

# BENEFITS PORTAL QUICK START GUIDE

## 1

### Create an Account

1. Access the benefit system at [lakecounty.hrintouch.com](http://lakecounty.hrintouch.com). The system can be accessed from your desktop, laptop, tablet or smartphone. The following screen will be displayed.

#### Welcome to the Lake County Benefits Portal!

Once you log in, you will find a powerful website with interactive tools and videos to help you learn more about the company, your benefits and other topics of interest. Using the Lake County Benefits Portal, we hope that you will find everything you need to make better healthcare and benefit decisions.

#### For First Time Enrollees and New Hires:

To create your Username and Password, please click the CREATE AN ACCOUNT link to the right of this message. Select your role as a MEMBER, then select "I need to create a new account". Next you will be asked to provide your personal information and enter the security check code as shown on the screen. Once the verification process is complete, you will be able to create a unique Username and Password. Be sure to write down the username and password.

Once you log in, view the Communication Portal first. This is where you will find your new rates, important plan documents, summaries and carrier contact information. The communication portal is loaded with powerful interactive tools and videos to help you through the Open Enrollment Process. We hope you will find everything you need to make better healthcare and benefit decisions.

#### Note:

*If you cannot remember your original Username, it can be retrieved by clicking on the **CAN'T ACCESS YOUR ACCOUNT?** link on the right. Once your personal information is verified, you will be given your Username and prompted to reset your password.*

**Log in to your account**

Username\*

Password\*

Log in

[Can't access your account? >](#)

[Create an account >](#)

**Supported Browsers**

[Learn about Officially Supported Browsers](#)

2. Select Create an Account
  - Enter your Last Name, Date of Birth and the Last 4 of your SSN.
  - You will then be asked to create a username and password .
  - An asterisk (\*) indicates all required fields. Select Save/Next.
  - Create Secret Questions and Answers. These will be used to recover your account if needed in the future.

*If you need help creating your account, contact Benefitfocus at 877-336-8082. Operators are available to provide individual help.*

# BENEFITS PORTAL QUICK START GUIDE (CONTINUED)

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### Getting Started

- Select "**Click Here to Enroll**" circled in red on the image to the right of the home screen.
- Open the Dependent Link. Make sure to add all of your dependents.
- Now you will begin to elect your benefits starting with Medical Coverage. Work through each offered benefit.
- As a reminder any required evidence of insurability and dependent eligibility documents must be submitted for the requested benefits to be complete.
- Save changes and **Print Report** for your records.

*Note: If enrolling a dependent in coverage you will be requested to provide documentation:*

- **Spouse** (marriage certificate)
- **Dependent** (birth certificate, adoption papers or guardianship paperwork).

A required document only needs to be added once. Failure to provide the required documents will result in your spouse/dependent not being enrolled in coverage.

#### Open Enrollment

Click Here to Enroll

July 15th - 26th, 2019

#### New Hires

Click Here to Enroll

#### View Benefits

Click Here to View Your Benefits

#### Change Benefits

Click Here to Change Your Benefits

#### Need Help?

(352) 343-9596

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### Quick tips for completing your benefit elections

If you have not saved your benefit elections, you will receive a warning message which allows you to return to your benefit elections to complete and save them before leaving the current screen.

- ★ *Note: If you fail to complete your enrollment, the system will remember what you have already completed and saved. When you sign back in, you will be able to pick right back up where you left off.*

The Lake County Benefits Portal will be available to you all year long. The site contains links to carrier websites as well as lots of helpful plan information. Also, if you experience a qualifying life event (birth of a child, marriage/divorce, loss or gain of other coverage) you will use the site to make changes to your benefits. Remember you typically have 30 days from the date of the life event to change your benefit elections.

*If you need help completing your benefit elections, contact Human Resources at 352-343-9596.*