

maximus

How to Enroll in Benefits

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](http://worklife.alight.com/maximus) directly at worklife.alight.com/maximus.

Need log in 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

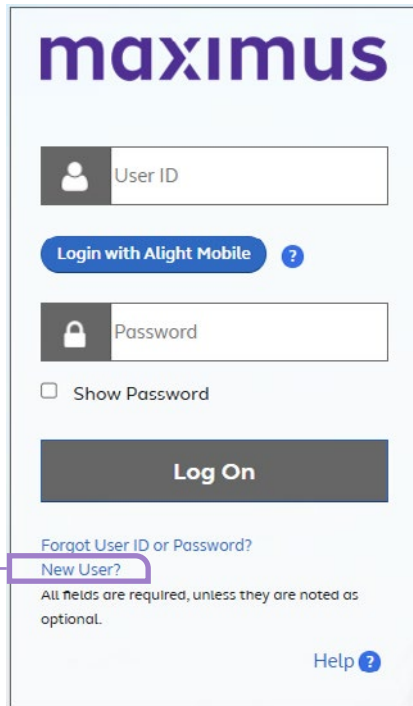


The Alight Mobile app not only helps you stay connected to your Maximus benefits on the go, but also helps you ensure privacy and security.

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

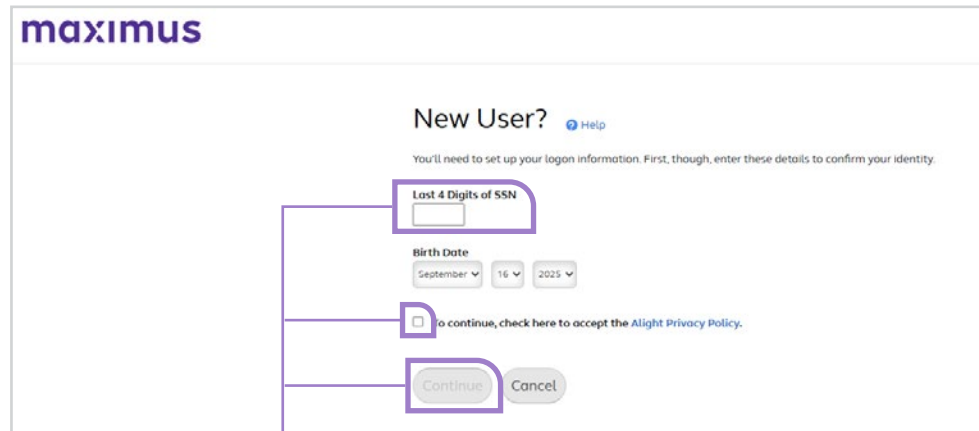
New User

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



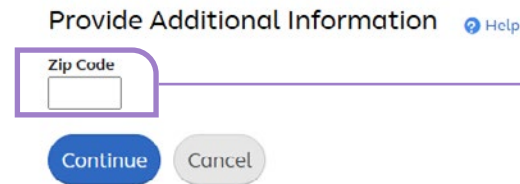
The image shows the Maximus login page. At the top is the 'maximus' logo. Below it are fields for 'User ID' and 'Password', a 'Login with Alight Mobile' button, and a 'Show Password' checkbox. A 'Log On' button is at the bottom. A link for 'New User?' is highlighted with a purple box and a line pointing to the instruction 'Click New User?'.

Click **New User?**



The image shows the 'New User?' registration page. It has the 'maximus' logo and a 'New User?' heading with a 'Help' link. Below the heading is a message: 'You'll need to set up your login information. First, though, enter these details to confirm your identity.' There are three fields: 'Last 4 Digits of SSN' (a text box), 'Birth Date' (a date picker set to September 16, 2025), and a checkbox for 'To continue, check here to accept the Alight Privacy Policy.' Below these fields are 'Continue' and 'Cancel' buttons. A purple box highlights the 'Last 4 Digits of SSN' field, with a line pointing to the instruction 'Enter the last 4 digits of your social security number and your birthdate.' Another purple box highlights the 'Continue' button, with a line pointing to the instruction 'then click Continue.'

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**.



The image shows the 'Provide Additional Information' page. It has the 'maximus' logo and a 'Provide Additional Information' heading with a 'Help' link. Below the heading is a 'Zip Code' text box. Below the text box are 'Continue' and 'Cancel' buttons. A purple box highlights the 'Zip Code' field, with a line pointing to the instruction 'You may be asked to provide your ZIP code.'

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.

Verify It's You [Help](#)

Choose Your Credentials

You'll need to create a user ID, password and phone personal information number (PIN) to access your information on this site.

All fields are required unless indicated as optional.

User ID

Follow these [tips to create a strong user ID](#).

- Special characters are not allowed, but you can include the @, hyphen, underscore, and period characters (@, -, _ , and .).
- Don't include your password or spaces.

User ID (8 to 60 characters, not case sensitive)

Password

Follow these [tips to create a strong password](#).

Password

Re-enter Password

☐ Show Password

Password Tips

- Enter 10 to 64 letters or numbers.
- Don't use names of family members, friends, or pets.
- Don't use your telephone number, ZIP code, initials, or any part of your name or address because this information is not confidential.

Password requirements:

- ✓ 10 to 64 characters

And at least 3 of these:

- ✓ An uppercase letter
- ✓ A lowercase letter
- ✓ A special character
- ✓ A number

Service Center PIN

If you call the Maximus Benefits Center, you'll need to enter a PIN to verify it's you. Follow these [tips to create a Service Center PIN](#).

Service Center PIN (6 to 20 numbers)

Re-enter Service Center PIN

☐ Show Service Center PIN

Service Center PIN Tips

- Create a long PIN, usually 6 to 20 numbers.
- Enter a Service Center PIN that's easy for you to remember but hard for others to guess.
- Choose a PIN that you're not using for another purpose.

Service Center PIN requirements:

- ✓ Within 6 - 20 numbers
- ✓ Reentry must match

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.

Verify It's You [Help](#)

Choose Security Questions

Choose and answer 5 security questions to help identify you and protect your personal information. You'll be asked to answer these questions if you forget your password.

When choosing your answers, know that:

- Your answers must be between 2-60 characters.
- The following characters are **not** allowed: ` - < > " ' % , ; () & + \ / # ? { } | ^ ~ []
- Repeating answers are not allowed.

Questions

1. --Choose One--
Answer
2. --Choose One--
Answer
3. --Choose One--
Answer
4. --Choose One--
Answer
5. --Choose One--
Answer

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

Verify It's You [Help](#)

Remember Me on This Device

This device could recognize you the next time you log on. [Learn More](#)

- ☒ **Yes.** I'll use this device often to access Alight Worklife.
- ☐ **No.** This is a public device or one I won't use often.

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.

Verify It's You [Help](#)

Completed Successfully

Your logon information has been created.

Consider Setting Up Login with Alight Mobile

If you set up Login with Alight Mobile, you can log on to this site without a password. Your identity will be verified through unique personal characteristics such as your fingerprint or facial features.

You can set up Login with Alight Mobile anytime in just a few minutes. You'll just need a compatible mobile device and your Alight Worklife logon credentials.

[Understand the Benefits](#)

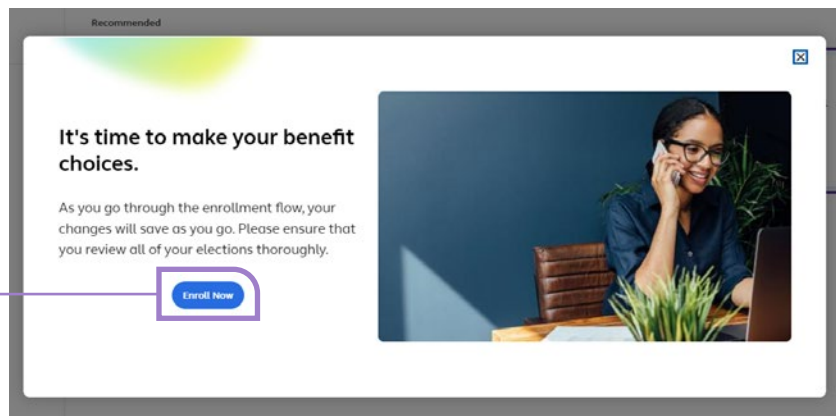
[Setup Instructions](#)

Log on to Alight Worklife

How to enroll

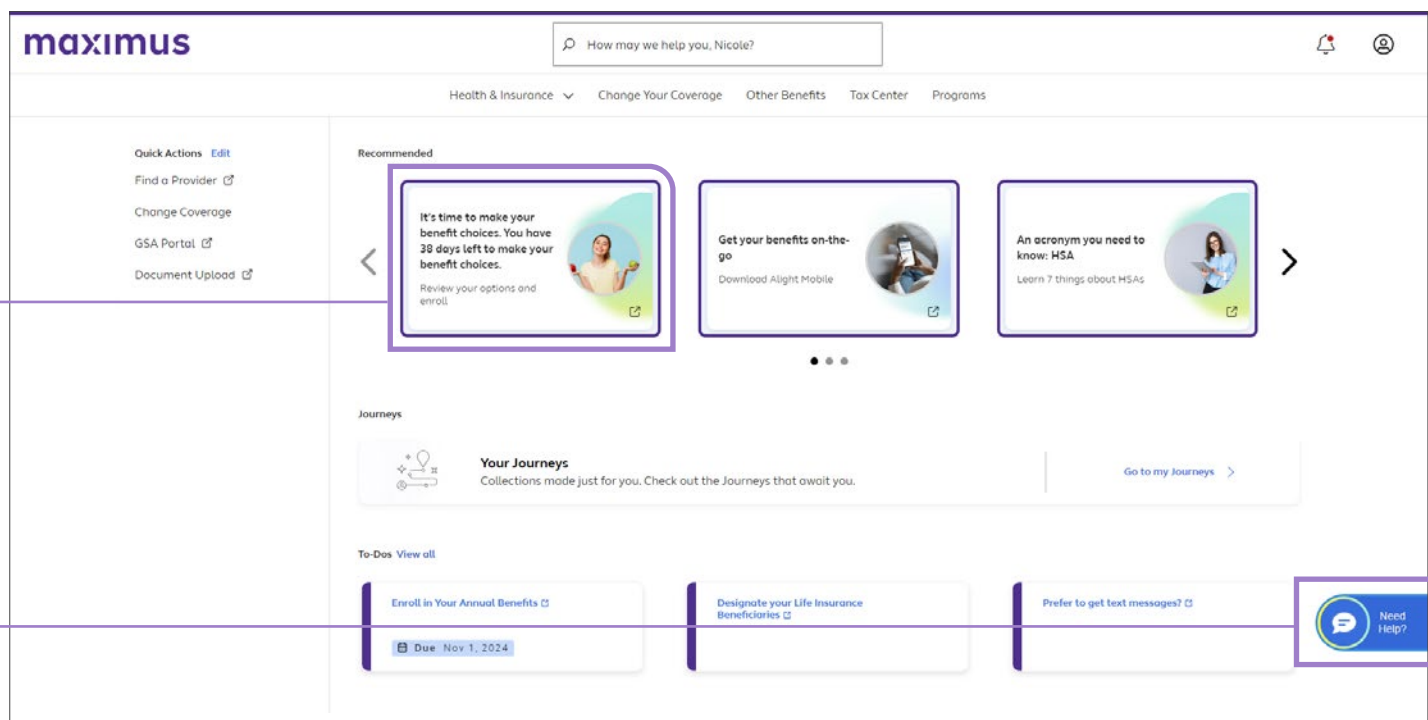
1

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 benefit choices** tile from the **Recommended** section.



At any point along the way, if you have questions, you can click **Need Help?**

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 **12/31/2024**, to make 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

[← Back](#)

Plan costs are based on whom you choose to cover.

Spouse born on 03/04/1970

[Edit](#)

Child born on 03/07/2017

[Edit](#)

! Documentation will be required to verify eligibility

Add Dependent

Continue

1

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.

Estimate Your Benefits Needs

We'll make enrollment suggestions for you based on estimates of your current and future benefits-related needs.

We will use averages for people like you to estimate your health-related expenses and benefits you should consider. Or, you can give us a little more information about yourself for a more personalized estimate.

Personalize Estimates

No, thanks.

Note: Your answers will be kept confidential. Answers to each question will be saved when you select Continue on each page. For your convenience, the answers will be shown the next time you work on your estimate.

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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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.



Helpful tips

Let's go over what's important to keep in mind during each stage of enrollment.

First we are going to highlight a Medical plan for you to consider.

The plan has the lowest estimated overall cost with coverage that may meet your needs.

You can make changes to your health needs on the next page, which may impact your Estimated Out-of-Pocket Cost. The estimated overall cost is made up of 2 numbers:

\$

Overall annual cost estimates

Annual paycheck cost

\$

Est. out of pocket cost ⓘ

\$

Total

\$

Continue

Health Care Cost Containment System (AHCCCS) coverage

7

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**, **Choose who's covered**, or see **How to waive medical** if you do not want to be covered under a Maximus plan next year.

Continued on the next page

Choose Your Medical Plan

Total Benefits Cost
per pay period

Covering: Employee Only (You)

Beginning

If you wish to opt out, proof of other coverage must be submitted within 14 days. Proof must also be provided at open enrollment. Coverage will not be removed until other coverage is verified.

Acceptable proof:

- Current premium bill or current letter stating that your coverage is in effect
- TRICARE coverage
- CHAMPVA/VA Insurance
- Letter from spouse's employer
- Indian Health insurance card

Note: If you have coverage through Indian Health Service, you are only required to provide proof of coverage during your initial enrollment period.

Unacceptable proof:

- Medicare, Medicaid, or Arizona Health Care Cost Containment System (AHCCCS) coverage
- Insurance ID cards (Additional proof required)
- Discount (non-insurance) cards
- Short-term (gap coverage) insurance
- Insurance applications or temporary ID cards

You've personalized your health care expense estimate!

The out-of-pocket costs below are based on the information you provided. You can always update your answers in the estimator tool to see if your plan suggestions change.

Update your estimate

Medical election shortcuts

Compare plans

Choose who's covered

Upload Document

How to waive medical

7 (cont.)

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.

Continued on the next page

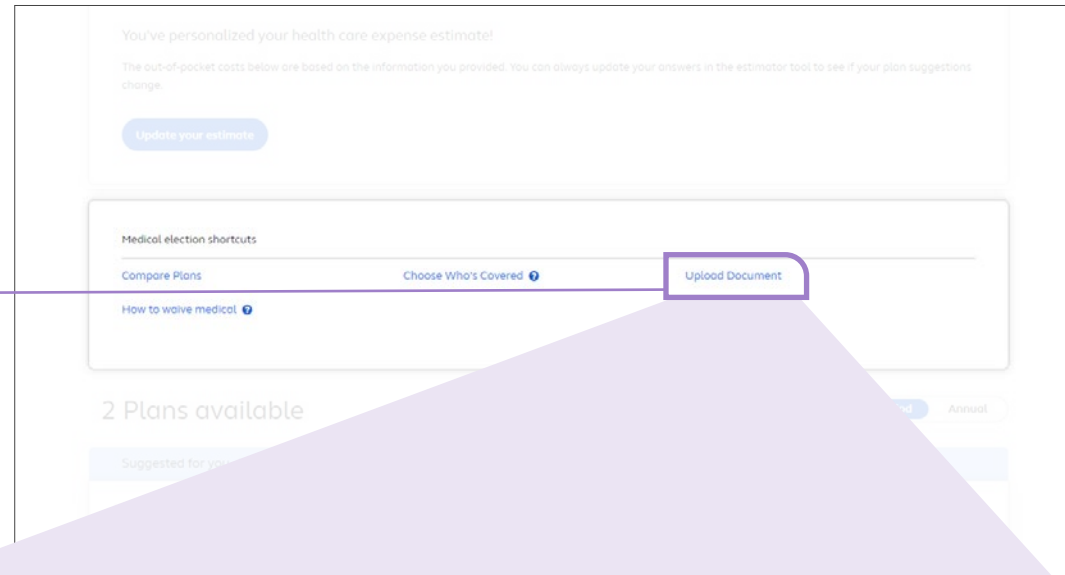
The screenshot displays the '2 Plans available' section of a website. At the top right, there are two tabs: 'Pay period' (selected) and 'Annual'. Below this is a header 'Suggested for you' with a 'Learn why' link. The main content area shows two plan cards. The first card is for the 'PPO Plan', which is marked as 'Your current plan'. It includes a button for 'All coverage details' and a 'Keep This Plan' button with a 'Compare' checkbox. The second card is for the 'Core HSA Plan', which is marked as 'HSA available'. It includes a button for 'All coverage details' and a 'Choose This Plan' button with a 'Compare' checkbox. Both cards display plan costs, estimated annual costs, deductibles, primary office visit costs, and out-of-pocket maximums. A 'Find a doctor' link is present at the bottom of each card.

Plan	Plan cost	Estimated annual cost	Deductible	Primary office visit	Out-of-pocket maximum
PPO Plan	[Redacted]	[Redacted]	\$700 / Individual	\$30 copay	\$3,000 / Individual
Core HSA Plan	[Redacted]	[Redacted]	\$1,800 / Individual	100% covered	\$6,000 / Individual

7 (cont.)

If you want to opt out of medical through Maximus and have valid proof of other coverage, click **Upload Document** to submit your documentation.

Note: You will still need to elect medical. Once your documentation is approved, GSA National will waive your medical. **Copies of insurance cards will not be accepted.** Please refer to the SCA Opt-out Letter Requirements sheet located in the Maximus Documents Library for more information.



Submitting Your Documentation

For your convenience, scanned copies of required documentation can be either faxed, mailed or uploaded.

Via Upload

1. Choose a file to upload. (You may only upload one file at a time.)

No file chosen

2. Click Upload to send your document.

The following file types are acceptable: **.pdf, .gif, .jpg, .png**

Maximum Allowed File Size: 3MB

Files Uploaded

File Name	Date	File Size
-----------	------	-----------

8

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

[← Back](#)

Choose Who You Want to Cover for Dental

This enrollment period is for coverage beginning January 1, 2025

✓ You (Covered)

+ Add Dependent

[Decline This Coverage](#)
[Continue](#)

[← Back](#)

Basic AD&D

Total Benefits Cost
\$1,000.00 per pay period

This enrollment period is for coverage beginning January 1, 2025

Maximus provides you with Basic AD&D at no cost to you, in the amount of 1x your salary up to a maximum benefit of \$100,000.

Please ensure you to review and update your beneficiary.

Your company provides you with 1X Annual Salary \$100,000 at a cost of \$0.00

Your Beneficiaries

Current Beneficiary

Benefit Percent

Primary	
Contingent ¹	

¹A contingent beneficiary receives your insurance benefit if your primary beneficiary is not alive at the time the benefit is paid.

[Save and Continue](#)

9

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).

Your Current Benefits		Your Benefits	
Medical	Core HSA Plan Employee Only	Core HSA Plan Employee Only	View/Change

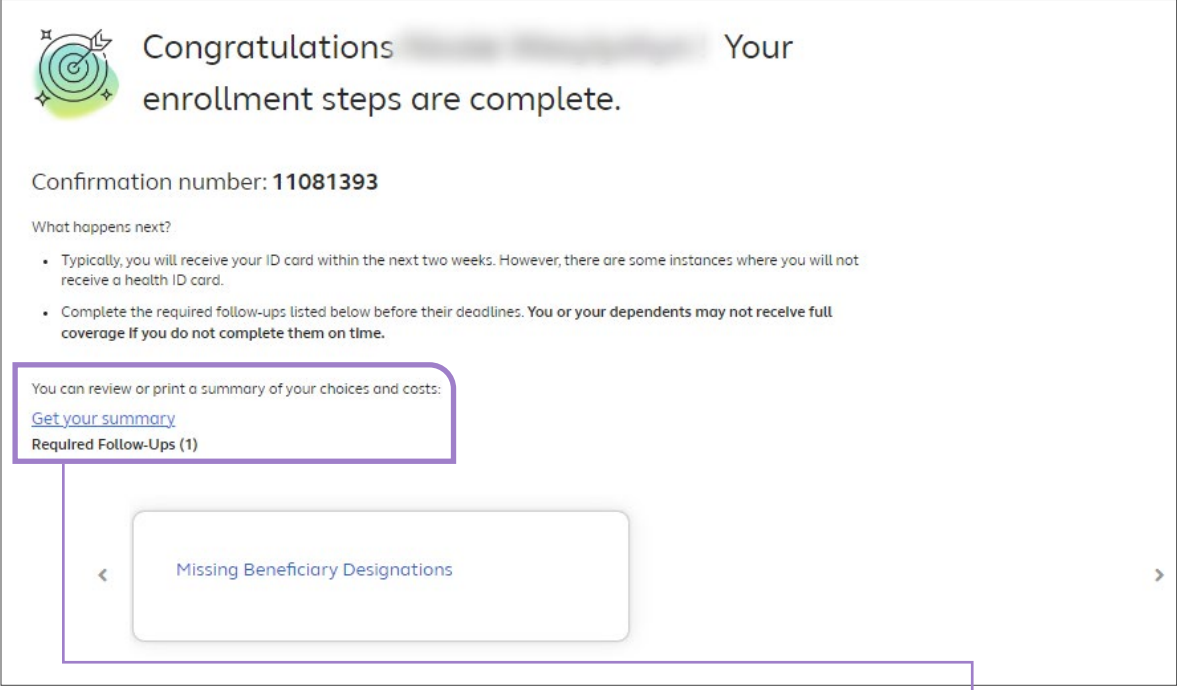
Total Cost				Total Cost			
Health & Insurance Costs		Per Pay Period ¹		Health & Insurance Costs		Per Pay Period ¹	
		Before Tax	After Tax			Before Tax	After Tax
Your Costs		\$0.00	\$0.00	Your Costs		\$0.00	\$0.00

[Complete Enrollment](#)

Summary of Your Benefit Elections

Review a summary of your benefit elections. You may select individual benefits by using the [View/Change](#) button.

10



The screenshot shows a confirmation page with a green target icon. The text reads: "Congratulations [redacted] Your enrollment steps are complete." Below this, the confirmation number "11081393" is displayed. A section titled "What happens next?" contains two bullet points: "Typically, you will receive your ID card within the next two weeks. However, there are some instances where you will not receive a health ID card." and "Complete the required follow-ups listed below before their deadlines. You or your dependents may not receive full coverage if you do not complete them on time." A purple box highlights the text "You can review or print a summary of your choices and costs:" and the link "Get your summary". Below this, a section titled "Required Follow-Ups (1)" contains a card labeled "Missing Beneficiary Designations". A purple line connects the highlighted link to the card.

Congratulations [redacted] Your enrollment steps are complete.

Confirmation number: **11081393**

What happens next?

- Typically, you will receive your ID card within the next two weeks. However, there are some instances where you will not receive a health ID card.
- Complete the required follow-ups listed below before their deadlines. You or your dependents may not receive full coverage if you do not complete them on time.

You can review or print a summary of your choices and costs:
[Get your summary](#)

Required Follow-Ups (1)

< Missing Beneficiary Designations >

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.

The image shows the Maximus login page. At the top is the 'maximus' logo. Below it are two input fields: 'User ID' and 'Password'. There is a 'Login with Alight Mobile' button and a 'Show Password' checkbox. A large 'Log On' button is at the bottom. A purple box highlights the link 'Forgot User ID or Password?' below the login fields. Below this link is a 'New User?' link and a note: 'All fields are required, unless they are noted as optional.' A 'Help' link is at the bottom right.

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**.

This screen is titled 'Forgot User ID or Password?' with a 'Help' link. It says 'You'll need to provide some information first to confirm your identity.' There is a text input field for 'Last 4 Digits of SSN'. Below it is a 'Birth Date' section with dropdown menus for month (September), day (16), and year (2025). There is a checkbox labeled 'To continue, check here to accept the Alight Privacy Policy.' At the bottom are 'Continue' and 'Cancel' buttons.

We found your account

For your user ID, enter your password to continue.

This screen is titled 'We found your account' with a 'Help' link. It has two radio button options: 'Password' (selected) and 'or verify on Alight Mobile'. There is a text input field for the password. Below the options is a link 'Don't remember your password? Reset password'. At the bottom are 'Continue' and 'Cancel' buttons.

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.

The screenshot shows a mobile app interface for identity verification. At the top, it says 'Verify It's You' with a help icon. Below that is the title 'Choose an Option' and a subtitle 'Before you can get full access, you'll need to confirm your identity.' There are four options listed, each with an icon and a description: 'Text Me a Code' (message icon), 'Email Me a Code' (envelope icon), 'Call Me With a Code' (phone icon), and 'Answer Security Questions' (lock icon). A purple rectangular box highlights these four options. A purple line extends from the right side of the box, pointing towards the explanatory text below.

Verify It's You [Help](#)

Choose an Option

Before you can get full access, you'll need to confirm your identity.

- Text Me a Code**
You'll enter it to log on.
- Email Me a Code**
You'll enter it to get access.
- Call Me With a Code**
Get a call that says a code for you to enter
- Answer Security Questions**
You provided the answers.

[Cancel](#)

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**.

Verify It's You [Help](#)

Remember Me on This Device

This device could recognize you the next time you log on. [Learn More](#)

- ☒ Yes. I'll use this device often to access Alight Worklife.
- ☐ No. This is a public device or one I won't use often.

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**.

Verify It's You [Help](#)

Completed Successfully

Your identity has been verified, and you now have full access to the site.

Your User ID
maximususer

Consider Setting Up Login with Alight Mobile

If you set up Login with Alight Mobile, you can log on to this site without a password. Your identity will be verified through unique personal characteristics such as your fingerprint or facial features.

You can set up Login with Alight Mobile anytime in just a few minutes. You'll just need a compatible mobile device and your Alight Worklife logon credentials.

[Understand the Benefits](#)

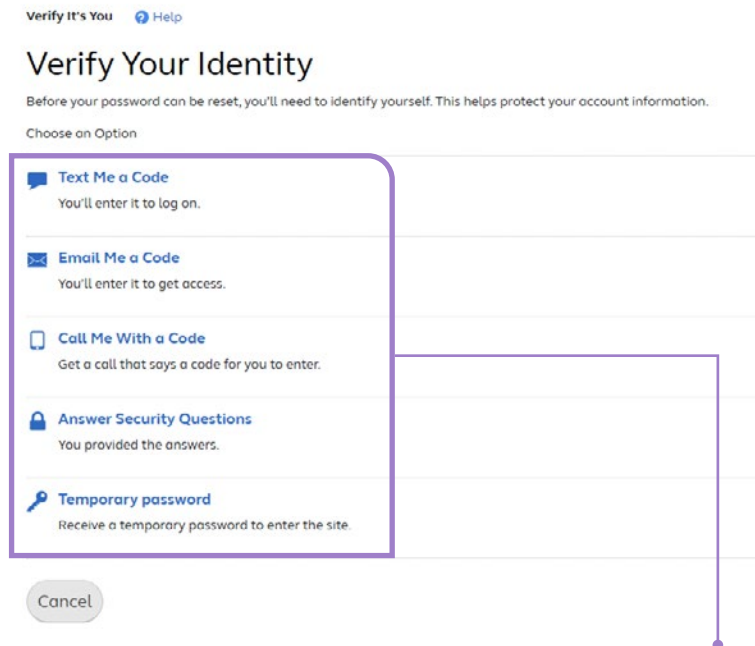
[Setup Instructions](#)

[Back to login](#)

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.



The screenshot shows a web interface for verifying identity. At the top, it says "Verify It's You" with a "Help" link. Below that is the heading "Verify Your Identity" and a subtext: "Before your password can be reset, you'll need to identify yourself. This helps protect your account information." Underneath is the instruction "Choose an Option". A purple rectangular box highlights the first five options: "Text Me a Code", "Email Me a Code", "Call Me With a Code", "Answer Security Questions", and "Temporary password". A purple line extends from the right side of this box, pointing towards the explanatory text below. At the bottom of the list is a "Cancel" button.

Verify It's You [Help](#)

Verify Your Identity

Before your password can be reset, you'll need to identify yourself. This helps protect your account information.

Choose an Option

-  **Text Me a Code**
You'll enter it to log on.
-  **Email Me a Code**
You'll enter it to get access.
-  **Call Me With a Code**
Get a call that says a code for you to enter.
-  **Answer Security Questions**
You provided the answers.
-  **Temporary password**
Receive a temporary password to enter the site.

[Cancel](#)

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**.

Verify It's You [Help](#)

Change Your Password

Follow these [tips to create a strong password](#). Password changes are effective immediately.

All fields are required unless indicated as optional.

New Password

.....

Re-enter New Password

.....

☐ Show Password

Password Tips

- Enter 10 to 64 letters or numbers.
- Don't use names of family members, friends, or pets.
- Don't use your telephone number, ZIP code, initials, or any part of your name or address because this information is not confidential.

Password requirements:

✓ 10 to 64 characters

And at least 3 of these:

✓ An uppercase letter

✓ A lowercase letter

✓ A special character

✓ A number

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**.

Verify It's You [Help](#)

Remember Me on This Device

This device could recognize you the next time you log on. [Learn More](#)

☒ **Yes.** I'll use this device often to access Alight Worklife.

☐ **No.** This is a public device or one I won't use often

[Continue](#)

Annotations: A purple line connects the 'No' option to the text 'If it's a shared or public device, you should choose No.' and another purple line connects the 'Continue' button to the text 'you should choose'.

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.

Verify It's You [Help](#)

Completed Successfully

Your logon information has been updated.

Your User ID
maximususer

Consider Setting Up Login with Alight Mobile

If you set up Login with Alight Mobile, you can log on to this site without a password. Your identity will be verified through unique personal characteristics such as your fingerprint or facial features.

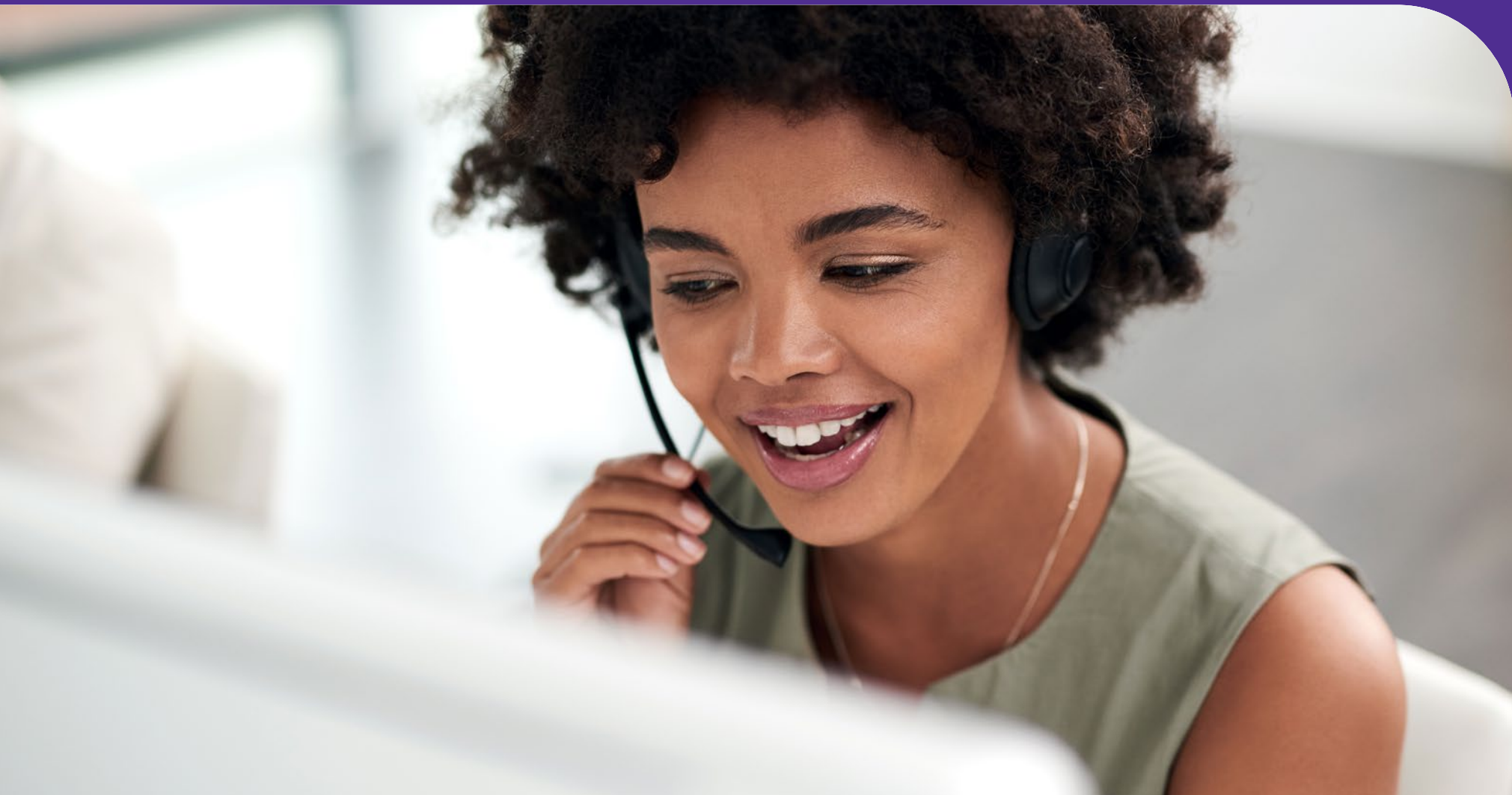
You can set up Login with Alight Mobile anytime in just a few minutes. You'll just need a compatible mobile device and your Alight Worklife logon credentials.

[Understand the Benefits](#)

[Setup Instructions](#)

[Log on to Alight Worklife](#)

Annotations: Three purple lines connect the text 'you can choose to set up your Alight Mobile app logon', 'you can click Log on to Alight Worklife', and 'This option will take you back to the Logon screen' to the 'Log on to Alight Worklife' button.



Questions? Contact GSA National.

By phone: 800.250.2741, Monday - Friday, 8:30 a.m. to 7 p.m. ET

By email: customersupport@gsanational.com

Or visit: gsanational.com