



**The County of Orange is moving from Secova to Alight Solutions for benefits administration as of June 1, 2020. Here's what you need to know now.**

The County of Orange continually reviews our benefits administration to give optimal support to you and your family.

To provide you with the best possible benefits self-service experience, beginning June 1, 2020, we'll be moving from Secova to Alight Solutions (Alight) for health and welfare benefits administration and from Chard Snyder to Alight Smart-Choice Accounts® for Health Care and Dependent Care Reimbursement Accounts and Judges' PERS Medical Claims Reimbursement Program management. Alight is a leader in the benefits administration industry, and the County is excited to partner with Alight in order to bring you enhanced resources.

With a robust **My OC Benefits™** website and a new Benefits Service Center team to support you, you'll be able to view and manage your benefits in a whole new way.

**What the Change Means for You**

While **My OC Benefits™** offers a brand-new look, you'll also find a number of new features and tools. You can:

- Log in securely at **mybenefits.ocgov.com** from anywhere you have Internet service.
- Access the site directly from **IntraOC** once you've logged on to your computer at work.
- Receive alerts through the Message Center when there's information to review or if you need to take action — the easiest, most efficient way for you to manage communications.
- Choose coverage confidently using plan comparison tools, provider search, detailed plan information and event modeling.
- Easily navigate to content, tools and resources — from your smartphone, tablet or computer.
- With a new Benefits Service Center, you can customize your call experience so it works best for you.
  - During normal hours (between 8 a.m. and 6 p.m. Pacific time, Monday through Friday) you can speak directly with representatives who know your County of Orange benefits.
  - If you call and there's a wait, just select virtual hold, and you'll get an automatic call back once you're at the head of the line, or you can schedule a call-back when it's convenient for you.

**Please note:** Your benefits are not changing as a result of this move. The way you can make the most of them is. We're excited for you to experience the changes for yourself starting on June 1.

## What You Can Expect — a Transition Timeline

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- Through May 22**
- Contact Secova through May 22 if you need to update any information (e.g., covered dependents, insurance beneficiaries, make a Qualified Life Event change).
  - To ensure a smooth and accurate transition of records to the new benefits administration system, there will be a temporary period from **May 23 through May 31** (called a “blackout period”) when the benefits administration systems and call centers will be closed. During this blackout period, the Secova benefits center will no longer take calls, and you will be unable to access the Secova website. This is a standard practice during a change in administration systems. **Contact Secova, if you need to, on or before May 22.**
  - For the Health Care Reimbursement Account (HCRA), Dependent Care Reimbursement Account (DCRA) and Judges’ PERS Medical Claims Reimbursement Program, there will be a blackout period from **May 3 through May 31**. You will not be able to submit any claims during the blackout period.
  - Go to [ocgov.com/gov/hr/eb](http://ocgov.com/gov/hr/eb) for Frequently Asked Questions about the transition.
- May 25 – May 29**
- Your current benefits information will be transferred from Secova to Alight and will be available for you to access on **My OC Benefits™** on June 1.
  - During the week of May 25, if you have any benefits issues that require immediate action before June 1, you can call the Human Resource Services (HRS)/Employee Benefits Division message line at **1-714-834-6282**.
- On June 1**
- The County will officially transition to Alight for benefits administration.
  - Begin using your new HCRA debit card and submitting HCRA/DCRA/Judges’ PERS reimbursement claims to Alight Smart-Choice Accounts.
  - **My OC Benefits™** will be live and available for you to access information about your County-provided benefits. You will have two ways to reach **My OC Benefits™**: directly through **IntraOC**, or on the Internet at [mybenefits.ocgov.com](http://mybenefits.ocgov.com).
  - Beginning June 1, you can call the Benefits Service Center at **1-833-476-2347** for support. Benefits Service Center representatives can help you get answers about benefit plan details, enrollment and eligibility. Representatives can also help you find what you’re looking for on **My OC Benefits™**.
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## What You Can Do on My OC Benefits™

**My OC Benefits™** is no ordinary website. Here are some highlights of benefits information you can find and actions you can take:

- View your current benefit elections and their costs.
- Click the “Need Help” icon, and Lisa, a virtual assistant, will answer your questions.
- Web chat with a Benefits Service Center representative, available between 8 a.m. and 6 p.m. Pacific time, Monday through Friday. Or, you can schedule a call-back at a time convenient for you.
- Manage communications. Within your **My OC Benefits™** profile, you can choose to receive benefit communications by postal mail or email. Some communications are also available by text.
- Model a Qualified Life Event (e.g., marriage, birth) and make allowable changes to your coverage. Each event process includes a convenient checklist to remind you of other actions — at or outside of work — you may need to complete.
- Add newly eligible dependents to your coverage — and certify their eligibility online. (You may be asked to submit additional documentation, which you can also do online.)
- Make or update your life insurance beneficiary designations.
- Enroll in Consolidated Omnibus Budget Reconciliation Act (COBRA) continuation coverage or retiree medical benefits, when eligible.
- Pay your benefit premiums while you are on an unpaid leave or under COBRA. You will receive a notice from the Benefits Service Center with information on how to arrange premium payment on **My OC Benefits™**.

At Open Enrollment this fall, you'll be able to:

- Enroll from your computer or the mobile app, or by speaking to a Benefits Service Center representative.
- Access tools directly from your enrollment page to help ensure you make informed benefit elections. These include:
  - A Medical Expense Estimator that compares up to three medical plans and forecasts future expenses.
  - A Compare tool that gives you a side-by-side overview of benefits and costs of available medical plans.
  - A Provider Direct tool that helps you ensure the doctors you use are in the network for the medical plan option you're considering.
- Receive an immediate, online enrollment confirmation to print or save with a helpful list of follow-ups.
- Receive a Confirmation of Benefits in your preferred communication method after you enroll.

## Get Smart with Your Reimbursement Accounts

Along with our benefits administration transition to Alight, the County of Orange will move from Chard Snyder to Alight Smart-Choice Accounts for HCRA, DCRA and Judges' PERS Medical Claims Reimbursement Program management.

Alight Smart-Choice Accounts is a full-service experience, with a dedicated platform, app and debit card for your HCRA. You'll also have decision support tools that deliver personalized spending and savings recommendations and a comprehensive library of educational resources to help you make simpler, smarter health and dependent care choices year-round.

Starting June 1, it will be easy to reach the Alight Smart-Choice Accounts website through **My OC Benefits™**. One click and you're there — no additional passwords required. There, you can check your balances, file reimbursement claims and submit receipts.

For even more convenience, Smart-Choice Mobile makes it easy for you to access your accounts when you need them most. From your smartphone, you can:

- Sign in to Smart-Choice Mobile quickly and securely via facial recognition or touch ID.
- Keep up with your account balance.
- Get text alerts, including instant purchase or contribution notifications.
- Use the UPC scanner to check if an item is an eligible health care expense before you make a purchase.
- Submit a claim or validate a debit card transaction by snapping a picture of your receipt.
- Complete an online claim form.
- Submit DCRA claims with an e-signature.

Prior to June 1, Reimbursement Account participants will receive welcome communications and, if enrolled in HCRA, a new debit card from Alight Smart-Choice Accounts. On June 1, you can begin submitting reimbursement claims to Alight Smart-Choice Accounts. The HCRA debit card will also be ready to use on June 1. There's no need to activate your HCRA debit card, as it is automatically activated with the first swipe.

Note that if you have a pending unpaid DCRA claim with Chard Snyder as of May 3, you will need to submit a new claim for the same expense(s) to Alight Smart-Choice Accounts.

## Go Paperless

Many of us are trying to embrace "green living" practices in our everyday lives. The transition to Alight will help, as we'll be moving many processes online. For example:

- On **My OC Benefits™**, you can select paperless delivery of communication materials through the Message Center.
- We'll send action-needed alerts, deadline reminders and time-sensitive benefits information to your Message Center. If your email address is included in your **My OC Benefits™** profile, you'll also receive an email each time an alert is sent. You'll never miss an opportunity or deadline.

- Other processes, such as Newly Eligible Dependent Verification and the annual Dental Full-Time Student Certification, can be handled online. (You may be asked to submit additional documentation, which can also be done online.)

## After June 1

- On or around June 1, you'll receive a postcard reminding you about the availability of **My OC Benefits™** and the new Benefits Service Center.
- After June 1, you'll no longer receive materials from Secova but will receive materials from Alight.
- Watch your mail for the **My OC Benefits™** Quick Reference Guide for more information about:
  - How to access the site
  - Features of the site
  - Benefits Service Center information
  - Downloading the mobile app
- Submit any HCRA, DCRA and Judges' PERS Medical Claims Reimbursement Program claims to Alight Smart-Choice Accounts, right from **My OC Benefits™**.

### Newly Added Dependent?

If you added, or plan to add, a newly eligible dependent between February 28 and May 31, 2020, Alight will reach out to you after June 1 to collect any required documentation to ensure that your dependent remains covered.

## Questions?

Before, during and after the blackout periods, here are the numbers you can call for support.

Now through May 22, 2020	May 25 through May 29, 2020	On and after June 1, 2020
<p><b>Secova</b> (County of Orange Benefits Center)</p> <p><b>Phone: 1-800-858-7266</b></p> <p><b>Hours:</b> Between 5 a.m. and 8 p.m. Pacific time, Monday through Friday</p> <p><b>Chard Snyder</b> (HCRA/DCRA/Judges' PERS)</p> <p><b>Phone: 1-888-467-2718</b></p> <p><b>Hours:</b> Between 4 a.m. and 6 p.m. Pacific time, Monday through Friday</p> <p><i>Note that neither Secova nor Chard Snyder has additional information about the transition at this time.</i></p>	<p><b>HRS/Employee Benefits Division</b> message line</p> <p><b>Phone: 1-714-834-6282</b></p> <p>For assistance with urgent benefits issues</p>	<p><b>Alight Solutions</b> (Benefits Service Center)</p> <p><b>Phone: 1-833-476-2347</b></p> <p><b>Hours:</b> Between 8 a.m. and 6 p.m. Pacific time, Monday through Friday</p>

### Alight's Commitment to Protecting Personal Information

Alight Solutions has implemented various technical, administrative and organizational security measures to protect the confidentiality of the personal information we process. We have policies, procedures and controls to reduce the risk of unauthorized or accidental use, disclosure or destruction of your personal information, and we train our employees on data security.

If you are a California resident, California law provides you with certain rights. If you are an employee or retiree of the County of Orange receiving services from Alight, Alight receives your information solely for the purposes of completing a business purpose of our clients and does not use or disclose your information except as necessary to accomplish the business purpose for which we received your information. Sometimes the County of Orange may possess some of your information and we may redirect a query to the County of Orange to gain this information. The information will only be used for completing our business purposes.

California Civil Code Section 1798.83 permits you to opt out of the disclosure of your personal information by Alight to third parties for the third parties' direct marketing purposes. We do not disclose your personal information to third parties for the third parties' direct marketing purposes. If this policy were to change, we will inform you in writing, so you can opt out of such disclosures by sending us an email to [privacy.info@alight.com](mailto:privacy.info@alight.com) or writing us at Alight Solutions, ATTN: Chief Privacy Officer, Legal Department, 4 Overlook Point, Lincolnshire, IL 60069.

If you have any questions about security on our website, you can contact us at [privacy.info@alight.com](mailto:privacy.info@alight.com).

Alight Smart-Choice Accounts is a registered trademark of Alight Solutions LLC.