MyCCSB Portal: how to add coverage
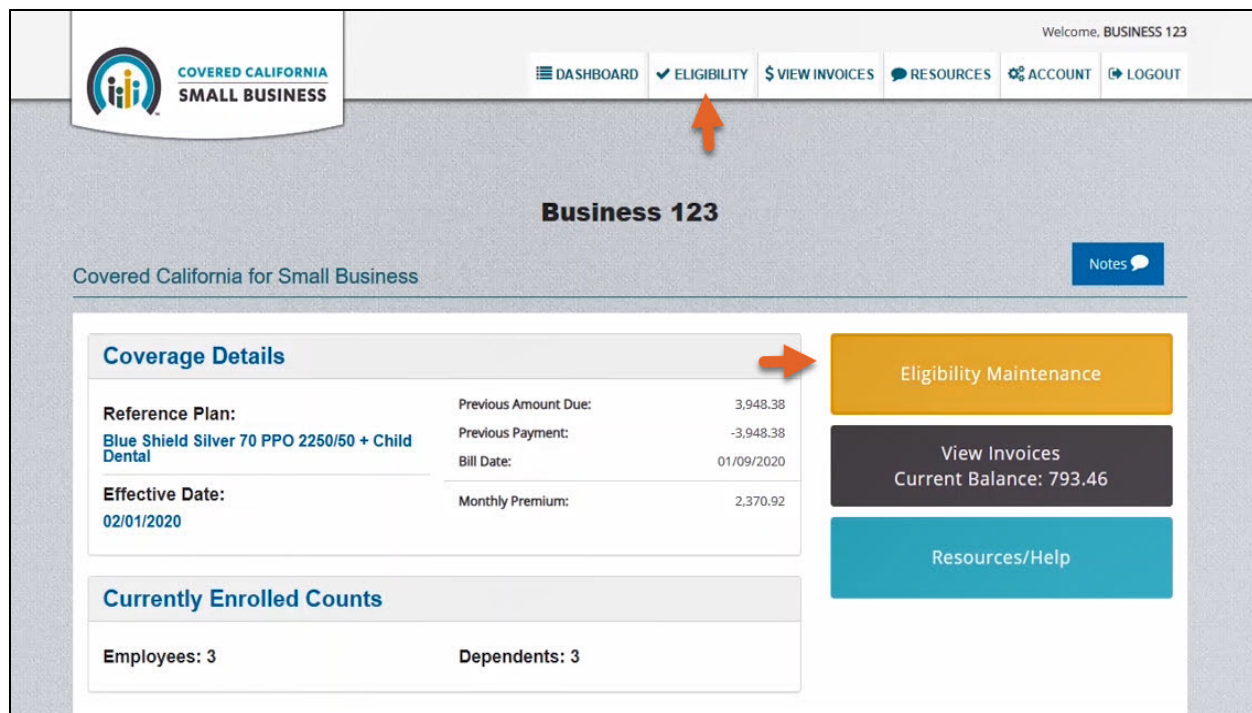## for a new Employee or a new Employee and their Dependent(s)

Step 1:

Login to your account at **MyCCSB.com** and click the **Eligibility Maintenance** button on the dashboard or select **Eligibility** in the toolbar, which will direct you to the same location.

Step 2:

In the next screen, select **Add a New Employee** and then either **New Hire** or **Qualifying Event**. Within each of those options, you will need to select if you want to "Invite the Employee to Enroll via Email" or if you want to "Complete the Application for the Employee."

If you select Invite the **Employee to Enroll via Email**, continue to page 3 to see the outlined steps.

If you select **Complete the Application for the Employee**, move ahead to page 7 to see the outlined steps.

Did you know?

A Qualifying Life Event allow employees, spouses and/or their dependent(s) to be eligible for health care benefits outside the annual open-enrollment period. For a full list of Qualifying Life Events, please reference your CCSB Employer Guide.

The following options are available for selection from the "Qualifying Life Event" dropdown:

- Adopted Child
- Change of Address (Region Change)
- Death
- Divorce
- Foster Child
- Legal Guardianship
- Loss of Medicaid
- Loss of Medi-Cal

- Loss of Minimum Essential Coverage
- Loss of other Govt. Assisted Coverage
- Marriage
- Newborn
- Registered Domestic Partner
- Return from Active Military Duty
- Other Qualifying Event

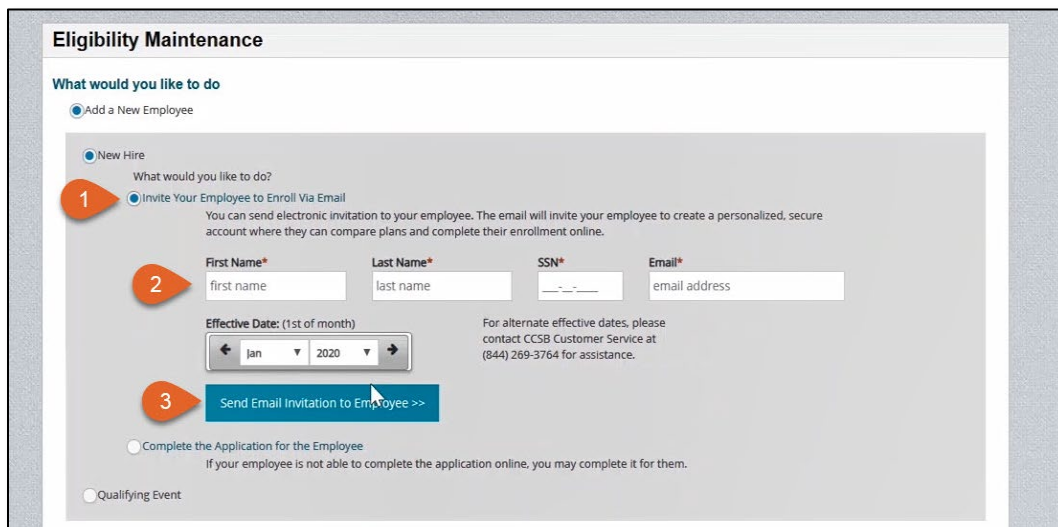## Option 1: If You Select Invite Your Employee to Enroll Via Email

Enter the Employee's first name, last name, social security number, and birth date.

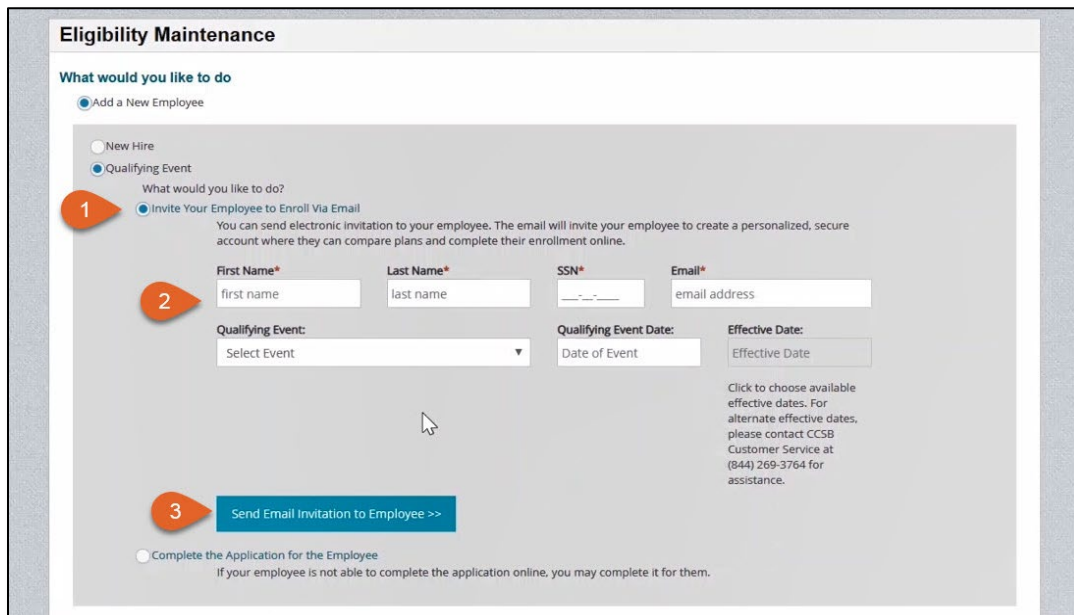For **New Hire**, you must specify the effective date.

For **Qualifying Event**, you must specify the Qualifying Event and the Qualifying Event date and effective date.

Then click the **Send Email Invitation to Employee** button.

New Hire:

Qualifying Event:

Invitation Sent:

You will receive a confirmation message that the invitation was sent to the Employee's email address.

The Employee will need to check their email and use the links and temporary password to complete the necessary form in the portal.

Important! Coverage will not become effective until both the Employee completes this form and the Employer reviews and approves it in the portal.

When you return to the dashboard, you will notice that there is now a table at the bottom labeled "Activities in the Last 90 days Awaiting Submission or Approval." This is where you can track the status of your employee's pending application.

View/Confirm:

Once the Employee has completed their invitation to enroll, log back into your account. On the dashboard, a thumbs up icon will appear under the "View/Confirm" column in the "Activities in Last 90 days Awaiting Submission or Approval" table. Click the **thumbs up icon** to proceed.

Summary:

You will reach a summary page, which will have all the information the Employee supplied. Review the information. If the application is correct, hit the **Submit New Employee** button at the bottom of the screen. If you need to edit any information in their application, return to the dashboard and select the flag icon under the edit column in the "Activities in Last 90 days Awaiting Submission or Approval" table.

Confirmation:

After you click the "Submit New Employee" button, you will be redirected to the dashboard where a confirmation message will appear in a green box letting you know that your information was submitted and it will take up to 1 to 2 business days for these changes to be reflected in the portal.

You successfully added a new Employee by inviting them to enroll via email!

Option 2: If You Select Complete the Application for the Employee

Enrollment cannot be completed on the Employee's behalf without their active participation. In the **step-by-step directions outlined below**, you will be providing your Employee a paper Change Form to fill in and sign. You will enter the information and selections from the Employee's paper Change Form into the MyCCSB portal, as well as upload a scan to complete the Employee's application.

From the Eligibility Maintenance screen, select either **New Hire** or **Qualifying Event**. If you are unsure how to access the Eligibility Maintenance screen, return to the beginning of this document and complete steps 1 and 2 before continuing.

Enter the Employee's first name, last name, social security number, and birth date.

For **New Hire**, you must specify the effective date.

For **Qualifying Event,** you must specify the Qualifying Event and the Qualifying Event date and effective date.

Fill in the required fields and hit the **Next** button to proceed.

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Download Change Form:

A pop up for the "File Upload Message Board" will appear. Click the **Download Employee Change Form** button.

You will be redirected to the "Applications and Forms" page on the CCSB website where you will need to scroll down to the "Employee Change Forms" section. Select the appropriate effective period and click the link to download the Change Form.

Employee Completes Form:

Provide the Change Form to your Employee to fill in and sign. Once complete, scan and save the Change Form on your computer to upload in the portal.

Important! Coverage will not become effective until the Employer uploads the completed change form scan and approves the Employee's application in the portal.

Return to Account:

If you have exited your account, log in. You can continue or return to any pending application by clicking the pen/paper icon under the edit column of the "Activities in Last 90 days Awaiting Submission or Approval" table.

All names and personal information contained in this document are fictitious. No identification with actual persons (living or deceased) is intended or should be inferred.

Upload Form Scan:

Click the "please choose a file" button, which will open a window that will allow you to navigate to and select a file on your computer. After the selection is made, you will be redirected to the "File Upload Message Board" and need to select the "start upload" button.

Update Employee Info:

You will reach the "Update Employee Info" page where you will need to input the information your Employee has provided on paper. Click **Save & Next** to continue.

You will need to complete a total of six screens and input the information and selections your employee has provided on their completed paper Change Form, which you scanned and submitted. These screens include dependent coverage, decline coverage, medical plan, dental plan and summary/confirmation.

Note: If an Employer has chosen not to offer Dependent Coverage and/or Dental Coverage, text will appear on the screen indicating that the employer does not offer that coverage.

Confirmation:

Once you hit "Submit New Employee" you will be redirected to the dashboard where a confirmation message will appear in a green box letting you know that your information was submitted and it will take up to 1 to 2 business days for these changes to reflect in the portal.

You successfully added a new Employee!