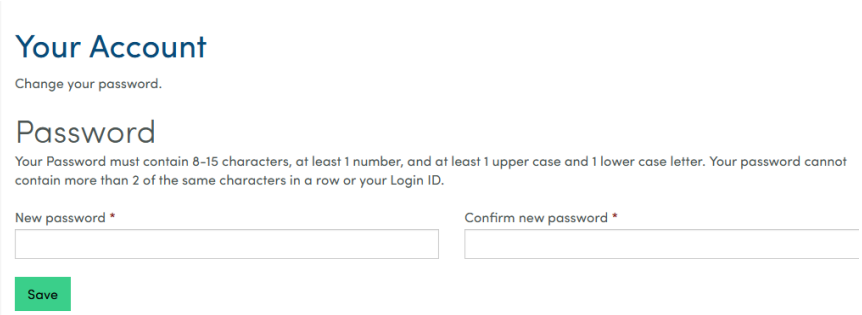
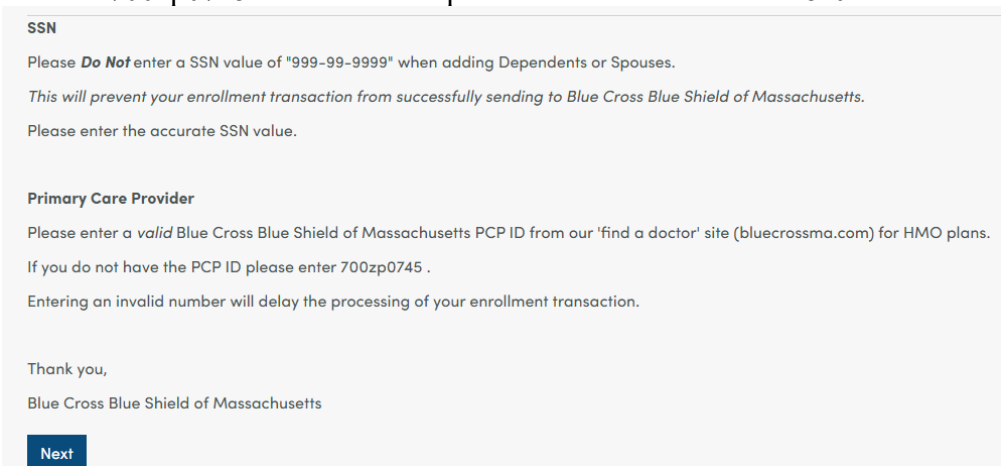
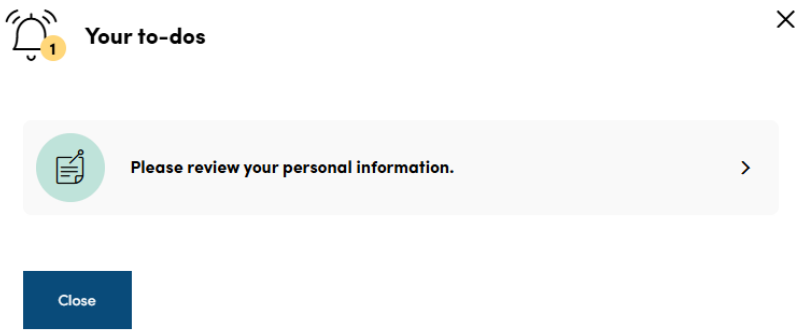
MASSACHUSETTS

Existing Employees-Self Service

Changing Plans during Open Enrollment:

Step	Action
1	When logging in for the first time you will be prompted to change your password 
2	This screen is an information screen only. This screen tells you not to enter all 9999 or 12345 for SSN. Also, if you don't know your primary care pcp number you can use the dummy pcp number 700zp0745 as a code is required to be entered. Click **next** 
3	A pop up of **Your to do's** will pop up telling you to review your persona information. 
4	You want to click on the arrow to go to your personal information
5	This will bring you to your profile. **About "you" section**. You want to review your information and make sure your information is correct. Update information if you see anything is incorrect

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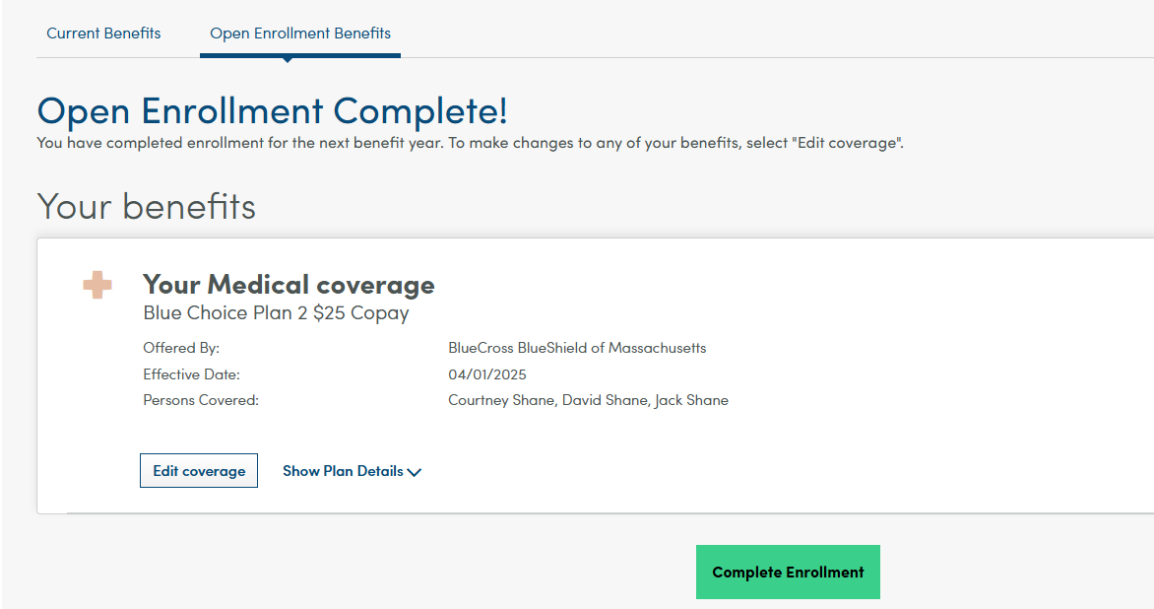
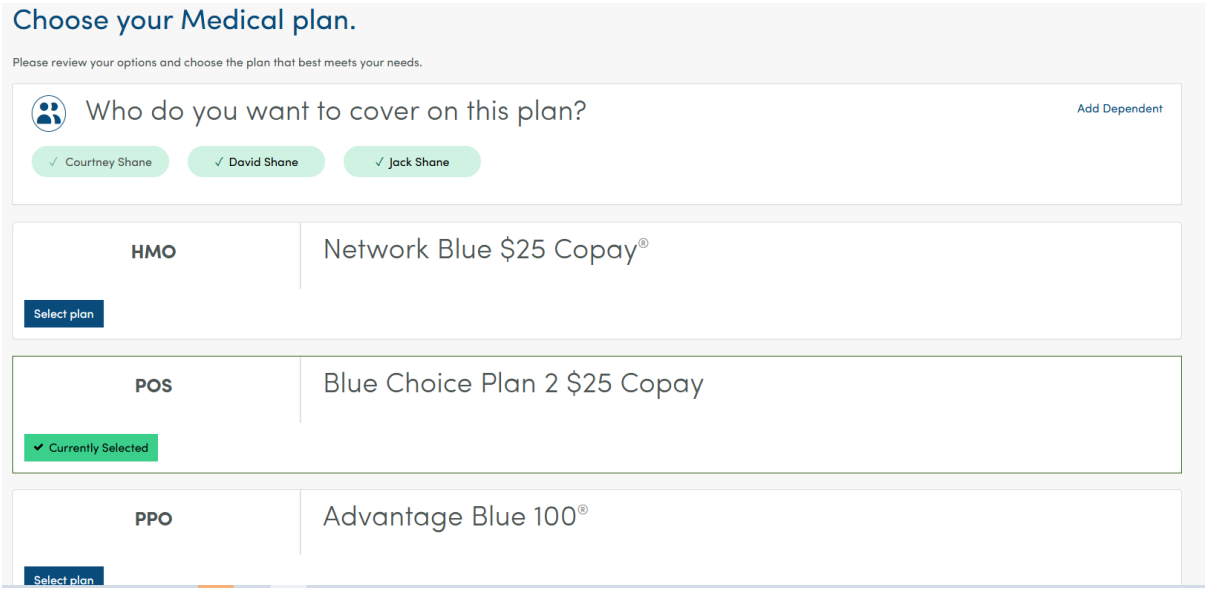
Step	Action
6	Once you verify your personal information it will tell you that your Open Enrollment is complete. This is because we will have carried over the same benefits you had last year to this year. If you want to make any changes for 4/1/2026 you will click on **Open Enrollment Benefits** at the top and click **Edit coverage**  Otherwise, if you have no changes click on **Complete Enrollment**
7	Once you click on edit coverage it will bring you to the page to choose your Medical plan. You will see that the plan you currently have is checked off and says currently selected. ***NOTE: The Advantage Blue plan is only for retired members living out of state*** 

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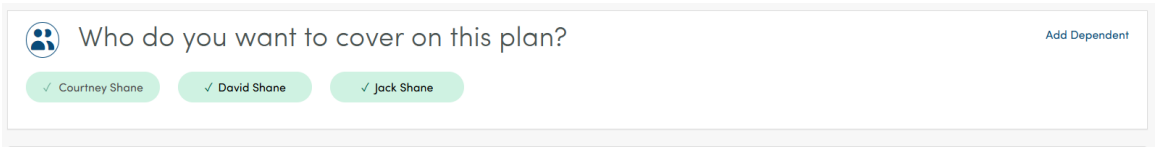
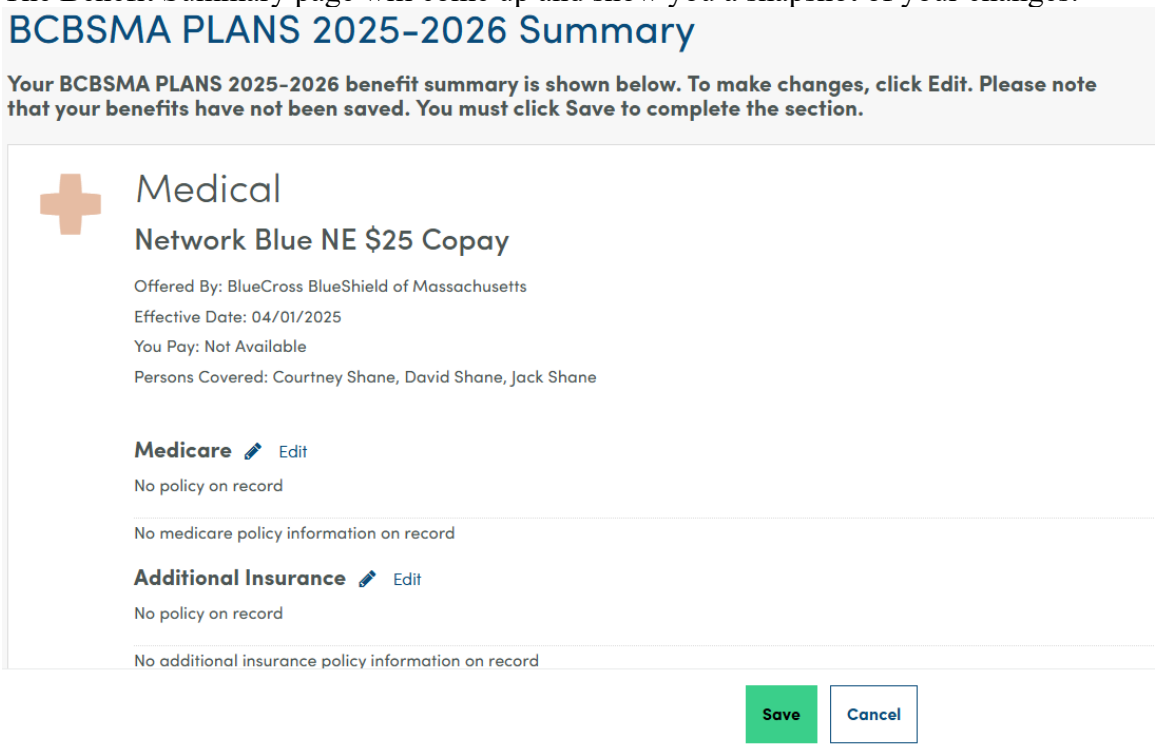
Step	Action
	If you need to add a dependent you can do so by clicking on add dependent here. Anyone that is checked off and green is currently covered on your plan. You can click on a person's name to remove them from the plan (you will see them turn white and they will be unchecked) 
8	Click on the plan that you want to select for this benefit year by clicking on **Select plan**.
9	The Benefit Summary page will come up and show you a snapshot of your changes:  Click **Save**
10	Then you will see the page say **Open Enrollment is complete** showing you again the benefits you chose:

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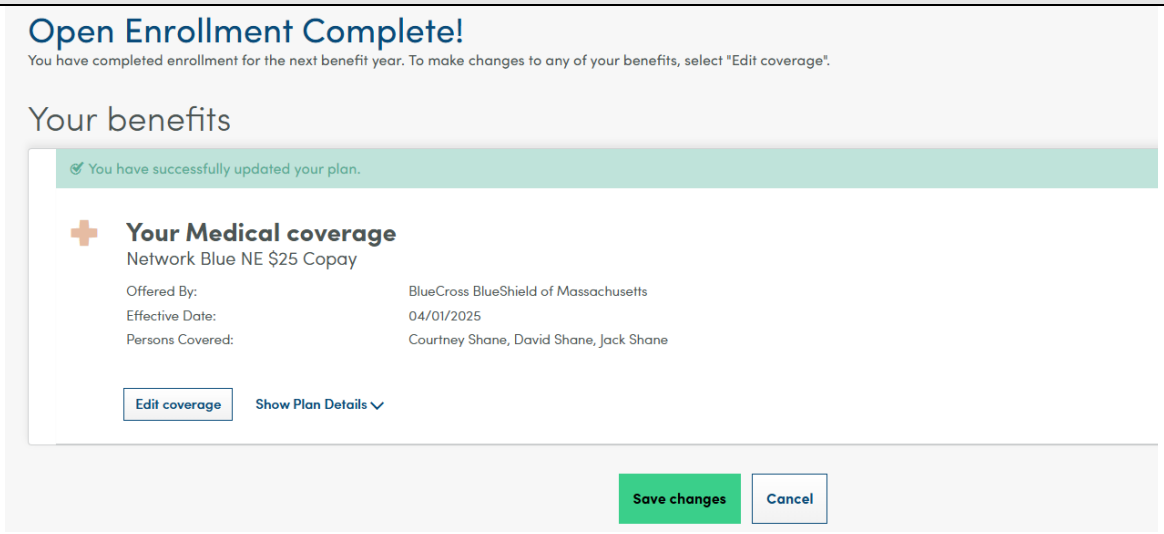
Step	Action
	 Click **Save changes**
11	Now you will see it say Congratulations you successfully updated your benefits. Click on **Continue to next page**.
12	A survey will pop up you can click on **skip survey.**

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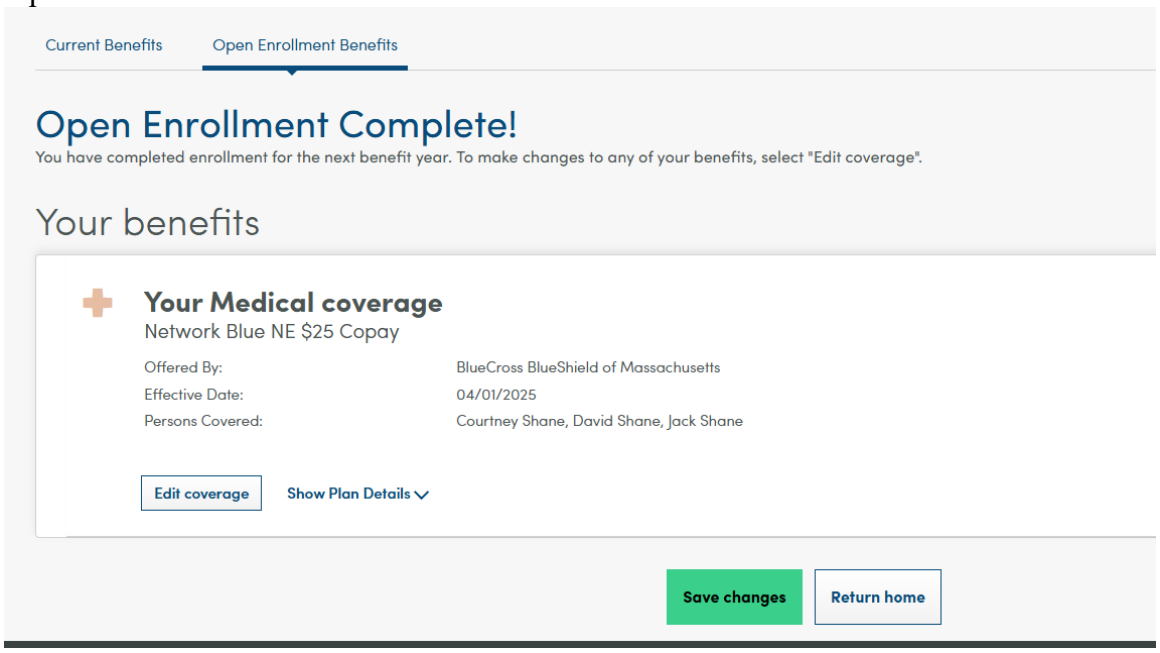
If you want to Change your PCP Only:

1	From the Home Page, click on **View your benefits**. Click on **Open Enrollment Benefits** at the top 
2	Click **Edit Coverage**

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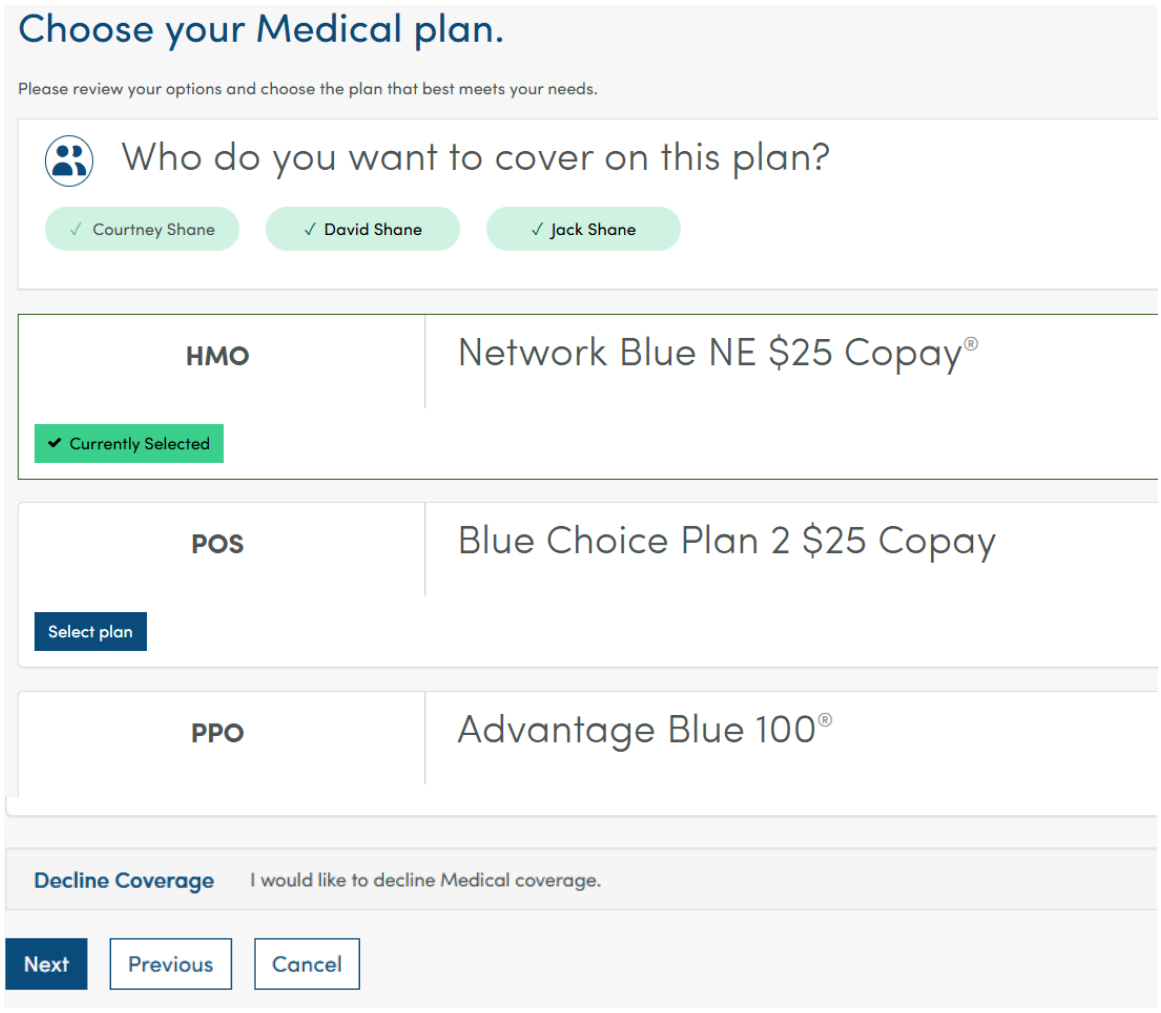
3	You will see Choose your Medical Plan. You will see the plan you currently have selected checked off in Green. Scroll down and click **Next**



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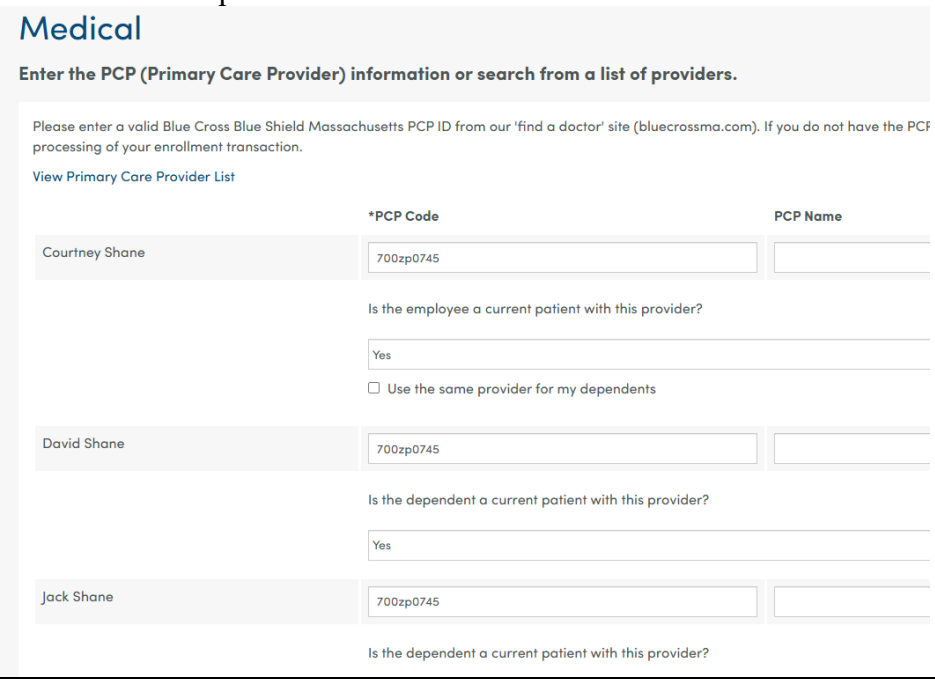
4	You will see a pencil and the **Edit** next to Primary Care Provider. Click **Edit**
5	Enter in the new provider PCP code and Click **Next**: 

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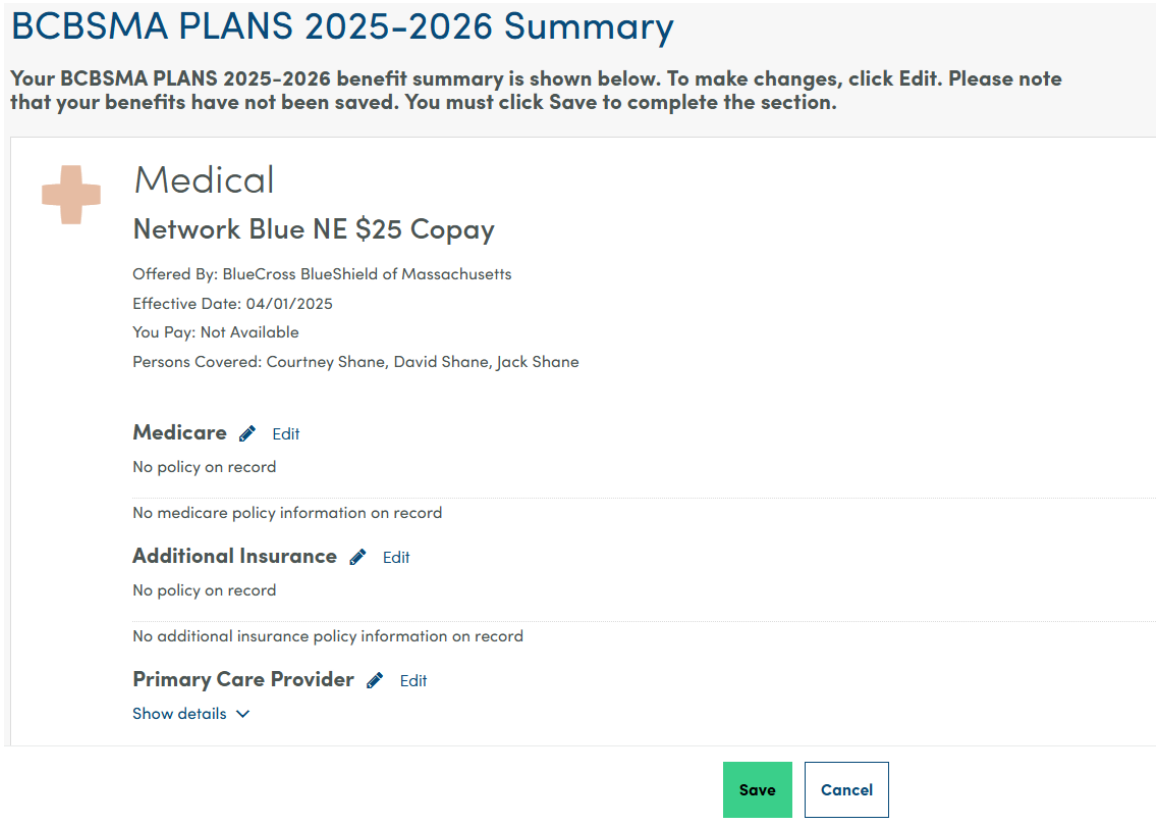
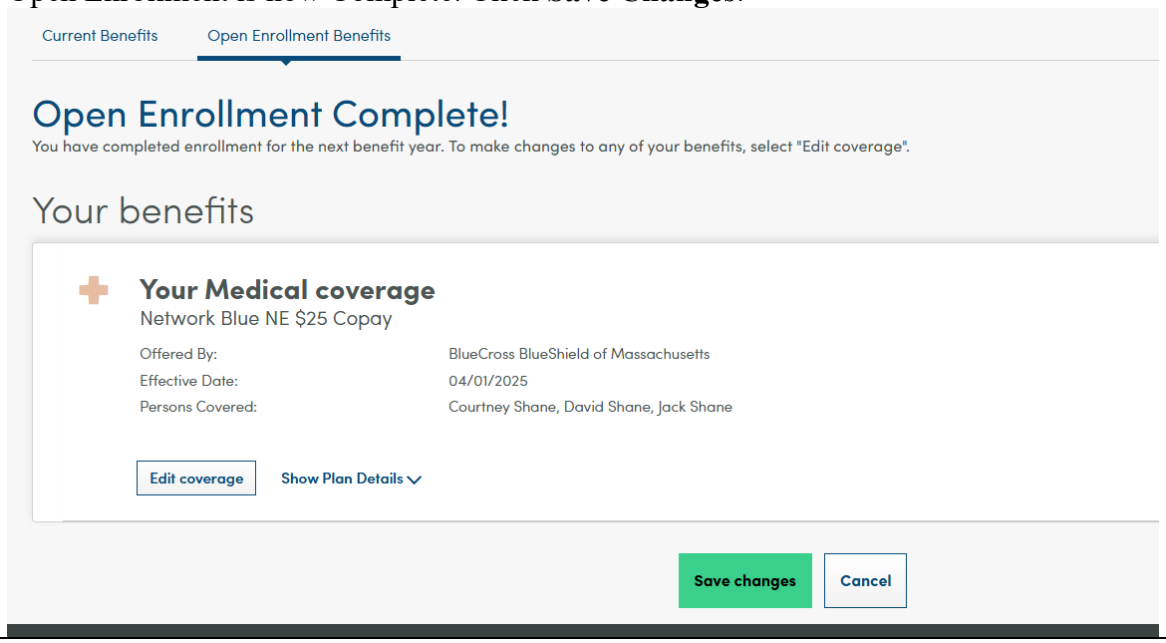
6	The PCP screen will show your changes. Click **Next**
7	The BCBS Plan Summary Page will now be displayed. Review your benefits and changes. Click **Save** 
8	Open Enrollment is now Complete. Click **Save Changes**: 

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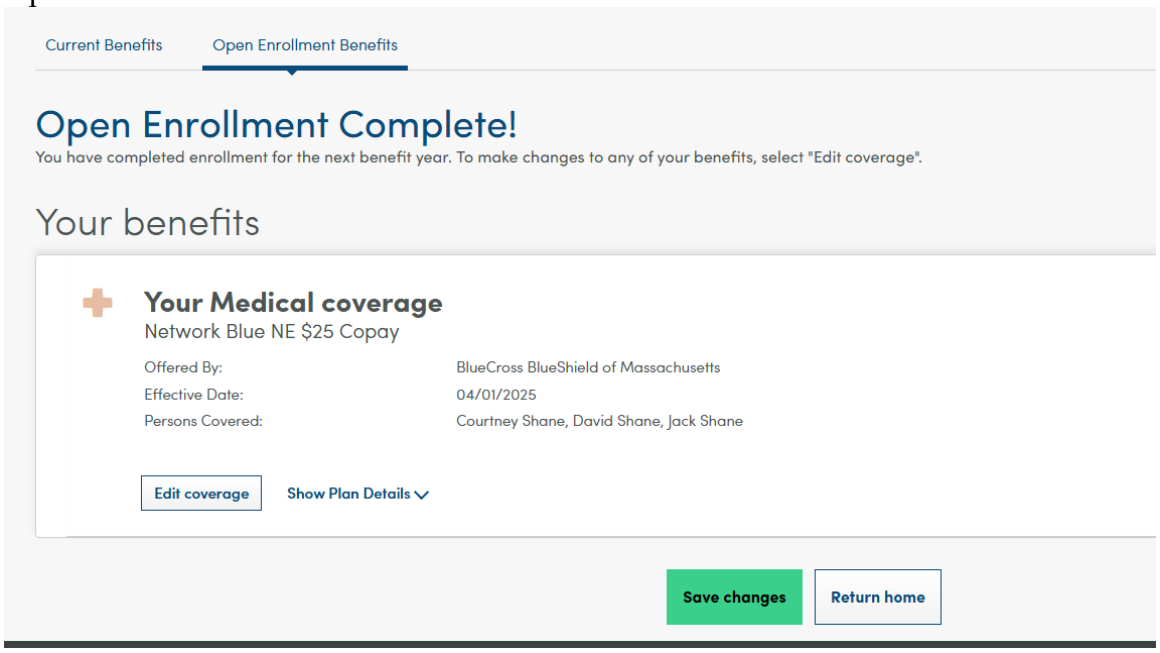
Existing Employees-Self Service

If you want to Add a Dependent or Spouse only at Open Enrollment:

1	From the Home Page, click on **View your benefits**. Click on **Open Enrollment Benefits** at the top 
2	Click **Edit Coverage**

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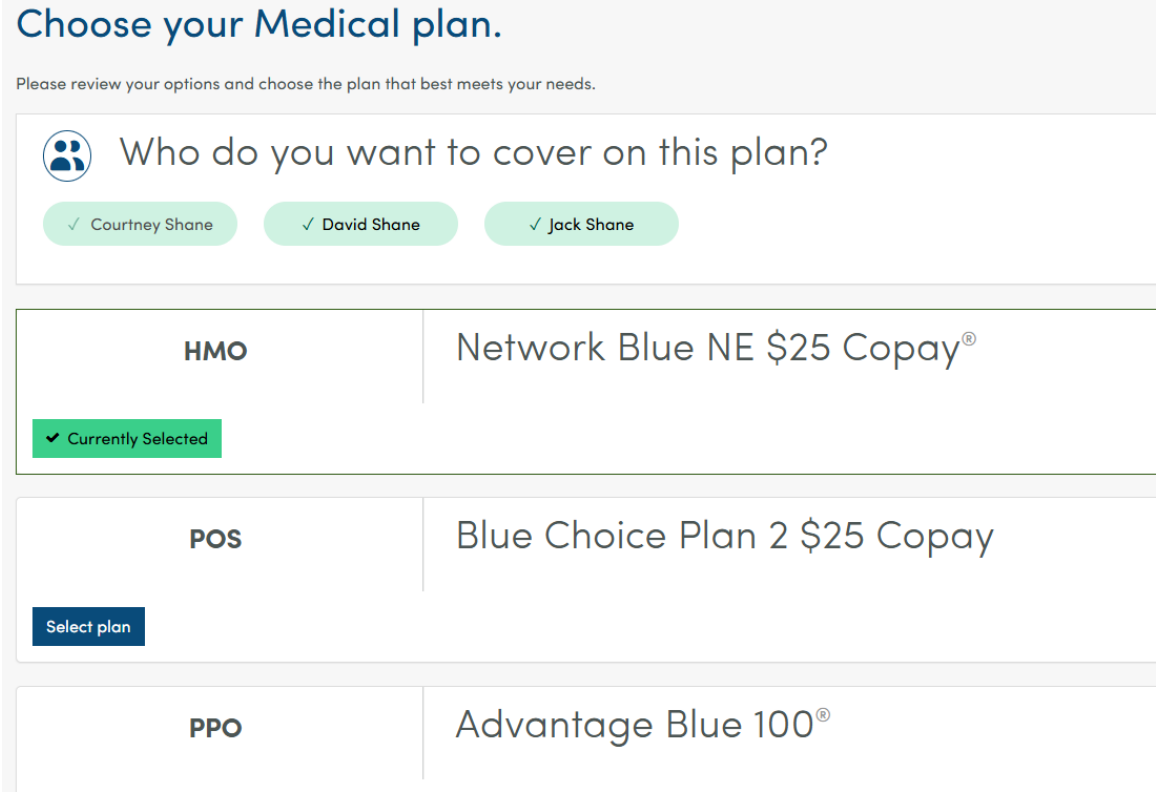
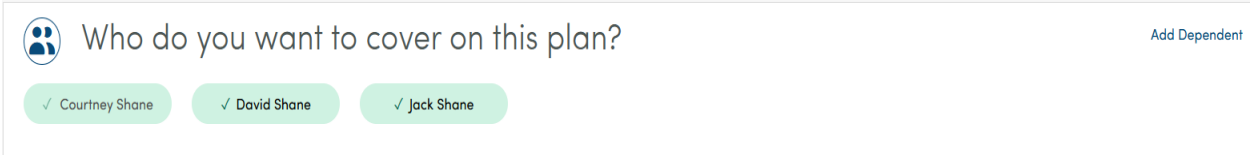
3	You will see Choose your Medical Plan. You will see the plan you currently have selected checked off in Green. 
4	To add a dependnet or spouse you will click **Add Dependnet** by clicking **Add Dependnet** on the right in this box 

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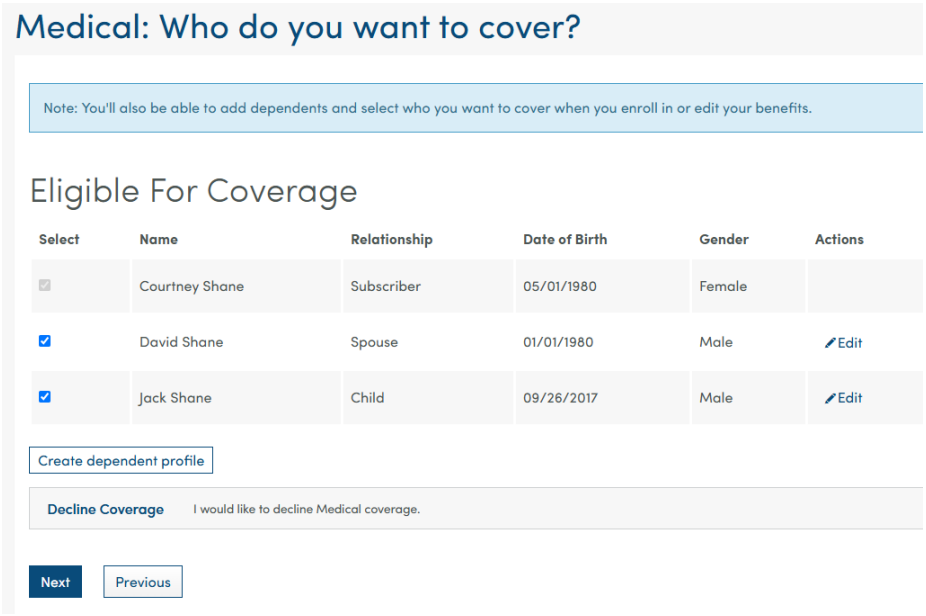
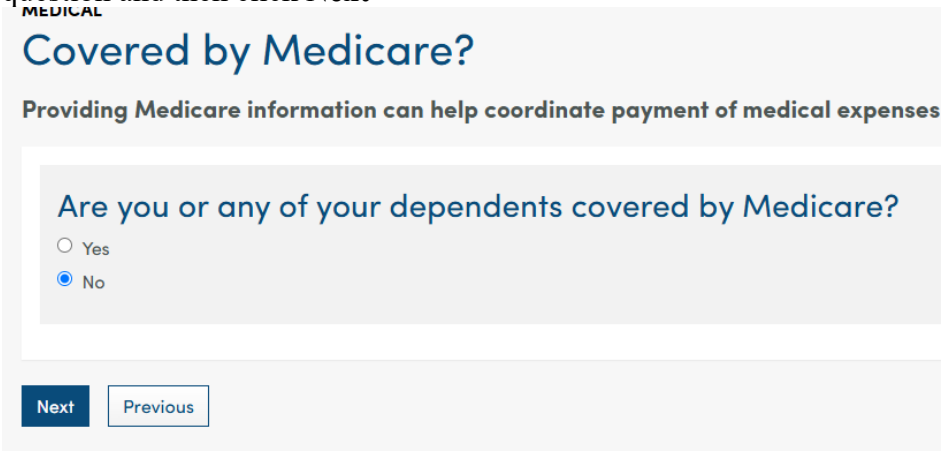
5	A box will come up with who is covered today. You want to click Create dependent profile to add a new dependent. 
6	Add the dependent or Spouses demographics information and click **save.** Then click **Next**
7	The PCP screen will come up. Add the pcp code for the new dependent/spouse you just added. Click **Next**
8	The system will then ask if you or your dependents are covered by Medicare. Answer the question and then click **Next** 

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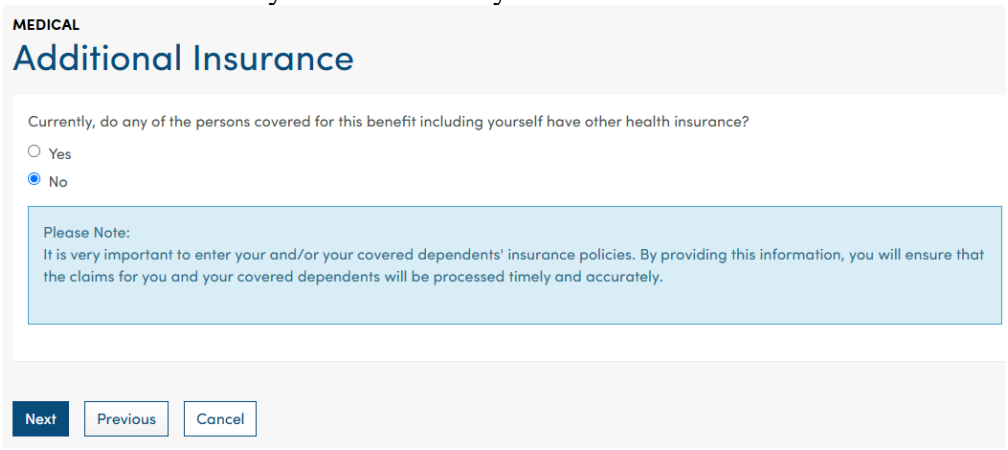
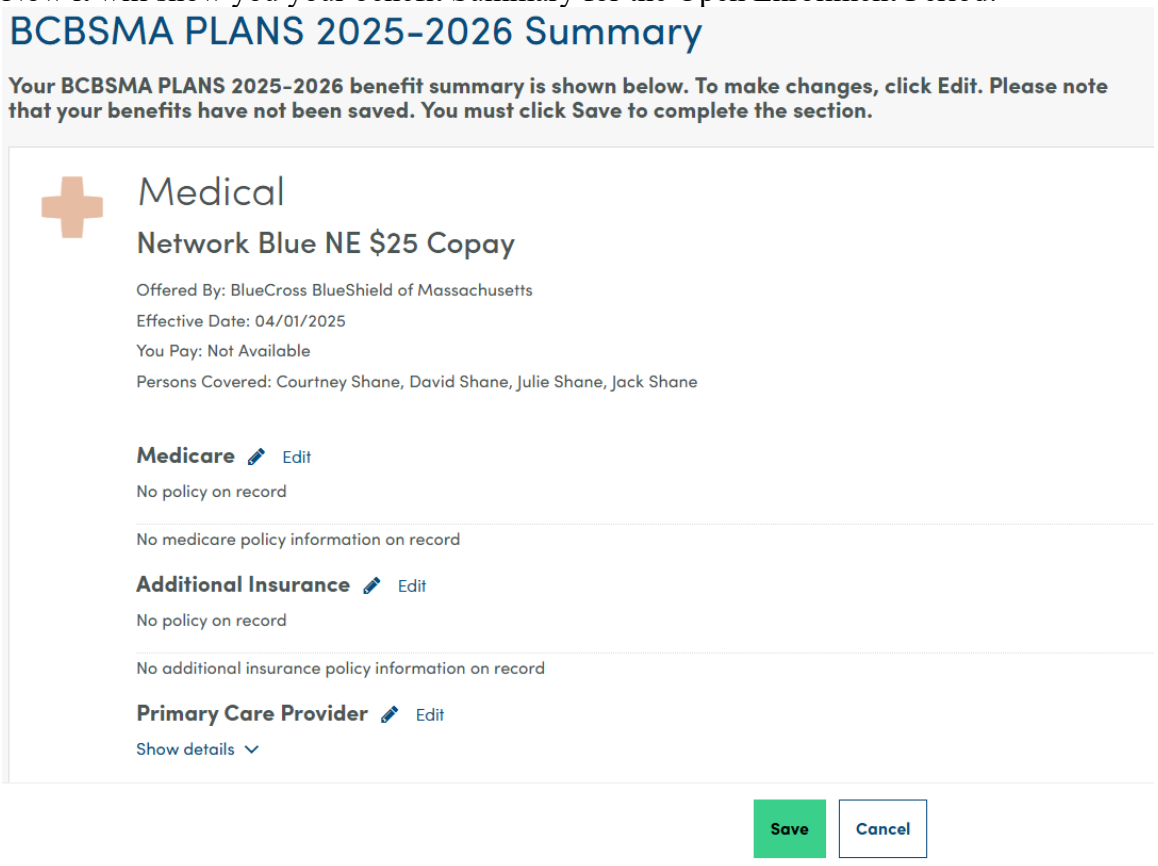
9	Then it will ask if anyone is covered by other insurance.  Click **Next**
10	Now it will show you your benefit Summary for the Open Enrollment Period:  Click **Save**

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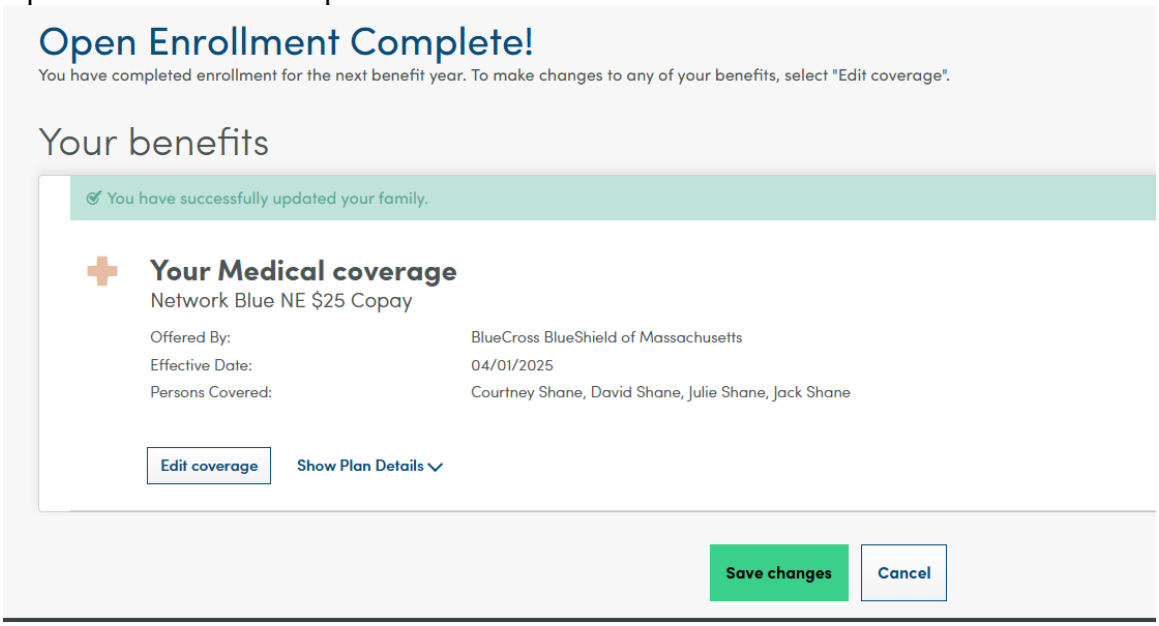
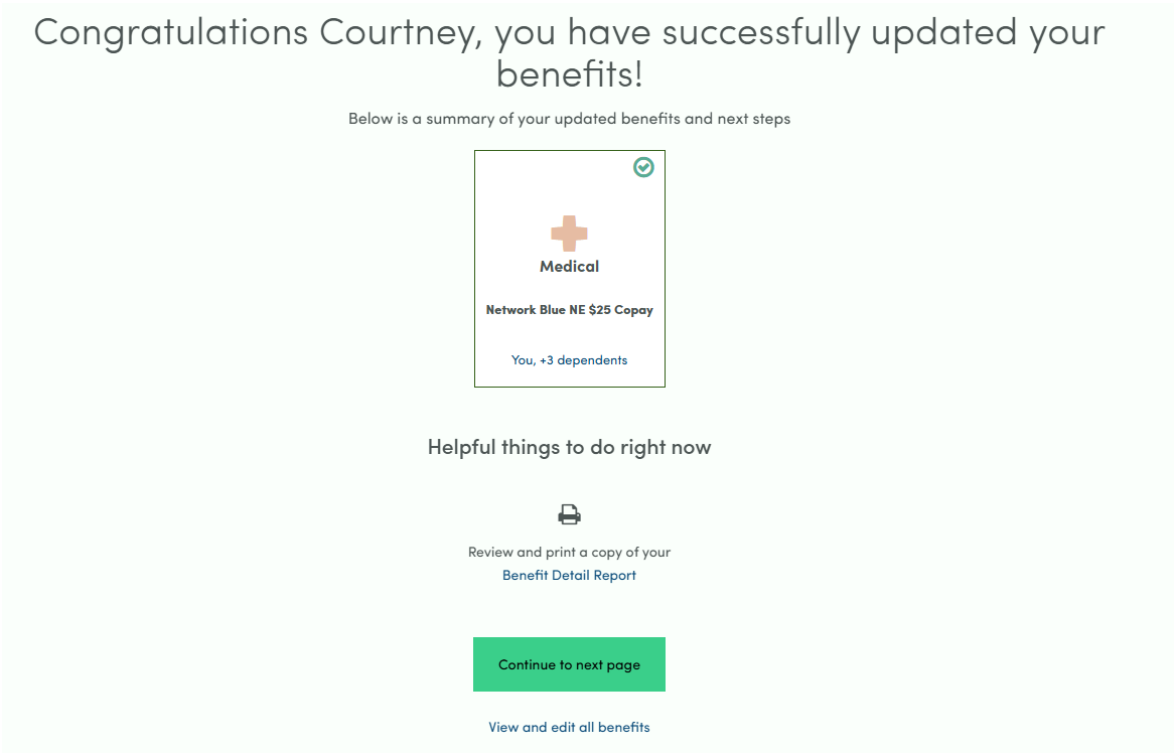
11	Open Enrollment is Complete  Click **Save Changes**
12	Congratulations you successfully updated your benefits. Click **Continue to the next page** 

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If you want to cancel your benefits, follow link on City of Cambridge's Open Enrollment page.