

BenXcel

Benefit Coordinators Company (BCC)

Employee Benefits and Wellness Division
County of Santa Barbara - Human Resources

One County. One Future.

Human Resources | HR Building

1226 Anacapa Street, Santa Barbara, CA 93101

T 805.568.2800 | F 805.568.3272 | E Benefits@co.santa-barbara.ca.us



What is BenXcel?

- ▶ BenXcel allows employees to choose and check the status of their benefits. You can have direct access to your benefit plan information from anywhere that you can access the internet. BenXcel is managed by Benefit Coordinators Company (BCC)

Initial log in:

- ▶ You will receive an e-mail from BenXcel or a communication from your HR Department prior to your first sign on that will provide you with information on your user name and initial password into BenXcel.
- ▶ To log into BenXcel, go to: www.Benxcel.net
- ▶ **User Name:** First two characters of your first name and first two characters of your last name, last four of SSN ex: amro1234
- ▶ **Password:** Entire date of birth with no spaces ex: 01091975
- ▶ **Company Name:** COSB
- ▶ Click the Sign In button to enter the system
- ▶ If are having systems issues, you can call BCC at **1-800-685-6100** for assistance.



First time logging in:

- ▶ You will be taken directly to your dashboard and can freely navigate throughout the system.
- ▶ All features of BenXcel can be accessed through links from your dashboard, the BenAdmin menu (top left corner), and the Employee Settings menu (top right corner beside your name). Commonly used functions also appear as tiles and widgets on your dashboard for quick and easy access.

The screenshot displays the TOTALWORKS BenAdmin dashboard for user Brian Test. The interface is organized into several sections:

- Header:** Includes the TOTALWORKS logo, navigation menus for "Employee Settings" and "Welcome - Brian Test (Employee)", and a user profile icon.
- BenAdmin Menu:** Located in the top left, it lists "Spouse 0" and "Child 1".
- Employee Profile:** Shows personal information for Brian Test, including "Work Email:", "Work Phone:", "Manager:", "Hire Date: 12/18/2017", and "Annual Salary: \$100,000.00".
- Current Benefits:** A table listing various benefit plans and their costs:

Benefit Plan	Cost
Out of Pocket	\$1162.90 / Semi-monthly
Medical (Blue Shield HDHP)	\$150.00 / Semi-monthly
Dental (Dental PPO)	\$12.32 / Semi-monthly
Vision	\$0.58 / Semi-monthly
Basic Life	
- Enrollment Cost:** A donut chart showing the breakdown of costs: Dental (1.06%), Medical (12.9%), and Vision (0.05%).
- Quick Links:** A list of navigation options including "Learn about your Benefits", "Tools and Calculators", "Employee System Utilization", "Eligibility Report", and "Manage Beneficiaries".
- Favorite Actions:** A grid of icons for "Change Password", "Confirmation Statement", "Enroll Now", "Initiate Qualifying Event", "Upload Documents", and "Forms Library".
- Enrollment Links:** A section at the bottom right with a right-pointing arrow.

A notification at the top right indicates "21 Day(s) remaining to enroll for your new hire benefits".

If you're logging in for the first time for open enrollment or as a new hire/rehire:

- ▶ You will be immediately required to complete your pending enrollment. Review the Required Employee Usage Agreement, Legal Agreement and Welcome screens. Click **Continue** on each of these screens to agree and proceed.
- ▶ A **Change Password** screen will appear for you to change your initial password and configure two security questions. BCC strongly recommends changing your initial password and configuring your security questions. Failure to configure your security questions will result in the inability to utilize the **Forgot Password** feature.

The screenshot displays two overlapping windows from a web application. The background window is titled "Change Password" and contains the following elements: a blue header with instructions (password must contain at least one lowercase character, one uppercase character, one number, one special character, be a minimum of 10 characters, and a maximum of 12 characters); a "User ID" field with the value "BCCDEMOADMIN"; two "Security Question" fields, each with a dropdown menu to select a question and a corresponding "Answer" field; "New Password" and "Confirm Password" fields; and "Cancel", "Reset", and "Save" buttons at the bottom. The foreground window is titled "Sign In" and contains fields for "User Name", "Password", and "Company Name", a "SIGN IN" button, and a "Forgot Password?" link highlighted with a red box.

- ▶ A **Demographics** screen will appear for you to review your existing information.
 - ▶ All fields marked in red are required. Any blank fields are optional. Fields shaded in grey cannot be changed. If a field in grey needs updated, please contact your HR Department.
- ▶ A **Spouse/Domestic Partner** screen and a **Child** screen will appear for you to add a Spouse/Domestic Partner and/or child(ren).
 - ▶ All fields marked in red are required. Any blank fields are optional. Fields shaded in grey cannot be changed. If a field in grey needs updated, please contact your HR Department.
 - ▶ When adding a new dependent, supporting verification documentation must be uploaded after your enrollment is complete.

- ▶ Your enrollment will begin, presenting each benefit available for you to enroll:
 - ▶ Click **Enroll Now** to elect coverage.
 - ▶ If the benefit is waivable, an optional **Waive** button will appear.
 - ▶ In the **Eligible Members** section of each benefit, check/uncheck the box next to each individual to indicate who should/should not be covered.
 - ▶ If an informational plan video is available for a benefit, a **Watch Video** link will appear in the Enroll Now bar.
- ▶ If you are already enrolled in a benefit and are not making changes (ex: adding or dropping a dependent from coverage), select the **Keep Plan**.

From Your Pocket: \$0.00/Semi-monthly

Select Your Benefit Plans

- Medical >
- Dental >
- Vision

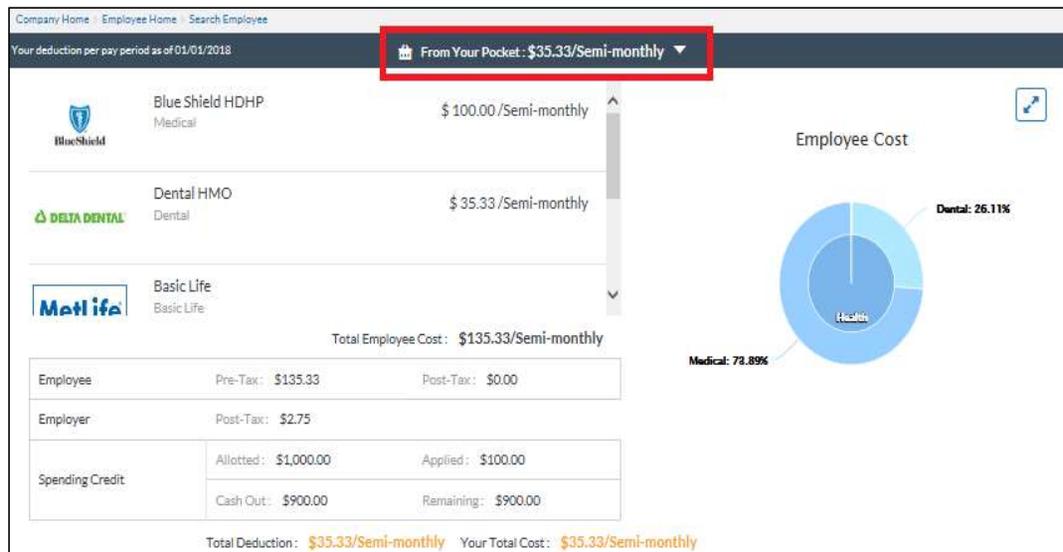
Vision benefits purchased from the employer cover expenses for vision care like routine eye check-ups, eye diseases, and corrective eyewear etc. The employee and elected dependents are protected from the cost of the vision services.

Click to waive Vision benefit [Waive](#) Additional Tools

Vision
Effective Date: 01/01/2018 View Cost Details

Eligible Members	
<input checked="" type="checkbox"/> DANNY A	Employee
<input type="checkbox"/> MICHELLE A	Spouse
<input type="checkbox"/> Danni A	Natural child

[Watch Video](#) [Enroll Now](#)
- Supplemental Life >
- Dependent Care Spending Account >
- Health Care Reimbursement Account >



- ▶ An **Election Summary/From Your Pocket** feature along the top of your Enrollment screen will continually update with your elections and costs throughout your enrollment. *Please remember the cost will be deducted from your paycheck bi-weekly.*
 - ▶ If you log out of the system at any time without finishing your enrollment, the system will save all elections made prior to you logging out.

- ▶ A **Beneficiary screen** will appear if you have elected any coverages requiring you to designate a beneficiary.

- ▶ Click **Finish** to submit your enrollment.
- ▶ A **Confirmation Statement** will appear when your enrollment is complete. It will show your demographic information, current benefits, and all future elections. It can also be generated at any time to present a list of current and future dated benefits, coverage level, and associated costs.
- ▶ The **Plan Effective Date** and **Cost Effective Date** will appear under each Plan name.
- ▶ Use the **Total As Of** drop down at the bottom of the statement to select a date range of which to view a cost breakdown.
- ▶ Access your Confirmation Statement by using the **Benadmin Menu** to select **View Confirmation Statement**.

Demographics	DEMOGRAPHICS			
Dependent Information	Name VANESSA LAUDETT	Most Recent Hire Date ---	Effective Date 04/01/2017	
Current Enrollment Summary	DEPENDENT INFORMATION			
Future Enrollment Summary	GAGE STICKNEY (Natural child)	Date of Birth 05/18/2012	Gender Male	Social Security Number 699452326
Waived Benefits	TESTING TESTING (Natural child)	Date of Birth 08/28/2019	Gender Male	Social Security Number 000710000
	CURRENT ENROLLMENT SUMMARY			
	PLAN NAME	COVERAGE	EMPLOYEE COST	EMPLOYER COST
	Option 2 PPO (Pre-tax) Effective 04/01/2017-09/30/2019 Cost Effective 01/01/2019-09/30/2019	VANESSA LAUDETT (Employee) GAGE STICKNEY (Natural child)	\$55.57	\$500.14

- ▶ A yellow countdown box will appear at the top right corner of your dashboard, notifying you of the amount of time remaining to make benefit elections.

- ▶ Upload required dependent verification documentation from the **Upload Documents** link on your dashboard (ex. marriage certification/birth certificate). Choose the corresponding enrollment type and then upload the documentation in a supported format. Click **Save** to submit.

The screenshot displays the TOTALWORKS employee dashboard for Brian Test. The top right corner features a yellow countdown box with the text "21 Day(s) remaining to enroll for your new hire benefits". The dashboard is divided into several sections:

- Employee Profile:** Brian Test, Work Email, Work Phone, Manager, Hire Date: 12/18/2017, Annual Salary: \$100,000.00. Spouse: 0, Child: 1.
- Current Benefits:** Out of Pocket: \$1162.90 / Semi-monthly; Blue Shield HDHP: \$150.00 / Semi-monthly; Dental PPO: \$12.32 / Semi-monthly; Vision: \$0.58 / Semi-monthly; Basic Life.
- Enrollment Cost:** Dental: 1.06%, Medical: 12.9%, Vision: 0.05%.
- Quick Links:** Learn about your Benefits, Tools and Calculators, Employee System Utilization, Eligibility Report, Manage Beneficiaries.
- Favorite Actions:** Change Password, Confirmation Statement, Enroll Now, Initiate Enrollment Event, Upload Documents, Forms Library.
- Enrollment Links:** A section at the bottom right with a right-pointing arrow.

Forms Library

- ▶ To access a library of informational brochures, plan documents, and forms are available 24/7 in the **Forms Library** section of BenXcel.
- ▶ To access, click on **Forms Library** from the **Enrollment Links** section of your dashboard.

BenXcel Training Video

- ▶ Here is a helpful video from BenXcel which shows you step by step how to navigate and select benefits on the BenXcel website:
- ▶ New Hire Enrollment Tutorial Video .(Link is https://www.benxcel.com/doc_20/COSB_New_Hire_Enrollment.mp4)
- ▶ *If you have difficulty playing the video in Explorer, you may have to cut and paste in Chrome.

Assistance:

- ▶ BCC's Customer Service Call Center is available to assist with BenXcel questions and password re-sets. You can reach a Representative by calling **800-685-6100**.
- ▶ Representatives are available: Pacific: Monday -Thursday: 5:00am - 5:00pm PT & Friday: 5:00am - 3:00pm PT
- ▶ Or by email: Customersupport@bccbenefitsolutions.com