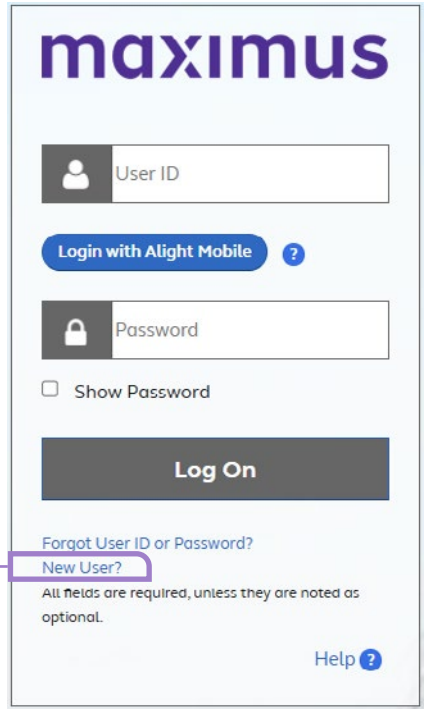
1. Visit http://alight.com/app
2. Scan the QR code with your phone

The Alight Mobile app not only helps you stay connected to your Maximus benefits on the go, but also helps you ensure privacy and security.

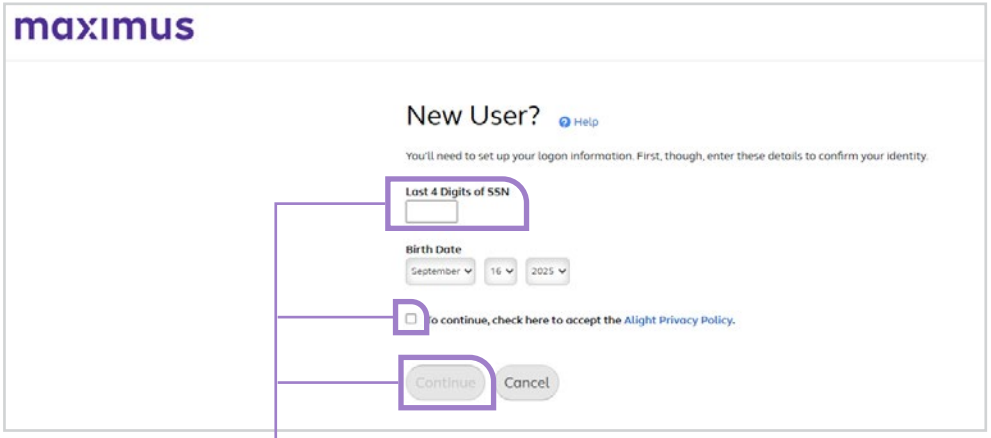
*You must have your profile set up on the website before enrolling through the Alight app.

New User

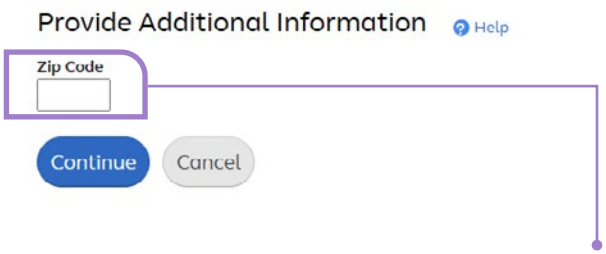
If this is your first time accessing the Maximus Benefits Center, follow these instructions to set up your credentials.



Click New User?



Enter the last 4 digits of your social security number and your birthdate. Check the box to accept the Alight Privacy Policy, then click Continue.

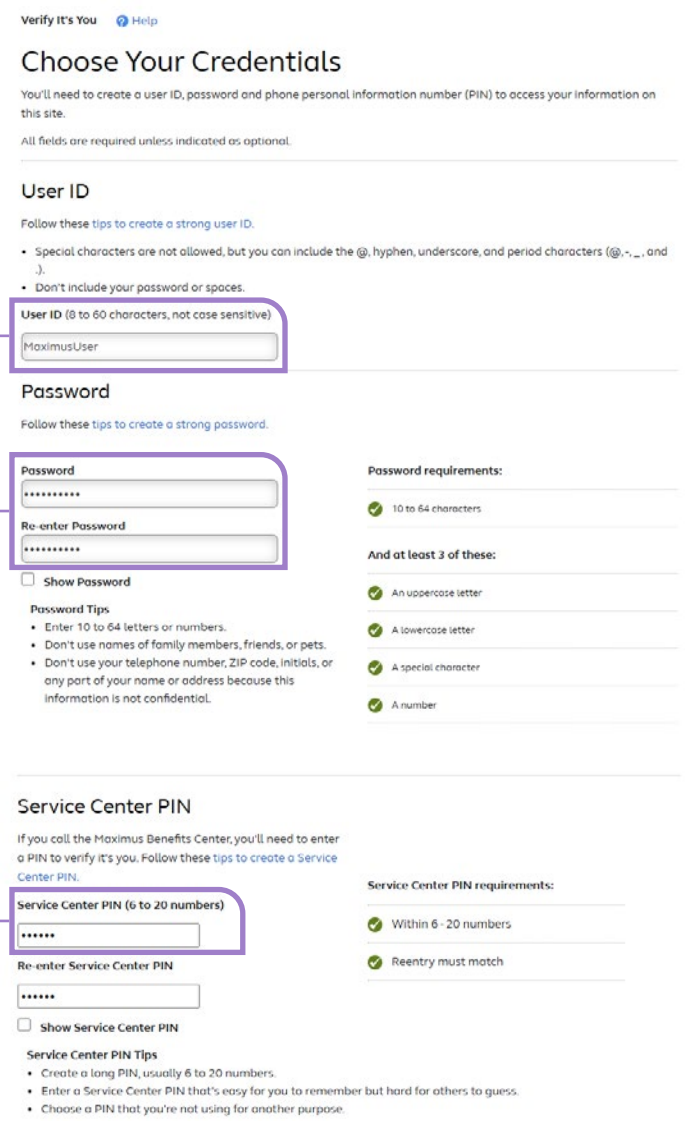


You may be asked to provide your ZIP code.

Next, you can choose your credentials (your username and password). Make sure your password meets the requirements noted on the right side.

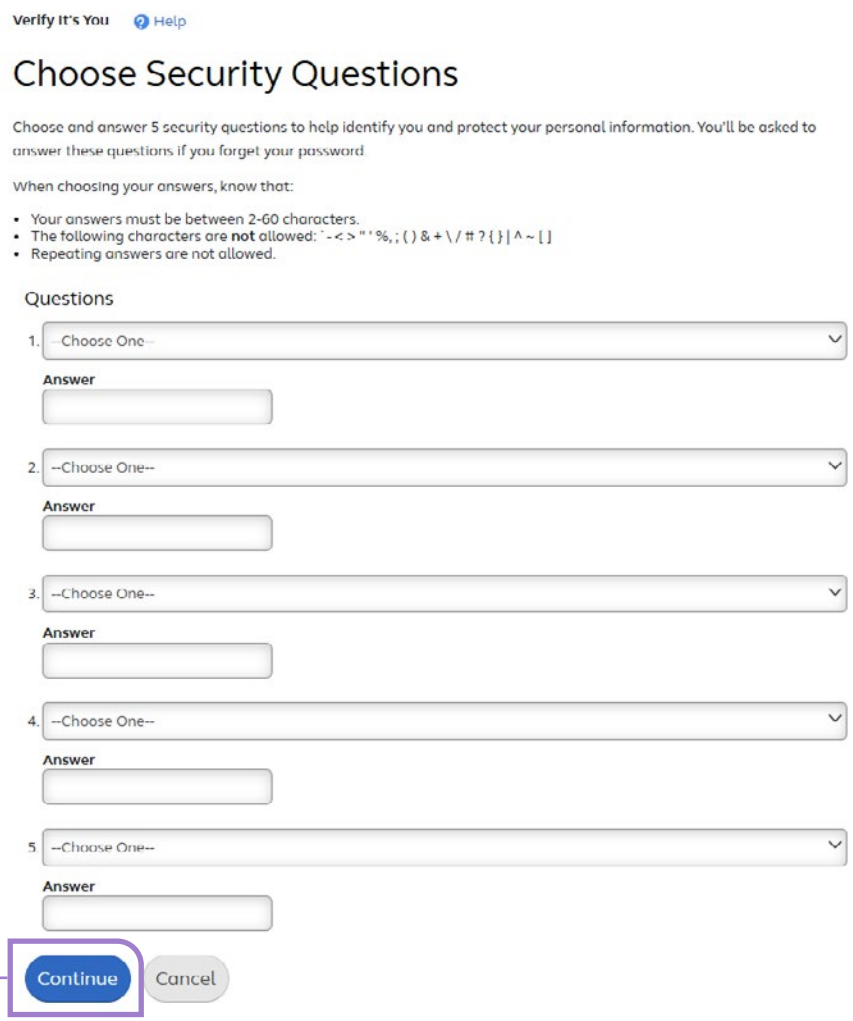
You'll also need to create a unique Service Center PIN code to help you verify your identity if you call into the Maximus Benefits Center. Make sure to save this PIN for future use.

When ready, click **Continue**.

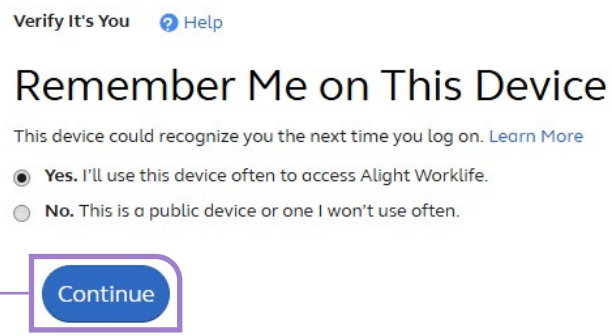


You'll be asked to set up a series of security questions to help you verify your identity if you ever need to reset your password.

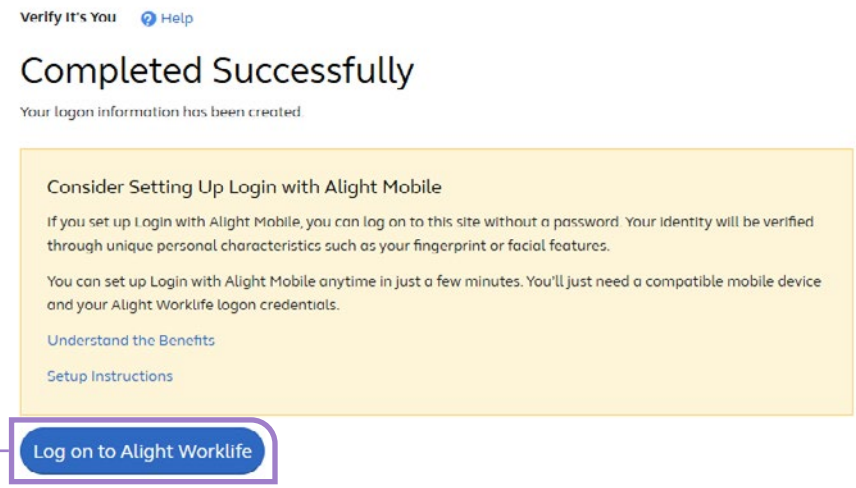
Click **Continue** once you've set up your questions and answers.



Next, you'll be asked if you want to be remembered on the device you're using. Choose an option and click **Continue**.



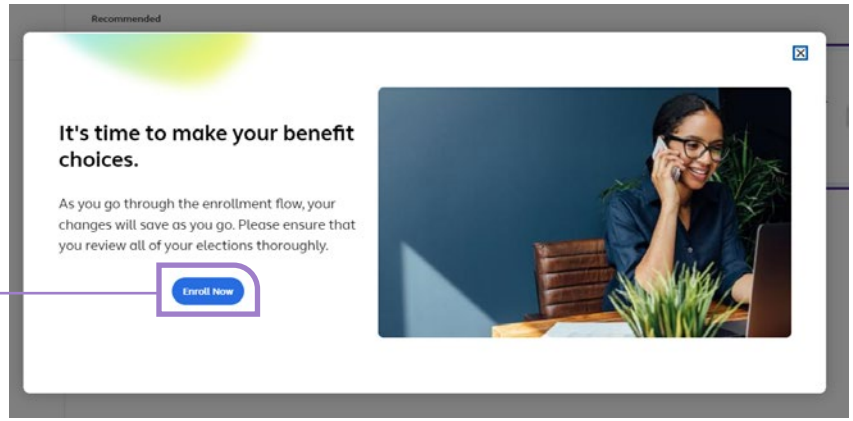
Lastly, you'll see a screen like this indicating that you've completed your logon setup. From here you can learn more about setting up your **Alight Mobile logon** and/or click **Log on to Alight Worklife** to get back to the Logon screen so you can access your benefits information.



How to enroll

1

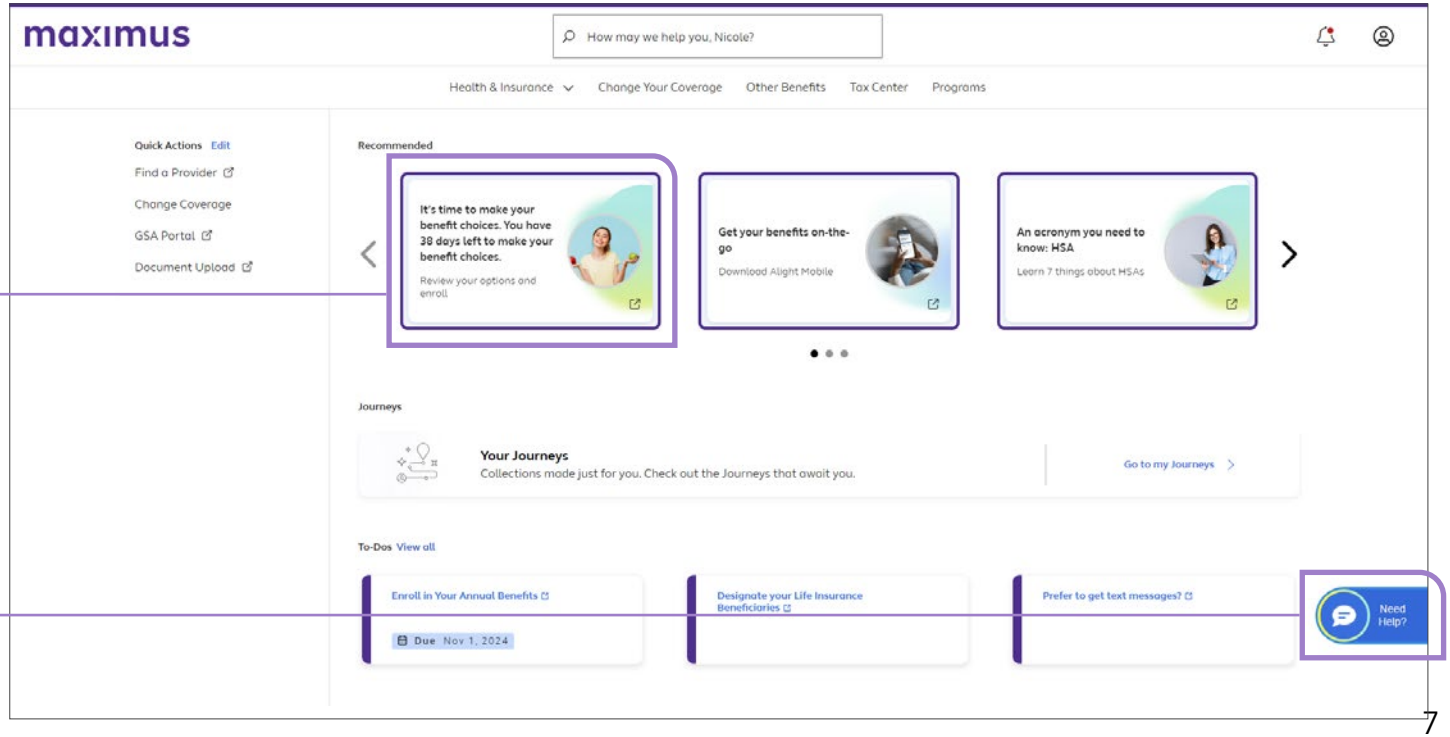
Click **Enroll now** on the pop-up window. (If you don't see this screen, you will be taken directly to the home page.)



2

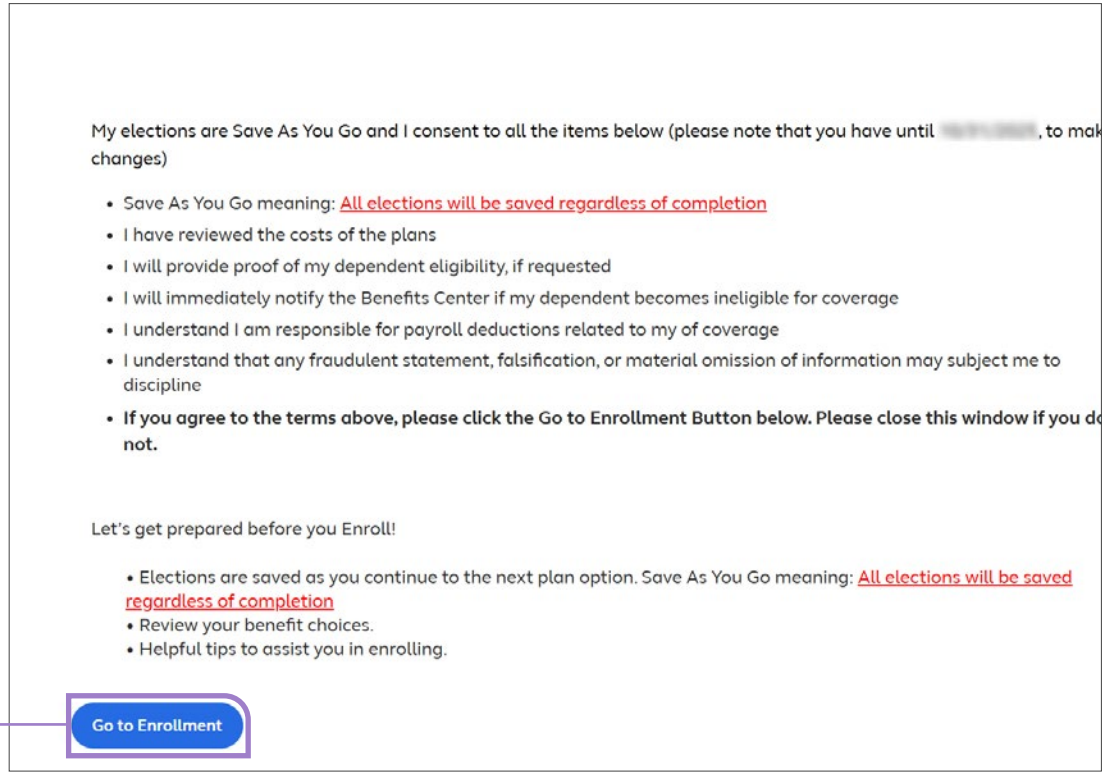
Choose the **It's time to make your benefits choices** tile from the **Recommended** section.

At any point along the way, if you have questions, you can click **Need Help?** to be connected with a representative.



3

Read the **Save As You Go** page for important information. Your elections are saved even if you don't finish the enrollment process. Click **Go to Enrollment** to be walked through the enrollment process.



My elections are Save As You Go and I consent to all the items below (please note that you have until , to mak changes)

- Save As You Go meaning: All elections will be saved regardless of completion
- I have reviewed the costs of the plans
- I will provide proof of my dependent eligibility, if requested
- I will immediately notify the Benefits Center if my dependent becomes ineligible for coverage
- I understand I am responsible for payroll deductions related to my of coverage
- I understand that any fraudulent statement, falsification, or material omission of information may subject me to discipline
- **If you agree to the terms above, please click the Go to Enrollment Button below. Please close this window if you do not.**

Let's get prepared before you Enroll!

- Elections are saved as you continue to the next plan option. Save As You Go meaning: All elections will be saved regardless of completion
- Review your benefit choices.
- Helpful tips to assist you in enrolling.

Go to Enrollment

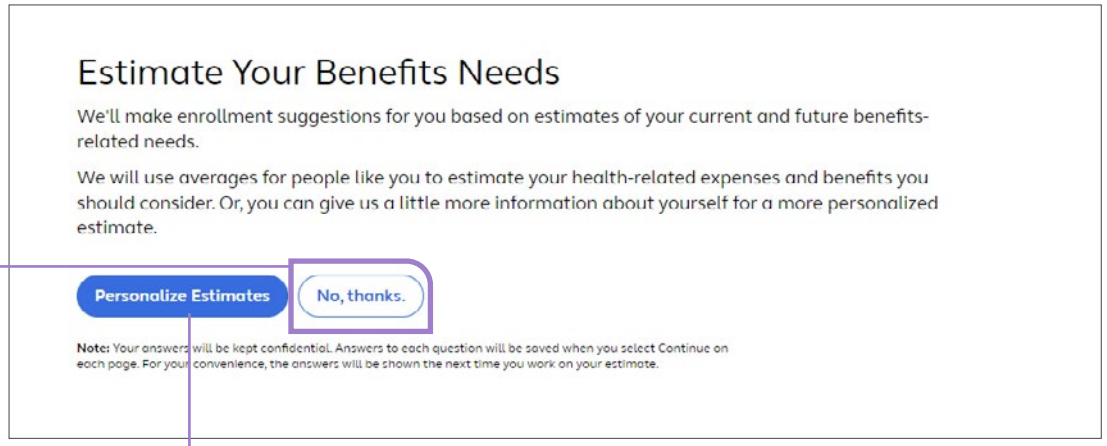
4

First, review **Your Dependent Information**. It's important that this is up to date because your costs are based on whom you cover. If changes are necessary, click **Edit** next to an existing dependent or **Add Dependent**. When you're done, click **Continue**.

5

You have two choices for your enrollment experience– **Personalize Estimates** or **No, thanks**.

Click **No, thanks** to go directly to the **Choose Your Medical Plan** page.



For benefit suggestions based on your needs, choose **Personalize Estimates** and follow the prompts to answer questions about your benefits usage, including health care visits, medical expenses, prescription information, and medical procedures.

Your answers are completely confidential, not be shared with Maximus, and not retained after you finish your enrollment.

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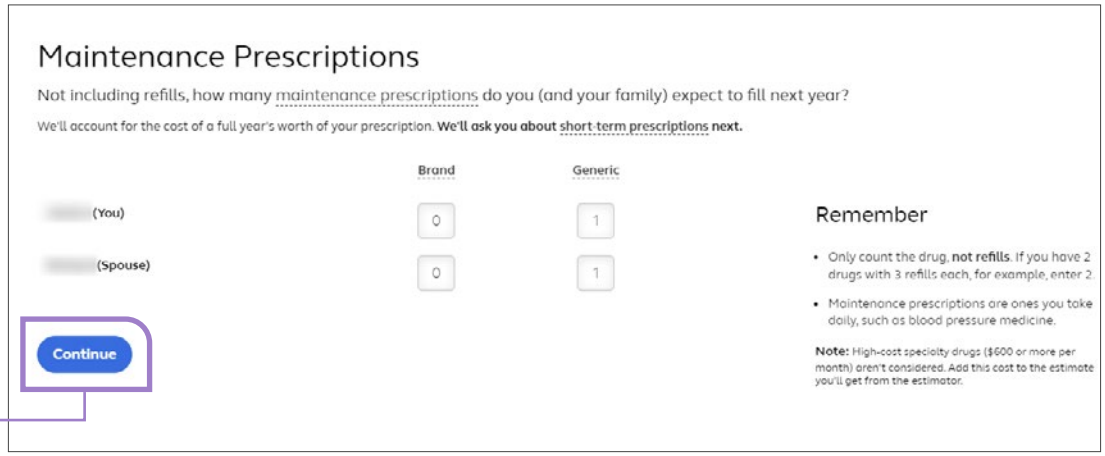
If you choose to **Personalize Estimates**, you'll be asked to fill out a few pieces of information. First, indicate the number of **doctor visits** you (and your family) expect to go to next year. Then click **Continue** to go to the next screen.

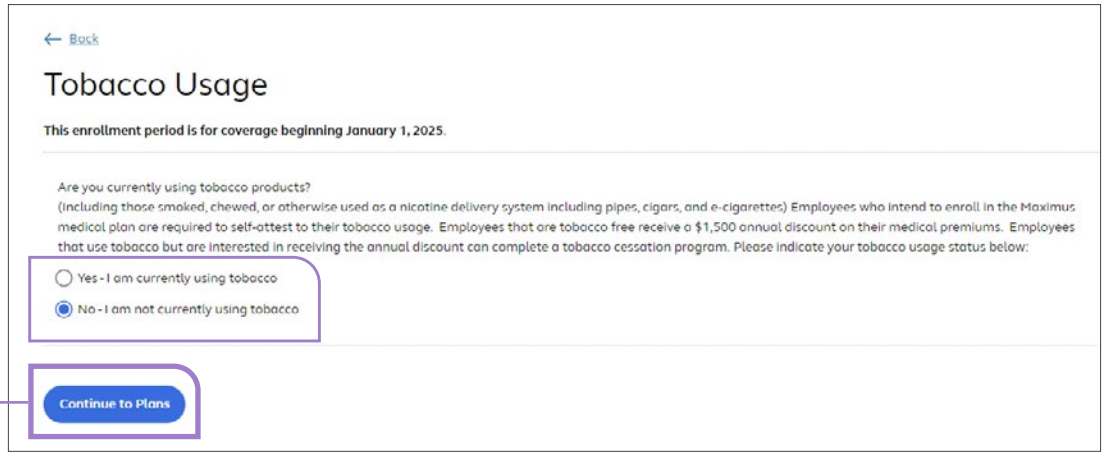
7

You'll also be asked about any **Maintenance Prescriptions** you (and your family) expect to fill next year. Then choose **Continue** to proceed.



8

On the **Tobacco Usage** page, you'll be asked to report if you have used any tobacco products within the last 12 months. Choose **Yes** or **No** and click **Continue to Plans**.

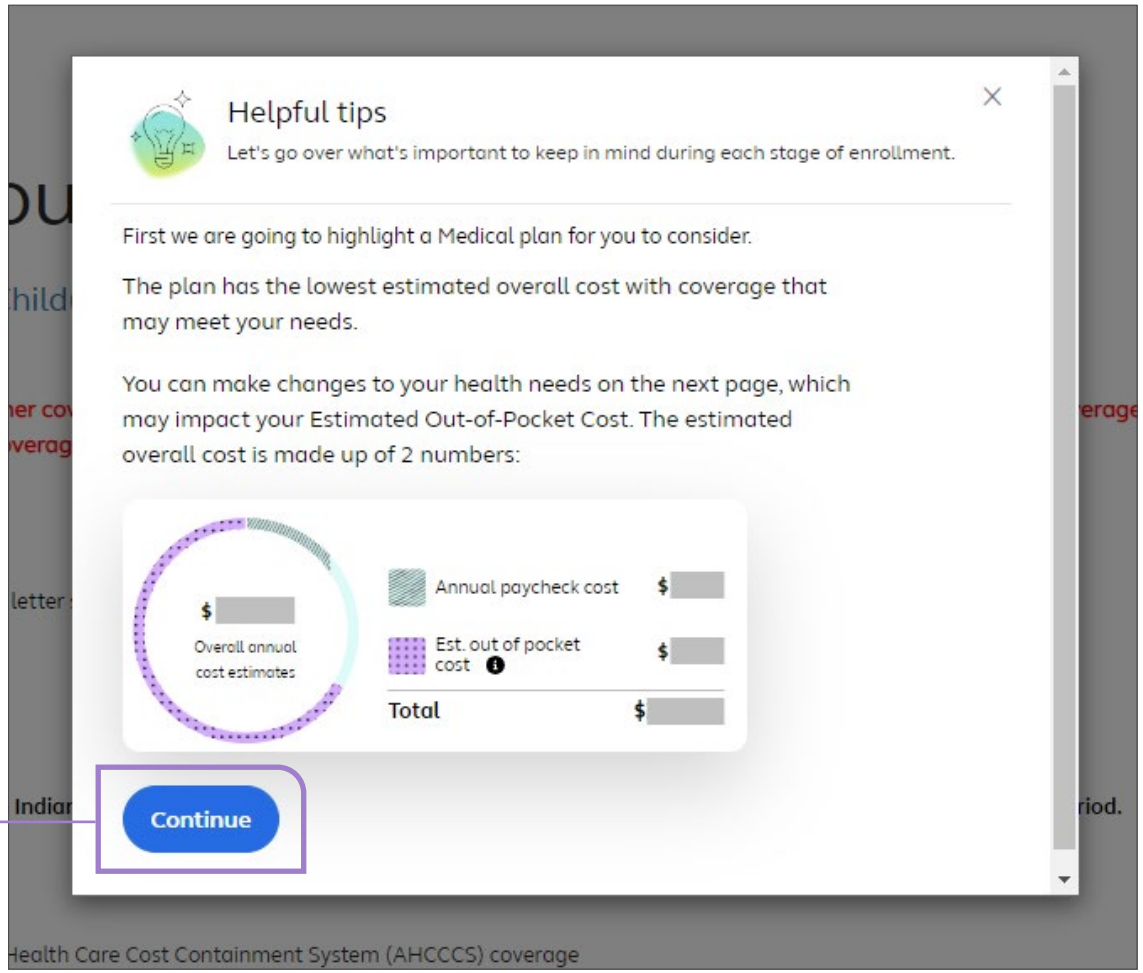


Tobacco user declaration

If you are not a tobacco user, you will receive an annual discount of $1,500 on your medical premiums, applied in your bi-weekly rates. Employees who are currently tobacco users may enroll in and complete a tobacco cessation program to receive the healthcare premium discount.

9

As you go through the enrollment process, **Helpful tips** will pop up with recommendations. After you have reviewed, click **Continue** to go to the next screen.



10

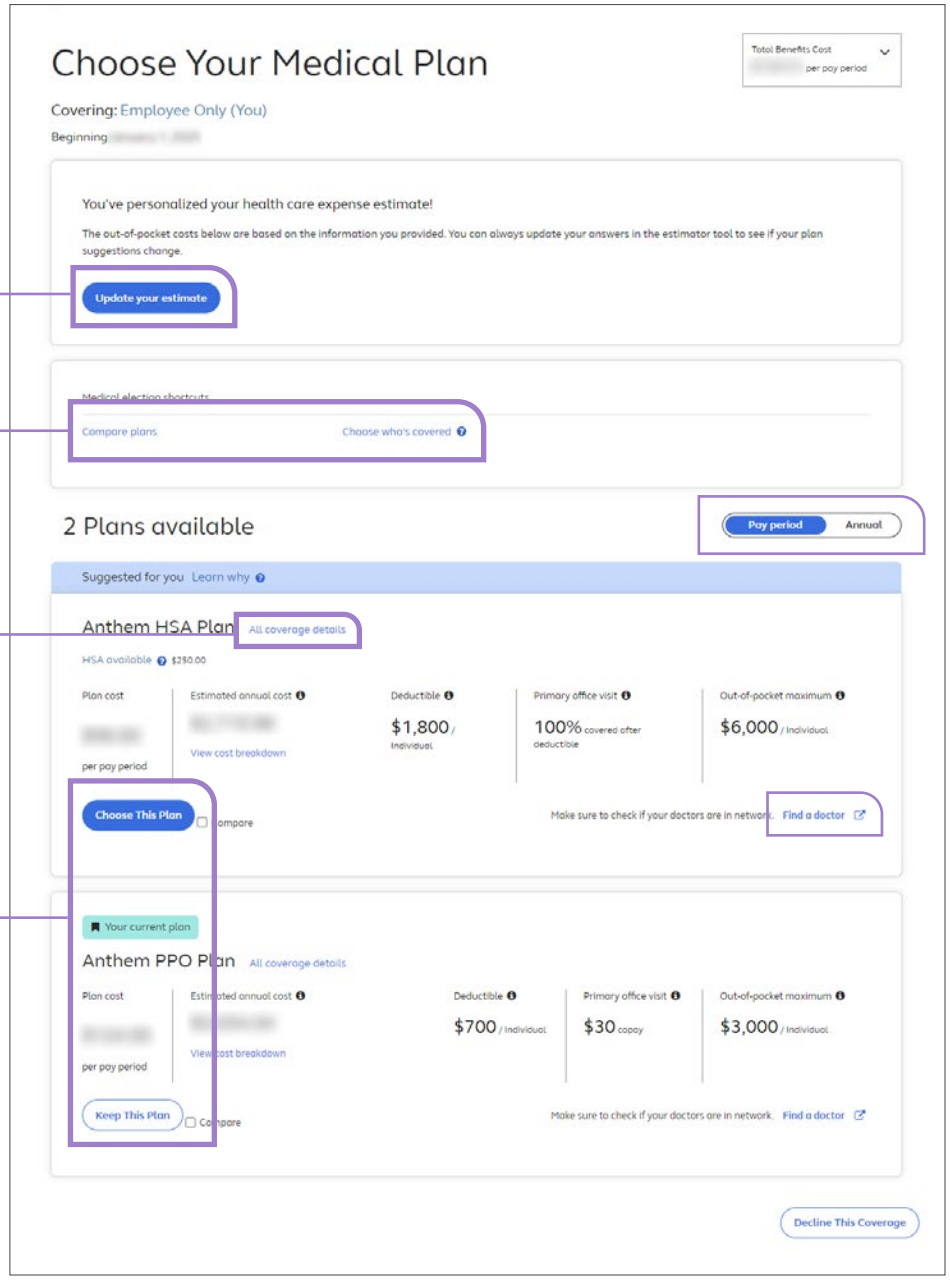
On the **Choose Your Medical Plan** page, you will see the system-recommended plan and your current plan.

Click **Update your estimate** to use the **Personalize Estimates** tool again.

Use election shortcuts to **Compare Plans** and **Choose Who's Covered**.

In the **Plans available** section, you will see a comparison of the plans. You can click **All coverage details** for plan information, **Pay Period** or **Annual** for costs, and **Find a doctor** to check if your doctors are in-network.

To continue, click **Choose This Plan** or **Keep This Plan** to select the medical plan that's best for you and your family.



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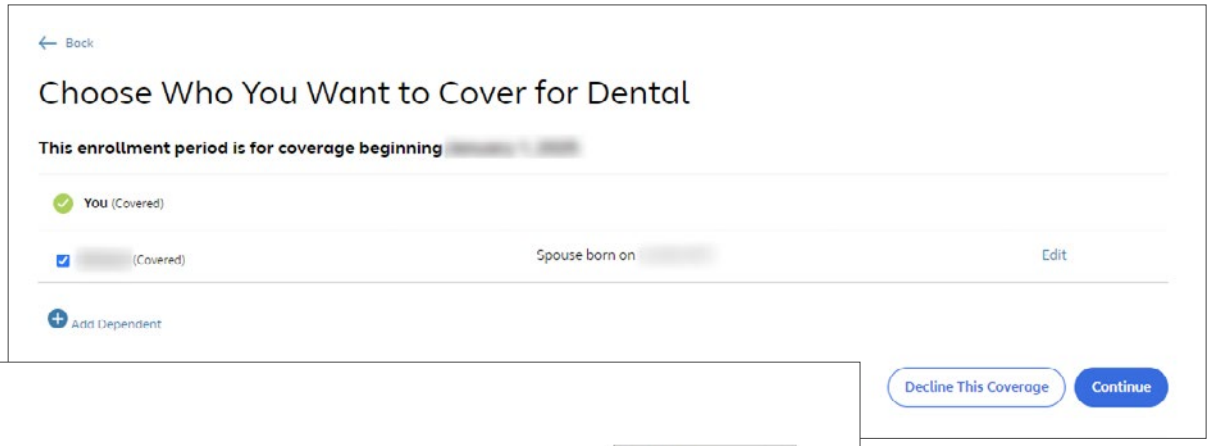
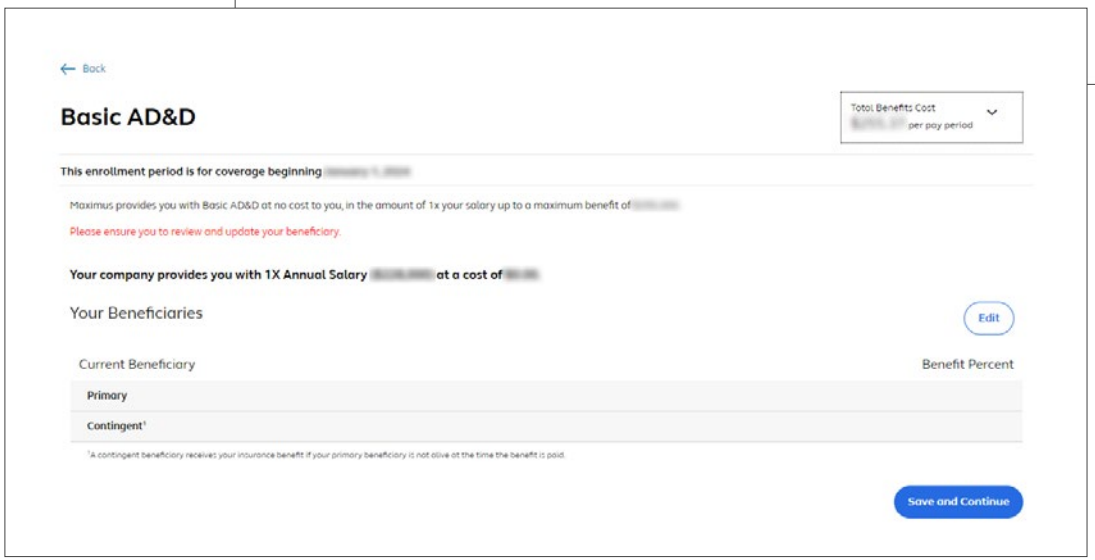
Once you complete your medical plan enrollment, you'll be guided through the rest of your benefit options, including dental, vision, insurance, and other benefits.

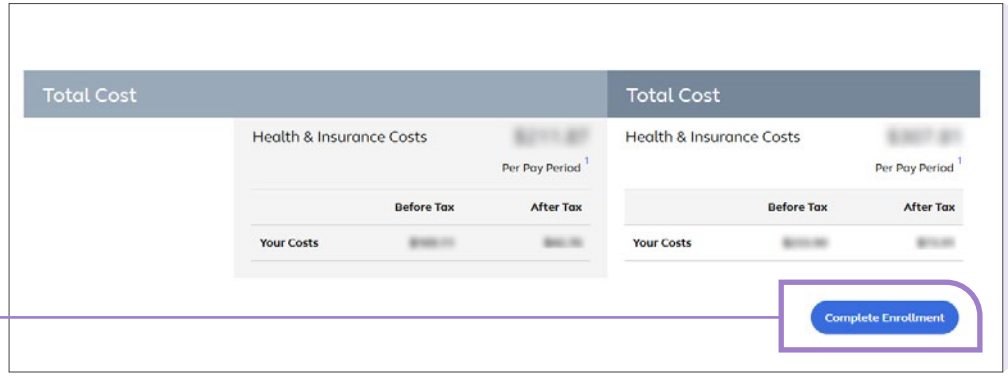


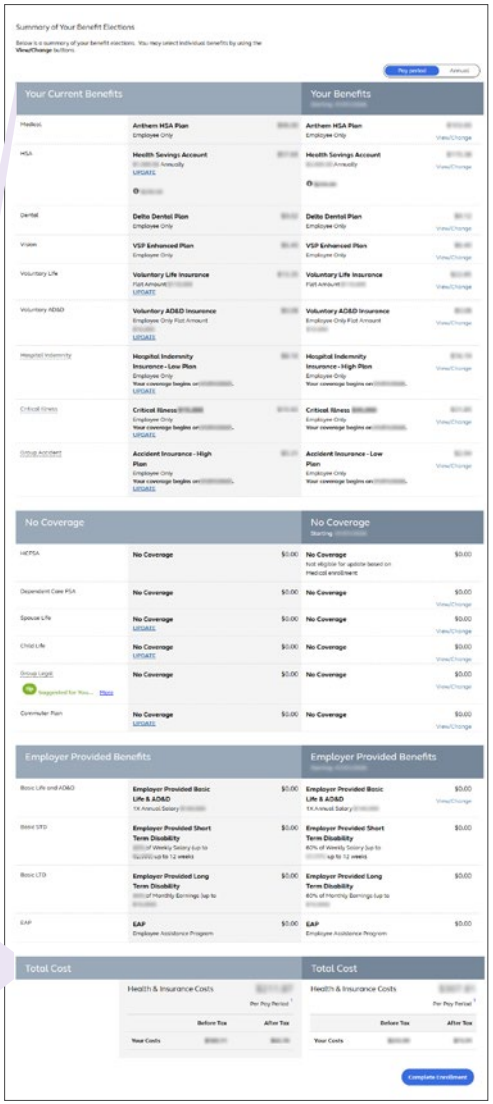


12

After you walk through the enrollment process, you'll see the **Summary of Your Benefit Elections** page. To make changes, click **View/Change** next to those options.

Be sure to click **Complete Enrollment** when you're done (as a reminder, your elections are saved as you go throughout the process).





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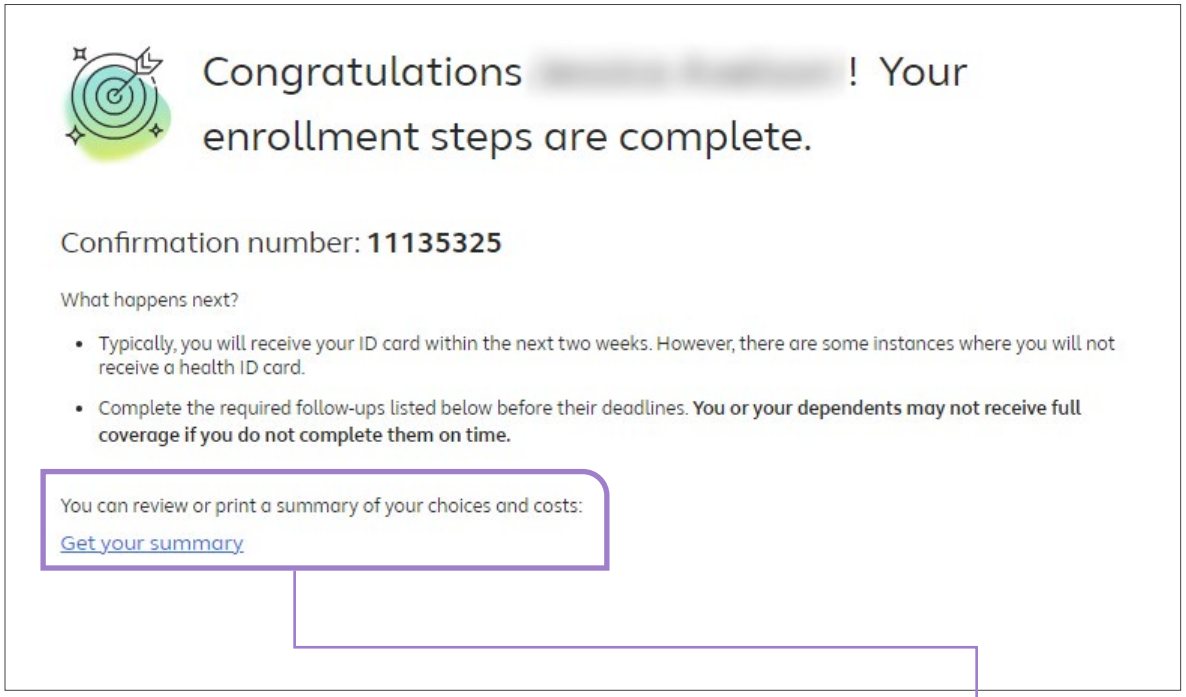
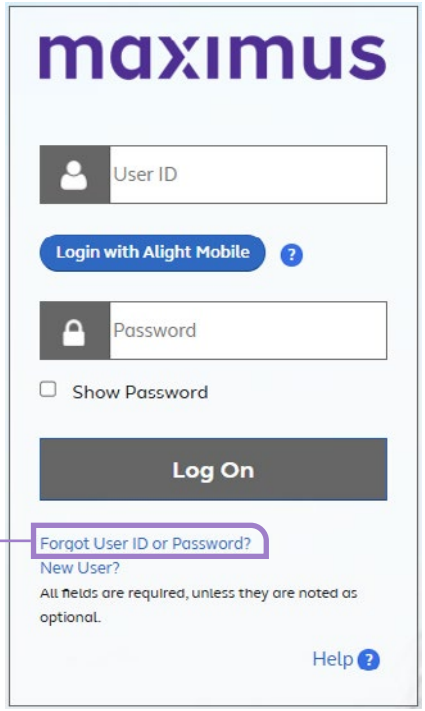


Below your **Confirmation number**, you can click **Get your summary** to print a list of your benefits. You may see some **Required Follow-Ups** and will need to complete those to ensure coverage.

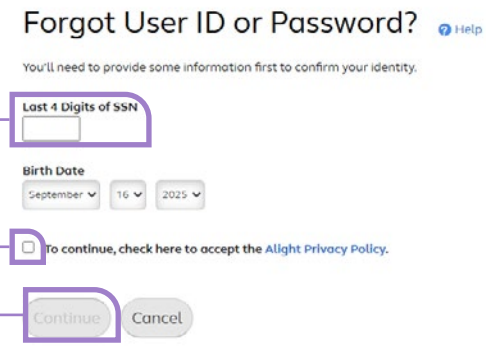
Forgot User ID or Password

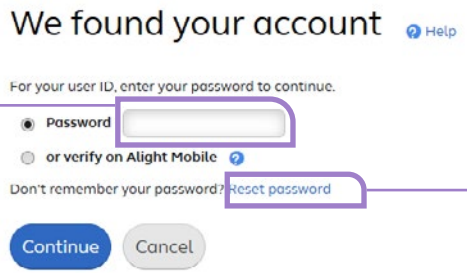
If you forgot your User ID or Password, follow these instructions to help you log on to the Maximus Benefits Center.



If you forgot your User ID or password, click Forgot User ID or Password?

Enter the last 4 digits of your social security number and your birth date, check the box to accept the Alight Privacy Policy, then click Continue.





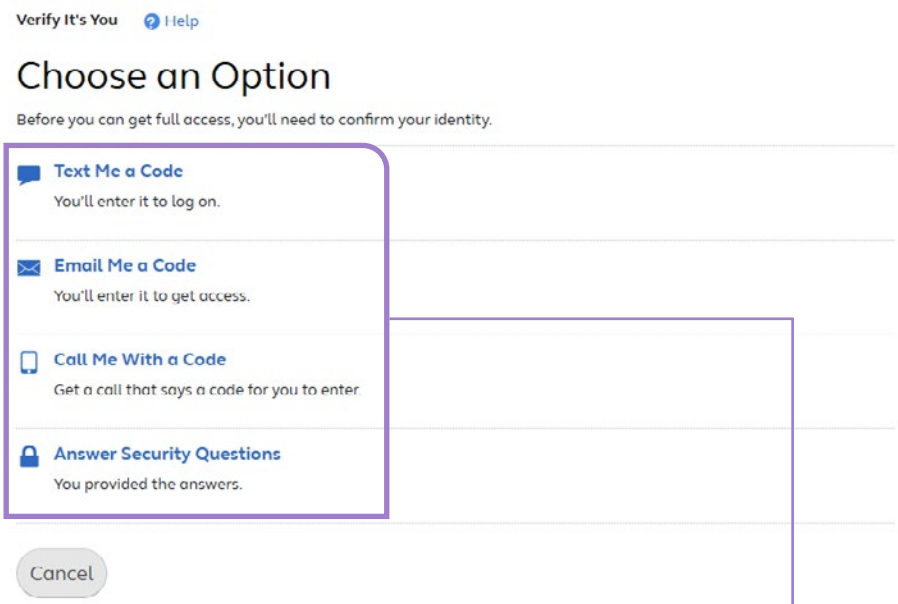
If you only forgot your User ID, you can verify your logon with the **Alight Mobile app** if you currently use it. The Alight Mobile app is the fastest way to authorize your access. Otherwise, you can enter your password here and click Continue. You'll be asked to confirm your identity.

If you entered your password or verified it on the Alight Mobile app, continue to **Part A** of this section in the guide.

If you forgot your password, click Reset Password and continue to **Part B** of this section in the guide.

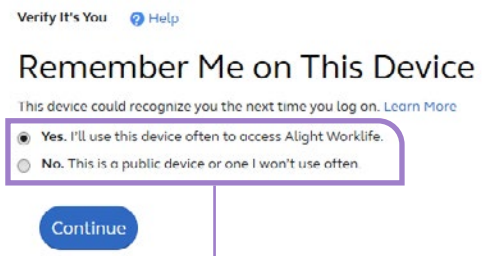
Part A

If you know your password or verified it on the Alight Mobile app, you can follow the instructions below.

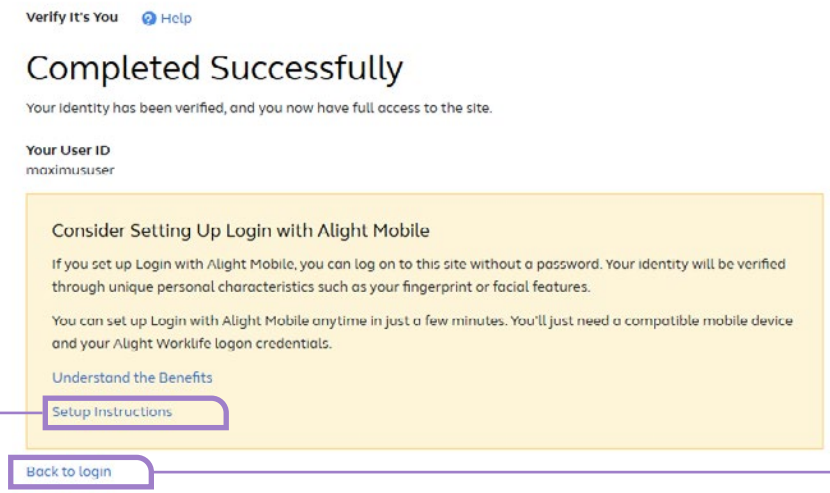


If you entered your password in the last step, you'll see these options. Click the option that works best for you. You can get a one-time code sent to you by text, email, or phone call. You can also choose to answer a series of security questions you previously set up.

Based on the option you chose, either enter the code or answer the security questions. Then click Continue.



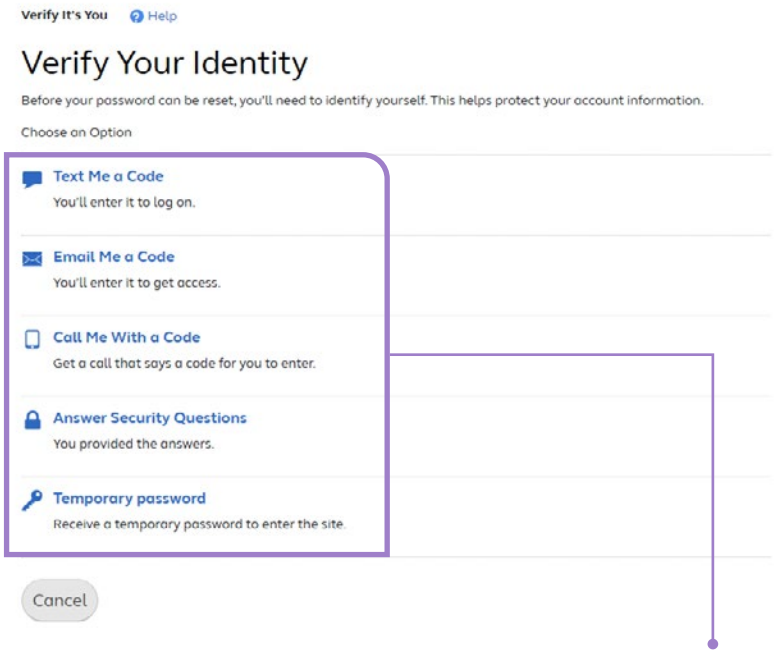
You'll then be asked if you want to be remembered on the device you're using. Choose the option that best applies to your situation. If it's your personal device that isn't shared, you should choose **Yes.** If it's a shared or public device, you should choose **No.**



Lastly, you'll see a confirmation screen. From here you can choose to set up your **Alight Mobile app logon**. Or, you can click **Back to login**. This option will take you back to the Logon screen so you can access your benefits information.

Part B

If you forgot or need to reset your password when logging on, follow the instructions below.

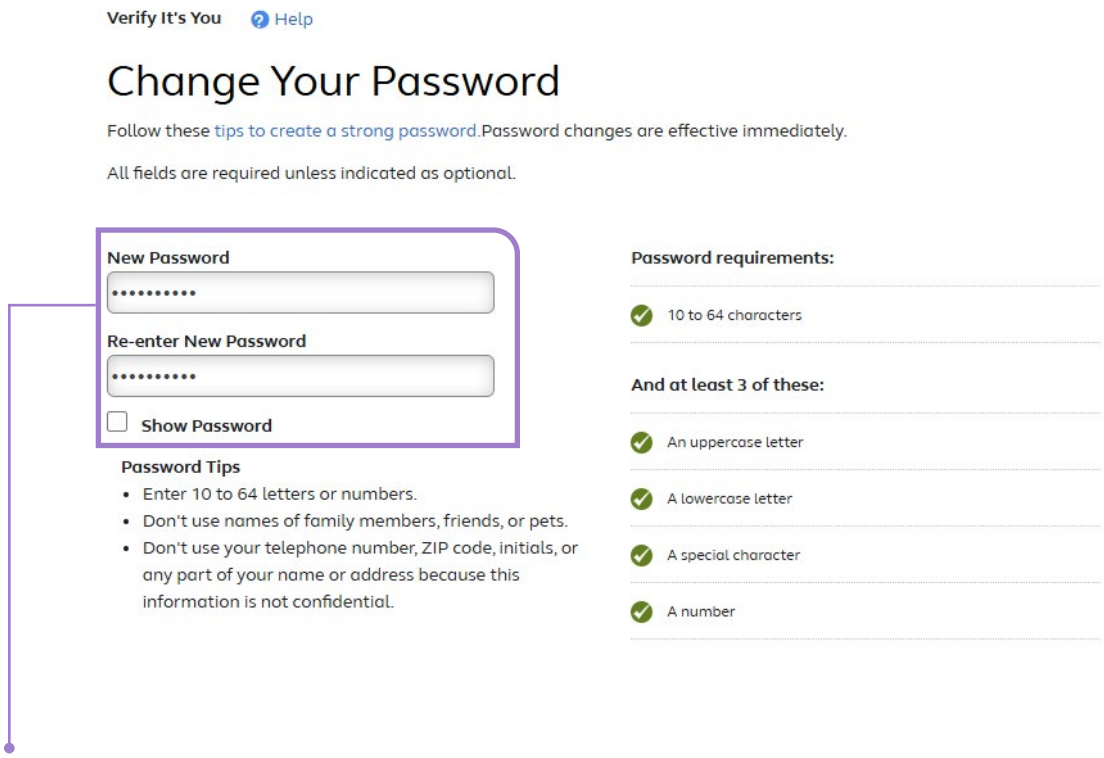


If you are **resetting your password**, you'll see a series of options to verify your identity. Click the option that works best for you.

You can get a one-time code sent to you by text, email, or phone call. You can answer a series of security questions you'd previously set up. You can also receive a temporary password.

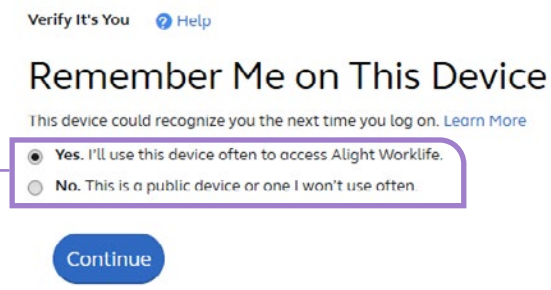
Based on the option you chose, either enter the code or answer the security questions.

(Note: If you requested a temporary password by mail, you'll need to wait 5–7 business days). Then click Continue.

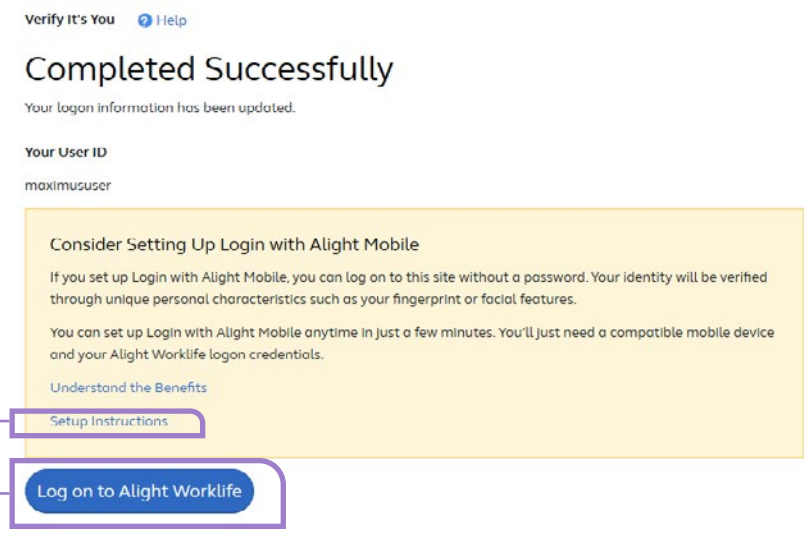


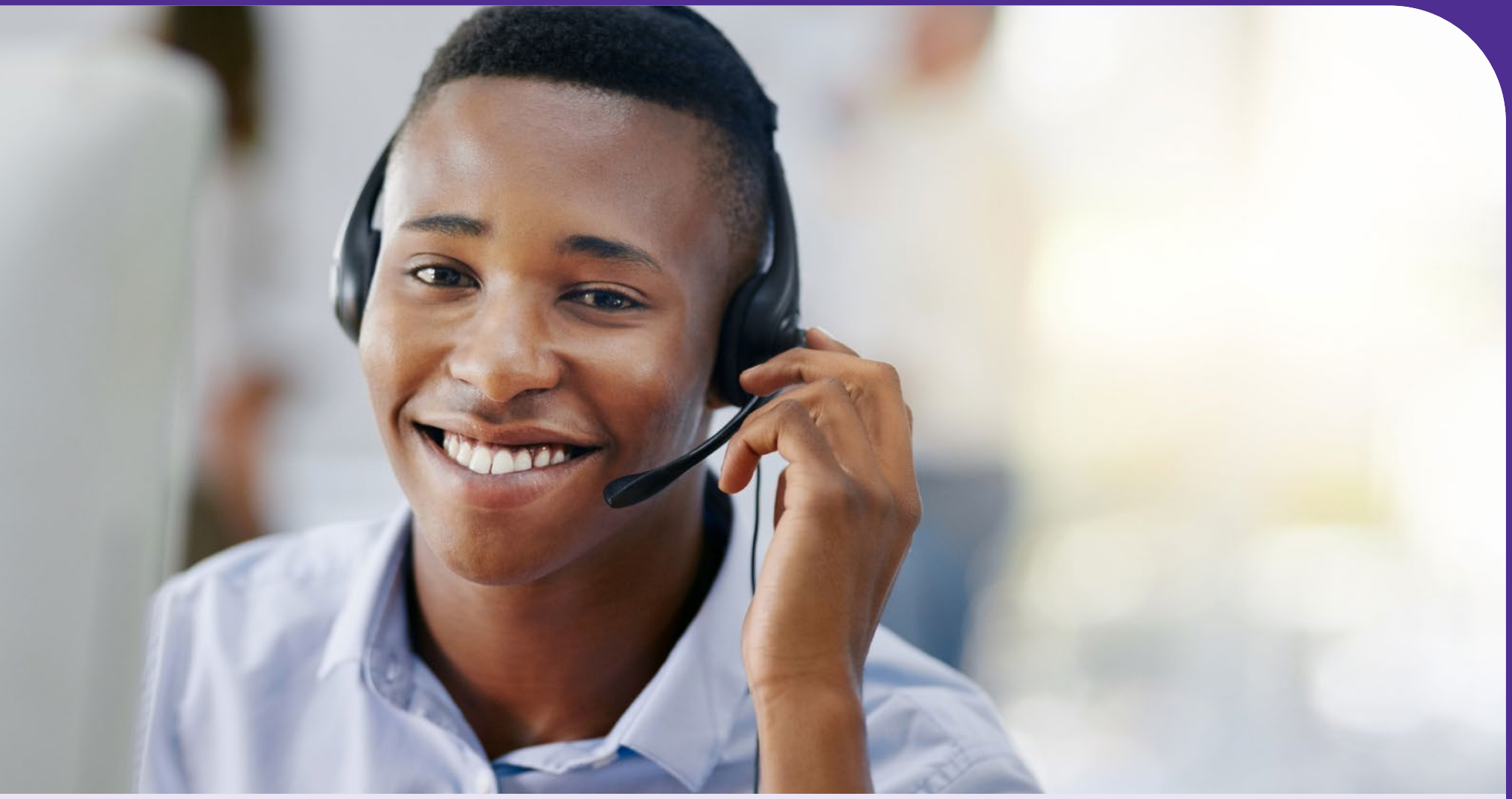
You'll then be prompted to change your password. Make sure your password meets the requirements noted on the right side.

Once you've entered logon credentials, you'll be asked if you want to be remembered on the device you're using. Choose the option that best applies to your situation. If it's your personal device that isn't shared, you should choose **Yes.** If it's a shared or public device, you should choose **No.**



Lastly, you'll see a confirmation screen like this indicating that you've completed the process to update your password. From here you can choose to set up your Alight Mobile app logon. Or, you can click **Log on to Alight Worklife**. This option will take you back to the Logon screen so you can access your benefits information.





Questions?

Contact the Maximus Benefits Center at **877.385.0710**
Monday - Friday, 8 a.m. to 8 p.m. ET

1. Enter your credentials
2. Press 1 to Enroll in your benefits
3. Press 3 for Annual Enrollment