



How to Enroll in Benefits

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

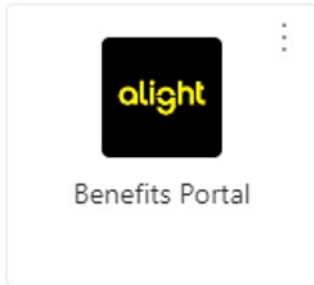
At Maximus, we provide the support you need for all the moments that matter. This includes giving you the tools to understand your benefits and select the options that work best for you and your family.

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](https://worklife.alight.com/maximus) directly at worklife.alight.com/maximus, or click on the **Alight Benefits Portal** tile in your APPS section.

Welcome to Alight Worklife

Enter your User ID.

* Fields marked with an asterisk (*) are required.

User ID (Required) *

[Don't know User ID?](#)

Next



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.

Welcome to Alight Worklife

Enter your User ID.

* Fields marked with an asterisk (*) are required.

User ID (Required) *

[Don't have User ID](#)

Next

Click **Don't have User ID**

[< Back](#)

Enter the required information below.

* Fields marked with an asterisk (*) are required.

Last 4 Digits of SSN (Required) *

***-**-1234

Birth Date (Required) *

MM-DD-YYYY 

(mm-dd-yyyy)

☐ To continue, check here to acknowledge the [Alight Privacy Policy](#). *

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**.

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

Continue

Cancel

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](#)

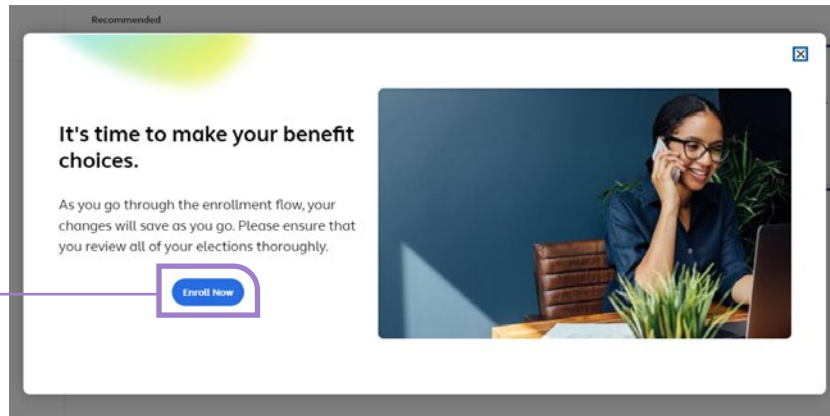
[Setup Instructions](#)

Log on to Alight Worklife

How to enroll

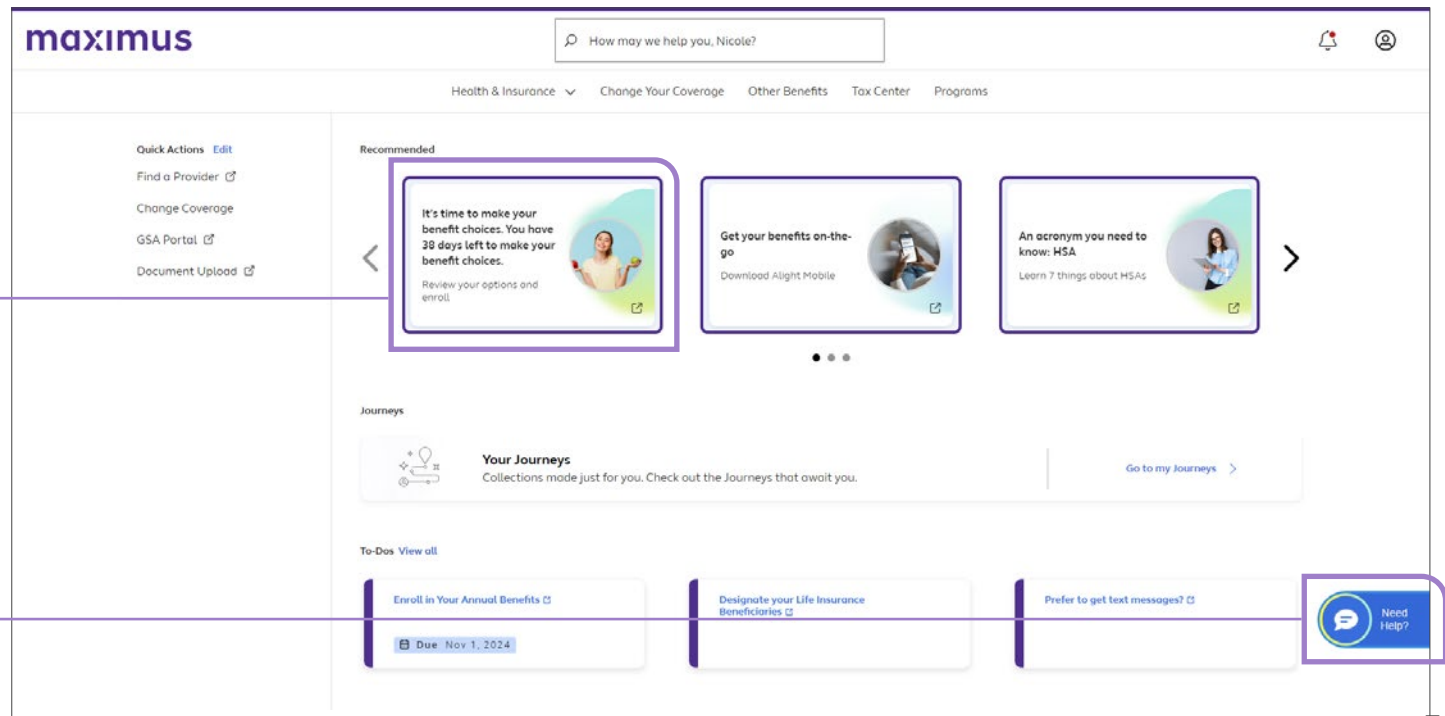
1

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 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 **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

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[← Back](#)

Your Dependent Information

Plan costs are based on whom you choose to cover.



Spouse born on 12/30/1977

[Edit](#)

[Add Dependent](#)

[Continue](#)

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.

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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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.

Doctor Visits

Not including physicals, how many times do you (and your family) expect to go to a doctor next year?

	Primary Care Physician (PCP)	Specialist
(You)	2	1
(Spouse)	2	1

Remember

- Physicals and annual screenings are fully covered for everyone, so don't include them.
- A pediatrician is a primary care physician.

Note: Your answers will be kept confidential. You can change your estimate later if you are going to cover different people.

Continue

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

Maintenance Prescriptions

Not including refills, how many maintenance prescriptions do you (and your family) expect to fill next year?

We'll account for the cost of a full year's worth of your prescription. We'll ask you about short-term prescriptions next.

	Brand	Generic
(You)	0	1
(Spouse)	0	1

Remember

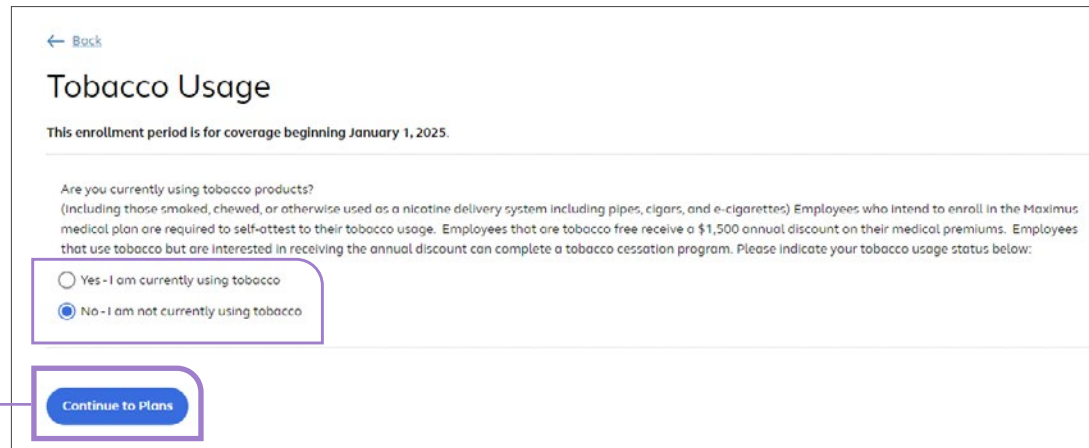
- Only count the drug, not refills. If you have 2 drugs with 3 refills each, for example, enter 2.
- Maintenance prescriptions are ones you take daily, such as blood pressure medicine.

Note: High-cost specialty drugs (\$600 or more per month) aren't considered. Add this cost to the estimate you'll get from the estimator.

Continue

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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**.



The screenshot shows a web form titled "Tobacco Usage" with a back arrow and the text "This enrollment period is for coverage beginning January 1, 2025." Below this is a question: "Are you currently using tobacco products? (Including those smoked, chewed, or otherwise used as a nicotine delivery system including pipes, cigars, and e-cigarettes) Employees who intend to enroll in the Maximus medical plan are required to self-attest to their tobacco usage. Employees that are tobacco free receive a \$1,500 annual discount on their medical premiums. Employees that use tobacco but are interested in receiving the annual discount can complete a tobacco cessation program. Please indicate your tobacco usage status below:"

There are two radio button options:

- ☐ Yes - I am currently using tobacco
- ☒ No - I am not currently using tobacco

A purple line connects the "Continue to Plans" button to the text in the first block. The button is labeled "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.

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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

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.

The screenshot shows the 'Choose Your Medical Plan' interface. At the top right, there is a dropdown for 'Total Benefits Cost per pay period'. Below the title, it says 'Covering: Employee Only (You)' and 'Beginning: [redacted]'. A message states: '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.' Below this is a blue button labeled 'Update your estimate'. A section titled 'Medical election shortcuts' contains two links: 'Compare plans' and 'Choose who's covered'. The '2 Plans available' section has tabs for 'Pay period' and 'Annual'. Under 'Suggested for you', the 'Anthem HSA Plan' is highlighted. It shows 'HSA available: \$250.00' and a table of costs: Plan cost (redacted), Estimated annual cost (redacted), Deductible (\$1,800/individual), Primary office visit (100% covered after deductible), and Out-of-pocket maximum (\$6,000/individual). There is a 'Choose This Plan' button and a 'Find a doctor' link. Below this, the 'Your current plan' section shows the 'Anthem PPO Plan' with a table of costs: Plan cost (redacted), Estimated annual cost (redacted), Deductible (\$700/individual), Primary office visit (\$30 copay), and Out-of-pocket maximum (\$3,000/individual). It includes a 'Keep This Plan' button and a 'Find a doctor' link. At the bottom right is a 'Decline This Coverage' button.

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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.

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Choose Who You Want to Cover for Dental

This enrollment period is for coverage beginning 12/01/2024

☒

You (Covered)

☒

John Doe (Covered)

Spouse born on 01/01/1980

[Edit](#)

+

Add Dependent

[Decline This Coverage](#)

[Continue](#)

[← Back](#)

Basic AD&D

Total Benefits Cost \$100.00 per pay period

This enrollment period is for coverage beginning 12/01/2024

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 \$100.00

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](#)

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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	Anthem HSA Plan Employee Only	Anthem 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](#)

<

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Congratulations [REDACTED] ! Your enrollment steps are complete.

Confirmation number: **11135325**

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](#)

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.

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**.

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Enter the required information below.

* Fields marked with an asterisk (*) are required.

Last 4 Digits of SSN (Required) *

***-**-1234

Birth Date (Required) *

MM-DD-YYYY

(mm-dd-yyyy)

☐ To continue, check here to acknowledge the [Alight Privacy Policy](#). *

Continue

We found your account

< Back

Please enter your Alight Worklife password.

* Fields marked with an asterisk (*) are required.

Password (Required) *

Don't remember your password? [Reset password](#)

ⓘ Your User ID will be available upon resetting.

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.

Enter your password or log in with biometrics.

* Fields marked with an asterisk (*) are required.

Password (Required) *

[Forgot password](#)

Log in with password

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

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](#)

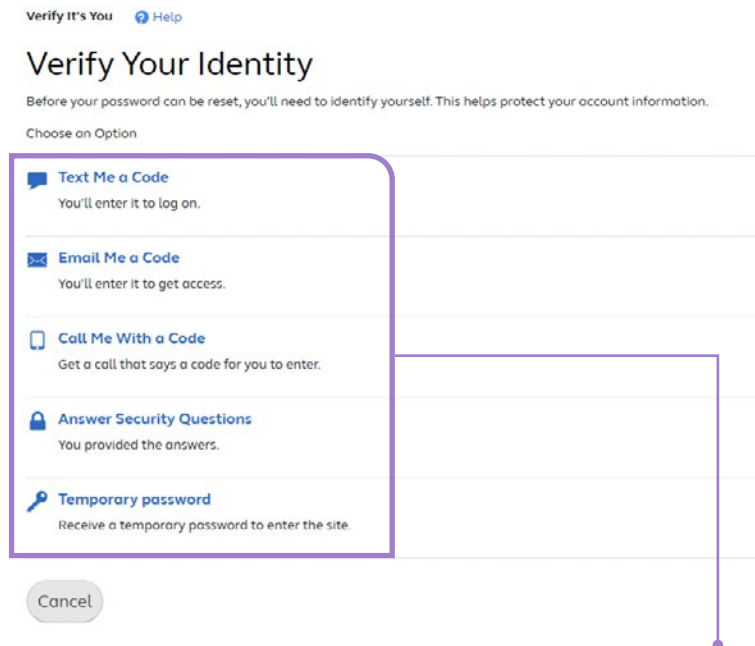
[Setup Instructions](#)

[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." A prompt "Choose an Option" is followed by a list of five options, each with an icon and a description. 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, ending in a dot. At the bottom left of the options 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](#)

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.

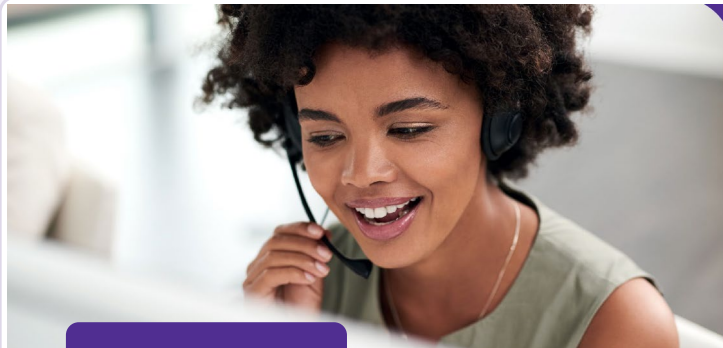
[Understand the Benefits](#)

[Setup Instructions](#)

[Log on to Alight Worklife](#)

Benefits support contacts

Choose the contact that matches your employee group.



NON-SCA

Maximus Benefits Center

877.385.0710 | Monday–Friday, 8 a.m.–8 p.m. ET

Phone prompts for Annual Enrollment

- 1 Enter your credentials
- 2 Press 1 to enroll in your benefits
- 3 Press 3 for Annual Enrollment



SCA

GSA National

Benefits, enrollment, elections, PRA balances, premiums, direct bills and qualifying life events

Phone 800.250.2741

Hours Monday–Friday, 8:30 a.m.–7 p.m. ET

Email customersupport@gsanational.com

Website gsanational.com