

Member Online Services

1. **How do I register to use the online system?**

It's easy! Go to [Member Online Services](#). Click the "Register Now" button and follow the onscreen prompts to create your own User ID and Password. You will use your User ID and Password each time you log into the online system.

2. **Can I enroll online in new coverage or make changes to my existing coverage during the Open Enrollment period?**

Yes, you can enroll or make changes to your coverage **online** during the **entire** Open Enrollment period of July 1 through midnight of September 10.

3. **How do I enroll online during Open Enrollment?**

Go to [Member Online Services](#) and enter your User ID and Password. Once logged in, click the "Enroll or Change PEEHIP Coverage" link, then select the Open Enrollment option and follow the onscreen prompts until you receive a Confirmation page confirming that your change requests were saved and submitted to PEEHIP. We redesigned the online system to make the process of enrolling in or changing coverage faster and easier for our members! No more paper copies to deal with and no more mad dashes to the post office to purchase a stamp to get your forms in the mail!

4. **Is the Member Online Services system secure? How do I know my personal information will not be accessed by other online users?**

- Yes, the Member Online Services system is secure. PEEHIP is committed to ensuring your personal information remains confidential. We have taken steps to safeguard the integrity of our communications and computing infrastructure, including, but not limited to: User ID and password authentication, monitoring, auditing, and encryption.
- No one can access your member information unless they know both your User ID and your Password. Protect your personal online information by **not revealing your User ID and Password to anyone**. Prevent others from viewing your information on your computer screen by logging out and completely shutting down your browser if you have to walk away from your computer in the middle of a session.

5. **What services are available online?**

- **New employees** can enroll in PEEHIP coverages online. Enrollment must be completed within 30 days of the new employee's date of hire.
- PEEHIP members can do the following online during **Open Enrollment**:
 - Enroll, Change, or Cancel your Hospital Medical Plan
 - Enroll, Change, or Cancel your Optional Coverage Plans (Cancer, Dental, Indemnity & Vision)
 - Enroll, Change, or Cancel your Other (non-PEEHIP) Group Insurance Plan
 - Enroll or Re-enroll in Flexible Spending Accounts
 - Add or Update your Medicare Information
 - Add or Update Retiree Employer Information
 - Update your and/or your Spouse's Tobacco Usage Status
 - Add Dependent(s) to Coverage
 - Cancel Dependent(s) from Coverage
- PEEHIP members can do the following online **year-round**:
 - View Current PEEHIP Coverages
 - View and/or Update Contact Information (i.e. address, phone number, e-mail address, and marital status)
 - Update Student Dependent's Status

- PEEHIP members can make changes to insurance coverages outside of Open Enrollment for the following **qualifying life events (QLE)**:
 - Adoption of a child
 - Birth of a child
 - Legal custody of a child
 - Marriage of a spouse

6. Why should I use the online system instead of using a paper form?

Using **Member Online Services** is easy, fast, secure, **free** of charge to you, and it eliminates the need for paper forms, stamps, envelopes and last minute runs to the post office. It also allows our members as well as PEEHIP to save time and costs, while maintaining the privacy of your information.

7. If I use the online system, how will I know that you received my changes?

You will receive a **Confirmation page** at the end of your online session confirming that your change requests were successfully saved and submitted to PEEHIP. Your Confirmation page also provides the following:

- **Date and Time Stamp** of when your change requests were submitted to PEEHIP
- **Copy of your PEEHIP Coverages** which includes any changes or new enrollments
- **Premium Calculation** of your total monthly out-of-pocket premium