

FREQUENTLY ASKED QUESTIONS



🔍 | **General**

1	What do I do if I lose my insurance card?	<ul style="list-style-type: none"> • Contact your HR administrator • Access a digital copy (if available) through your insurance provider portal
2	How do I update my personal information?	<ul style="list-style-type: none"> • Contact your HR administrator <ul style="list-style-type: none"> ◦ Self-service Employee Navigator (if applicable)
3	When can I make changes to my benefit selections?	<ul style="list-style-type: none"> • Every year at Open Enrollment or if you have a Qualifying Life Event
4	What is a qualifying life event?	<ul style="list-style-type: none"> • Qualifying Life Event (QLE) is a change in an employee's situation, such as getting married or having a baby, allowing an employee to enroll in health insurance outside the yearly Open Enrollment Period (OEP) • A complete list of Qualifying Life Events can be found here
5	What happens to my coverage if I leave the company?	<ul style="list-style-type: none"> • If you leave your job for any reason and lose your job-based insurance, you may be able to enroll in coverage through Georgia Access, even if you apply outside of Open Enrollment. Losing job-based coverage, even if you quit or get fired, may qualify you for a Special Enrollment Period, but only if you apply within 60 days of losing coverage. • You may be able to keep your job-based health plan through COBRA continuation coverage. • Contact your HR Administrator to confirm your options.