

# Retiree Self Service Instructions, page 1



- > Log in to Edison at [www.edison.tn.gov](http://www.edison.tn.gov).
- > Click on the green **Benefits Enrollment** button and then click **Login** to log in to Edison. Once logged in to Edison click on the **Annual Enrollment** tile. *Please note that these instructions are for enrolling on a computer. Button locations may be different if you are enrolling on a mobile device.*
- > If you log in to Edison through the red Employee Portal Login button, once logged in to Edison click **Benefits & Health>Benefits Enrollment**.
- > On the Benefits Enrollment page, click **Start**.
- > You are now on the main welcome page for benefits enrollment. This page includes instructions on the enrollment process. You can also watch the video to see what you need to know this year.
- > Remember all enrollment requests will be subject to eligibility criteria as outlined in the state plan documents and guides for continuing insurance at retirement.
- > Click **Next** in the top right corner to move to the next page to start the enrollment process.
- > This page allows you to review your address. You can click the > arrow next to the address to change it or click the + sign to add one. Make sure to click the **Save** button to save your change if you made one. When you are finished making changes or have no changes to an address click the **Next** button at the top.
- > This page is to review your phone number in Edison. Similar to the address page, you click the > arrow next to the phone number to change it. Make sure to click the **Save** button to save your change if you made one. When you are finished with the phone number page, click the **Next** button at the top for the next page.
- > This will take you to the CDHP acknowledgment page. If you will not be enrolling in a Consumer-driven Health Plan, you do not need to do anything on this page and can just click the **Next** button to get to the next page. However, if you are enrolling in a CDHP you must agree to this acknowledgment. Once you've read this information, click the check box next to "I understand and agree." Then scroll back to the top and click **Save**. Then click **Next**.
- > This page is the **Dependent Information** page. If you need to add a new dependent, click the **Add Dependent** button. Add your dependent's information. Fields with asterisks are required. Scroll down to see more fields. Once you've added this information click **Save** in the top right corner.
- > You will see a popup message that tells you supporting documents are required. Click **OK**.
- > Click the **Incomplete** link in the Attachment column to upload your documents. If you don't have your documents available, you can return to this step before the end of the enrollment period to upload them. You can also fax documents to 615.741.8196 or upload them in Zendesk at <https://benefitssupport.tn.gov/>. Include your name and Employee ID (found on the front of your CVS Caremark card) on each page if you are not uploading the documents directly in Edison.
- > The next page will show the documents needed based on the type of dependent you added. Select the type of document you are adding in the **Category** and then click **Add Attachment**.
- > Select **My Device**. Find the document where it is saved on your device. Then click **Upload** and then **Done**.
- > Follow the same process if you have additional attachments. Once you are done adding attachments, click **Done**.
- > You will then see a message that approval is required. Click **OK**.
- > Once you are done uploading documents for all new dependents, or if you don't have any new dependents to add, click **Next**.
- > This page is the **Annual Enrollment** page. Here you can see your insurance costs. The costs shown are monthly. This page is a summary page that you will return to throughout the enrollment process.
- > Scroll down to get to the **Benefit Plans** section. Click on the **Medical** tile to review your medical insurance choices. Here you'll see an overview of all the medical plans offered to you.

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- > Please note retirees are not eligible to add themselves to coverage on the medical plan during annual enrollment. However, if you are currently covered on the medical plan you will continue to be covered on the plan as of January 1st. You may be able to add dependents to your medical plan.
- > If you wish to include your dependents on your medical plan, select the check box next to their name. If you forgot to add a dependent on the **Dependent Information** step, you can also do that here by clicking the **Add/Update Dependent** button.
- > Once you've decided which medical plan is right for you, click **Select**. Then click **Done**, or if you have no changes, click **Cancel**.
- > Select each tile to review your plan options. As you go through the choices for all your benefits, the status will update to **Changed** or **Visited**. You will only see tiles for plans that you are eligible for. Be sure to read all this information carefully.
- > If you are eligible for retiree dental or retiree vision insurance, click on each tile one at a time to **Review** each of them and to make any necessary changes. Each time click the **Done** button to close the window for that tile and to return you to the main **Annual Enrollment** page.
- > Remember enrollment in the retiree dental and retiree vision plans is subject to eligibility. Please refer to the retiree annual enrollment newsletter for a reminder of the eligibility rules.
- > Once you finish making all your changes, click the **Submit Enrollment** button in the upper right corner of the page. If you're on a mobile device this button may display in a different place on the screen.
- > A pop-up window will display. There may be a list of warnings for you to pay attention to, for example if you need to upload documents for your dependents. You must select **Done** or **View** on the pop-up window in order for your benefits choices to be submitted.
- > If you select **View**, this will take you to your **Enrollment Preview** statement, which you can print or save directly from here. If you don't see an enrollment preview statement, go back to the **Annual Enrollment** page and click the **Submit Enrollment** button. Please note this is not your final enrollment statement. After the enrollment period ends, you will receive an email to let you know you can log into Edison to view or print your final confirmation statement.
- > Click the **Expand All** button to open all the categories so you can review all the information provided OR you can click each arrow and go through one section at a time. You can click on **Print View** to get a printable version of the statement to save for your records.
- > This completes the ESS enrollment process. You will notice next to **Status** there is now the word Submitted, and this is how you know the ESS enrollment process is complete. If you have a current email address in Edison you will also get an email letting you know that your enrollment has been received. If you log back into annual enrollment again, it will take you to the last page you worked on. If you click on **Benefits Statements** you can review, print or save your enrollment preview. If you'd like to go back in and make any changes, click on **Annual Enrollment** on the left hand side and repeat the process.

If you need assistance, call Benefits Administration at 615.741.3590 or 800.253.9981 and select option 2 if you have questions about your retirement insurance.

If you have trouble logging in to Edison, go to the Edison home page and click on the green Benefits Annual Enrollment to get help with retrieving your Access ID or resetting your password. You can also call the Edison Help Desk for password assistance at 866.376.0104.