ENROLLING ONLINE WITH ARBENEFITS
The easiest way to enroll or make changes to your Plan during designated enrollment periods is online on the ARBenefits Member Portal through the Department of Transformation and Shared Services Employee Benefit Division (TSS EBD).

**Who can enroll or make changes online?**
- All employees during Open Enrollment.
- Newly hired employees during their initial 60 day eligibility window.
- Non-Medicare Retirees during Open Enrollment. (May only change Plan level)

**Advantages of using the portal**
- Instant confirmation that your enrollment elections have been received by TSS EBD.
- Supporting documentation may be sent directly through the portal.
- Will receive an alert when your forms have been approved or if there is an issue that requires action.

Access the ARBenefits Member Portal by clicking the “Log into ARBenefits Member Portal” button on our website at [https://www.transform.ar.gov/employee-benefits/arbenefits/](https://www.transform.ar.gov/employee-benefits/arbenefits/)
Registering for Portal

New employees, or current employees who have not registered their access to the ARBenefits Portal, may click the link to register on the portal login page.

Once you fill in the required information and click the “Register” button, your member number will be displayed. This number is your user ID for the ARBenefits Portal.

Your member number is also listed on your ARBenefits card.

Trouble logging in?
Contact TSS EBD at 877-815-1017 ex.1 or askebd@dfa.arkansas.gov for assistance.
**Enrolling**

After you login to your ARBenefits account, click the “Plan Enroll” tab or the blue “Plan Enroll” button on the home screen of your account.

The “Plan Enroll” tab and button will only appear during Open Enrollment, or during your 60-day new hire eligibility window.

Once at the “Plan Enroll” tab, you may click to decline, cancel, or enroll in coverage. For new hires, an “Enroll Now” button will be available during Open Enrollment.
Enrolling

After you click to “Enroll,” you advance to the enrollment page.

Changes that can be made on this page:

- Change your Plan level
- Add or Remove a spouse and/or dependent(s)
- Choose to have your premiums deducted on a post-tax basis

The blue bar will display your current Plan and monthly cost. The cost will not reflect any wellness discount you may be receiving. Any spouse or dependents currently covered will be displayed. You have the option to edit their information, or to remove them from your Plan.

NOTE: If you select to have your health insurance deduction taken post-tax, you will not be able to switch back to pre-tax until the next Open Enrollment period.


Adding a Spouse or Dependent

When you click to add a spouse or dependent, these boxes will pop up so you can add the information. Once the information is entered, click “Save” to add to your Plan.

If you want the spouse or dependent to have the same address as you, check to use the subscriber’s address. Checking this box will automatically fill in your address.

Note: Supporting documentation is required to add a spouse and/or dependent children to your Plan. Prior to submitting your online-enrollment, you will have the chance to upload and attach supporting documentation.
Selecting Your Plan Level

In addition to adding a spouse, or dependent to your Plan, you have the option to enroll into or change your Plan level. The monthly cost of each Plan will be displayed. Please note, the costs do not include any wellness discount you may be eligible to receive.

Plan level changes will be the only option available to Non-Medicare Retirees during Open Enrollment.
Once you have your spouse/dependents added or removed and your plan selected, you can click “Next” to advance.

If you would like to cancel your election, select, “Discard Changes,” or “Save for Later.”

If you choose “Save for Later”, please remember to come back and finish within the enrollment period; or your elections will not be processed.

Once you click “Next,” please refer to the Alerts Tab. If a number appears, you may have an error on your application that needs immediate attention.
Once you advance, the second page will give you the chance to review your selections. If you have added a spouse/dependents, you may upload copies of required supporting documentation on this page.

How To Upload Documents

1. Click “Add Files” to locate the document on your PC.
2. Click “Attach” (you can attach multiple documents)
3. Click “Upload All” (Documents will appear in the Uploaded Documents box)
4. You may also drag and drop files, and then click “Upload” to upload your documents.

To complete your online enrollment, accept the terms & conditions. Once you accept, the “Complete” button at the bottom will turn green.
Documentation Warning

Once you click “Complete”, the “Dependent Confirm Documents Warning” will appear.

You do not have to submit your supporting documentation with the online form; however, it must be received by the end of the enrollment period. You may upload documentation anytime in the member portal during the Open Enrollment period.

Enrollment Period:
New Hires: Within 60 days of the start date.
Open Enrollment: October 1-31st

If documentation is not received, the election to add the spouse and/or dependent(s) will be denied.

The document upload feature is available anytime in the member portal.

Required Supporting Documentation

<table>
<thead>
<tr>
<th>Adding A Spouse</th>
<th>Adding A Dependent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy of Marriage License</td>
<td>Copy of Birth Certificate</td>
</tr>
<tr>
<td>Completed Spousal Affidavit</td>
<td>If adding a stepchild- copy of marriage license</td>
</tr>
<tr>
<td></td>
<td>If legal guardian - proof of legal guardianship</td>
</tr>
</tbody>
</table>

Submitting Supporting Documentation

<table>
<thead>
<tr>
<th>Fax</th>
<th>Mail</th>
<th>Online</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PO Box 15610</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Little Rock, AR 72231</td>
<td></td>
</tr>
</tbody>
</table>
**Completion of Enrollment**

Once you submit your application, you will see a confirmation page that your enrollment application has been successfully submitted to TSS EBD.

You can also print out a PDF version of your Enrollment Form to keep for your records.

Once your elections have been approved, you will see your new coverage band on your home screen with the effective date.

**Coverage Effective Dates:**

**New Hires:**
First of the month following the date of submission.

**Open Enrollment:**
January 1 of the following year. Coincides with the start of a new Plan year.
Progress Alerts

After you submit your online application, you will receive alerts when your enrollment is processing, been approved, or if there is an action you need to take.

If the only change you make during Open Enrollment is to change your Plan level between Premium, Classic, or Basic, or enroll into an Employee Only Plan, your form will automatically be approved.

The approval is automatic since there is no required supporting documentation to verify.
Questions?

Contact TSS EBD Member Services

Phone:
1-877-815-1017 x1

Email
AskEBD@dfa.arkansas.gov