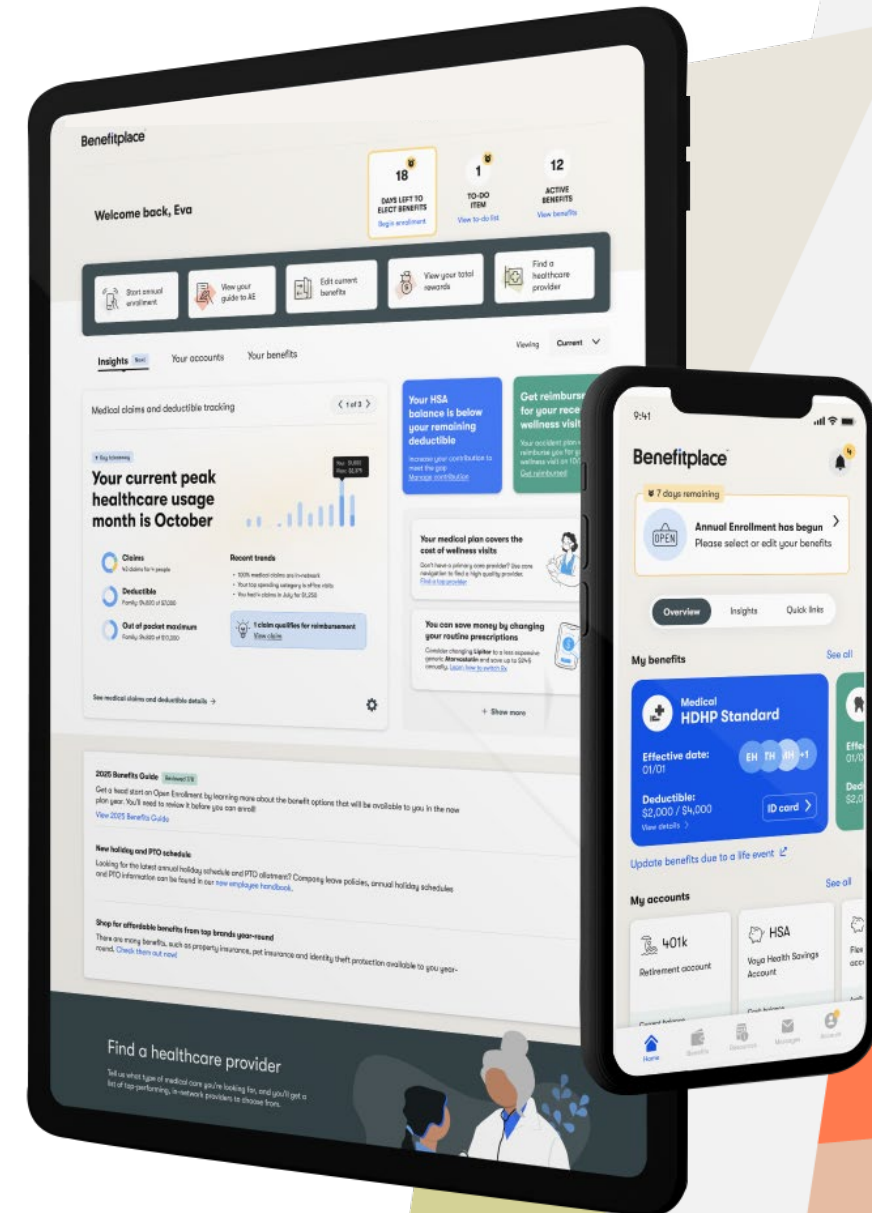


Benefitfocus[®]

Benefitfocus Marketplace Guide

Member Enrollment Workflow



State of Alaska VSB Website



Welcome to the State of Alaska Voluntary Supplemental Benefits Enrollment

The State of Alaska Voluntary Supplemental Benefits (VSB) plan enrollment is managed by Benefitfocus. Create an account or log in below to enroll or manage your benefits, such as life insurance, critical illness, short-term and long-term disability.

Log in to your account

Username

[Forgot username](#)

Password

[Reset password](#)

Log in

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

- <https://secure3-enroll.com/go/Soa>
- First time users :
 - Click “Create an account”
 - You will need to provide your last name, date of birth, and last four digits of SSN



Benefitfocus MFA | Registering your account

Let us confirm it's you.

Choose your preferred method to receive a verification code to login.

[What's multi-factor authentication?](#)

Authentication method

Authenticator app

Authenticator app

Phone

Email

Cancel

Can't access your account?

[Forgot username?](#)

[Forgot password?](#)

- Authenticator App – QR code presented
 - This page contains:
 - Help document with support on how to use an app
 - QR codes for Apple/Android to download an authenticator app
 - Document to be added to Benefitfocus Resource Center
- Phone – phone #'s existing in Marketplace will pre-populate but can be updated to user preference
 - This option supports call or text message options
 - If different, registered phone # does not update data saved in Marketplace profile
 - US/Canada/Mexico/India country codes supported
- Email – will require entry of the intended email to use
 - If different, registered email address does not update data saved in Marketplace profile

Benefitfocus MFA | Reviewing Options

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-886

Call me

Text me

Cancel

Provide your email address to verify your account.

Email

|

Send verification code

Cancel

Open your authenticator app, scan the QR code below and follow instructions.

[How to use Authenticator app](#)



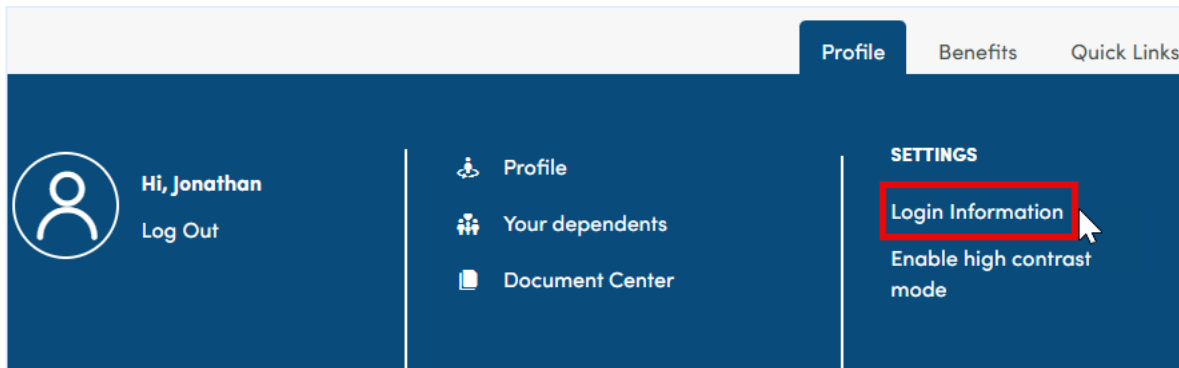
Can't scan? Enter code manually

Continue

Cancel



Benefitfocus MFA | Updating MFA Option



Login Information

Modify your login details below.

Please note: Changing your preferred authentication method may require you to re-authenticate.

Username or email address
testacct123

Preferred MFA method
Email

MFA email address
test@gmail.com

Country code
United States(+1)

MFA phone number
+1234567890

New password

Confirm new password

Save changes

Cancel without saving



Enrolling in Voluntary Supplemental Benefits

- The State of Alaska Voluntary Supplemental Benefits (VSB) plan includes life insurance, critical illness, and long & short-term disability. The VSB plan is administered by MetLife and enrollment is managed by Benefitfocus. Plan offerings vary by Political Subdivision and Bargaining Unit.
- You can enroll in benefits during the following timeframes:
 - **Initial Eligibility:** 30 days from date of hire/eligibility
 - **Open Enrollment:** Allows you to elect benefits for the upcoming benefits year. This occurs every fall.
 - **Qualified Status Change:** 30 days from date of event
 - Qualified Status Changes include:
 - Gaining or losing a dependent through birth, adoption, marriage, divorce, or death.
 - Dependent is no longer eligible under the terms of the plan.
 - Spouse terminating employment, beginning an extended period of layoff or leave without pay, or beginning new employment.
 - You or your spouse changing employment status from full-time to part-time or vice versa.



Marketplace Homepage

Welcome to the Voluntary Supplemental Benefits (VSB) and Select Life Insurance enrollment for the State of Alaska

You can change/update or enroll in your VSB options during the open enrollment period or within 30 days of a "qualified status change."

Qualified Status changes include:

- Gaining or losing a dependent through birth, adoption, marriage, divorce, or death.
- Dependent is no longer eligible under the terms of the plan.
- Spouse terminating employment, beginning an extended period of layoff or leave without pay, or beginning new employment.
- You or your spouse changing employment status from full-time to part-time or vice versa.

As an employee working for the State of Alaska you may be eligible for the following benefits.

State of Alaska employees are eligible to participate in:

- Basic Life Insurance – \$2,000 or \$10,000 plus \$5,000 for Accidental Death, paid for by employer
- Supplemental Life Insurance – \$10,000 up to \$300,000
- Supplemental Accidental Death and Dismemberment
- Disability Benefits– Short-Term Disability and Long-Term Disability
- Critical Illness
- Select Life Insurance – based upon employee's salary up to \$100,000 (depending on bargaining unit) with Accidental Death and Dismemberment

More Information is located:

[Voluntary Supplemental Benefits](#)
[MetLife Microsite for State of Alaska](#)

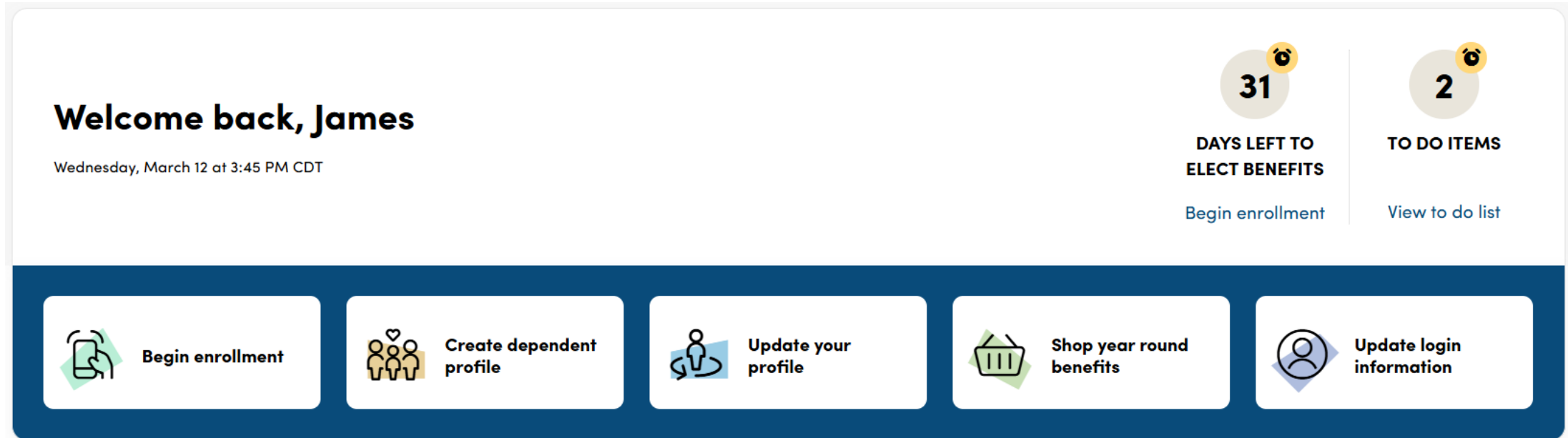
[Show less](#)

[Get started >](#)

- You will see a note on the home screen that details important information about enrollment and benefits offered.
- Click “Get started” to begin enrollment.
 - Please note, if you have already enrolled in benefits and you are editing your benefits, this button will say “Edit your benefits.”
- During Annual Enrollment, this button is customized to say “Begin Annual Enrollment”



Marketplace Homepage





The image shows a mockup of a Marketplace Homepage. At the top, a white banner contains a welcome message on the left and two circular progress indicators on the right. The welcome message says 'Welcome back, James' in bold, with the date and time 'Wednesday, March 12 at 3:45 PM CDT' below it. The first progress indicator shows '31' days left to elect benefits, with a link 'Begin enrollment' below it. The second progress indicator shows '2' to do items, with a link 'View to do list' below it. Below the banner is a dark blue horizontal bar containing five white rectangular buttons. Each button has an icon and text: 'Begin enrollment' (hand holding a phone), 'Create dependent profile' (three people icons), 'Update your profile' (person icon), 'Shop year round benefits' (shopping cart icon), and 'Update login information' (person icon).


Welcome back, James
Wednesday, March 12 at 3:45 PM CDT


31
DAYS LEFT TO
ELECT BENEFITS
[Begin enrollment](#)


2
TO DO ITEMS
[View to do list](#)

 **Begin enrollment**

 **Create dependent profile**

 **Update your profile**

 **Shop year round benefits**

 **Update login information**

- The welcome banner on the home page allows for quick access to many functions, such as beginning an enrollment, creating a dependent profile, and shopping for year-round benefits (Pet Insurance).
- You can see your remaining days to enroll for initial enrollment or Open Enrollment here, if applicable.
- If you elect a benefit that requires a Statement of Health, it will be available in the "to do items." See slide 19 for more information about the Statement of Health.

Employee Profile Page

Your profile

Review and complete the required (*) information for your profile below.

About you

Communication preferences

Here's what we know about you

Some of your information is managed in another system. To change it, contact your administrator.

Your personal information

EDIT

Name	James Test7543
Gender	Male
Marital status	Married
Social security number	333-44-7777
Date of birth	01/01/1980

Your contact information

Edit

Physical address	123 Main Street, Test City, AK 12345, USA
Work email	
Personal email	test@email.com
Home phone	123-456-7890
Cell phone	Please provide
Work phone	
Work cell phone	
Alternate phone	

Next step: Review communication preferences

Cancel and return home


- Review your personal information for accuracy before beginning enrollment.
- Many of these fields are managed via the employer; contact your administrator to change this information, if necessary.
- Click "Next step: Review communication preferences" to advance.




Employee Profile - Communication Preferences

Your profile

Review and complete the required (*) information for your profile below.


About you  Communication preferences

Please set your communication preferences

From Benefitplace  Edit

Would you like to receive Benefitplace communications? *Please provide*

Communication method

From your employer  Edit

Would you like to receive communications from your employer? *Please provide*

Communication method

[Continue to next step](#) [Cancel and return home](#)

- Select an e-mail address to receive communications from Benefitplace and your employer.
- Click "Continue to next step" to begin enrollment.



Dependent Page

● PROFILE – ○ BENEFITS – ○ CHECKOUT

Before you enroll in benefits

Do you need to add any dependents to your profile?

Note: You'll also be able to add dependents and select who you want to cover when you enroll in or edit your benefits.

Create dependent profile

Next

- Add eligible dependents (spouse or qualified children)
- Dependents can also be added during enrollment screens
- A dependent is an individual who you would like to cover on a plan. After you elect life insurance, you will be prompted to add beneficiaries. A beneficiary is an individual (or trust) who will receive the proceeds of life insurance policies or other applicable plans. See slide 15 for more information on beneficiaries.




Enrollment

✓ PROFILE — ● BENEFITS — ○ CHECKOUT

🛒

Current Benefits

You have incomplete benefits. Please check the steps below to make sure you have completed all the steps in the enrollment process.



Life

Protects your loved ones in case something happens to you.

Decision required

Would you like Life coverage?

Begin enrollment

- Click “Begin enrollment” to view available options for each plan.
- The first time you enroll for benefits, you will need to click through each benefit.
- Benefits can be reviewed on one page in future benefit election periods, such as Open Enrollment or during a Qualified Life Event.

Basic Life Insurance

Choose your Life plan.

Basic Life, Basic Dependent Life, and Accidental Death and Dismemberment (AD&D) coverage is provided free of charge to permanent and long-term nonpermanent full-time and part-time employees of the State of Alaska and eligible employees of participating political subdivisions. The amount of your benefit is determined by your bargaining unit.

Basic Life \$10,000 2025

\$0.00
Semi-Monthly Cost

Coverage amount: \$10,000.00

Select plan

Please Note:

This benefit cannot be declined.

- This benefit cannot be declined. "Decision required" shows on the elections overview page so that you can select beneficiaries.
- When you click "Select plan," you are taken to the beneficiary selection screen.




Selecting Other Coverage

✓ PROFILE — ● BENEFITS — ○ CHECKOUT🛒

Current Benefits

You have incomplete benefits. Please check the steps below to make sure you have completed all the steps in the enrollment process.



Life

Protects your loved ones in case something happens to you.

✓ In your cart


Basic Life \$10,000 2025

Employer Paid


Covers you

Coverage Amount: \$10,000.00

Effective 05/01/2025

Beneficiaries: Tester T 

[View coverage](#)



AD&D

Protects you and your family in the event of a covered unintentional injury or fatality.

Decision required

Would you like AD&D coverage?

[Begin enrollment](#)

- After making a coverage selection, you will be taken back to the “Current Benefits” section.
- On this page, you can see the benefits you have already selected and the remaining benefits to select.
- You can choose the order to elect your benefits in, but for the first you enroll, every benefit will need to be clicked through to either elect or decline coverage.

Adding Beneficiaries

SUPPLEMENTAL LIFE

Supplemental Life: Beneficiary information

Please select the beneficiaries for this benefit, specifying whether they are Primary or Secondary as well as the allocation percentage(s).

Note: When replacing an existing beneficiary with a new one, first deselect the beneficiary, add the new beneficiary, then adjust the allo

Use	Name	Relationship	Date of Birth
<input type="checkbox"/>	Tester T Test	Spouse	01/01/1980

Add Beneficiary

- You will be prompted for beneficiary information after making any selection that requires a beneficiary.



Pet Insurance

A banner for MetLife Pet Insurance. On the left, there is a small icon of a dog and the text "MetLife Pet Insurance". Below this, a paragraph states: "At MetLife Pet Insurance, we get it pets are like family. When a member of the family becomes sick or injured, you do whatever it takes to fix it. But those veterinary costs can add up quickly, which is where MetLife Pet Insurance plans can come in." At the bottom left of this section is a sun icon and the text "Available for selection year-round". On the right side of the banner, the text "Explore MetLife Pet Insurance coverage" is displayed above a button labeled "View Site".

MetLife Pet Insurance

At MetLife Pet Insurance, we get it pets are like family. When a member of the family becomes sick or injured, you do whatever it takes to fix it. But those veterinary costs can add up quickly, which is where MetLife Pet Insurance plans can come in.

Available for selection year-round

Explore MetLife Pet Insurance coverage

[View Site](#)

- This benefit can be elected year-round.
- Clicking “view site” will take you to the MetLife Pet Insurance quote page in a new tab of your internet browser. You do not need to click on this benefit to complete your enrollment.
- You will need to select your employer on the quote page. Typing either “State of Alaska” or “Alaska” will populate the employer in the drop-down pick list.
- You can reach the MetLife Pet Insurance quote page through the enrollment pages or by clicking the “Shop year round benefits” button on the home page.

Completing Enrollment

Confirm your benefits

Cancel and return home

- Once all benefit selections have been made, scroll to the bottom of the page and select “Confirm your benefits.”



Congratulations Banner

Congratulations James, you have finished
selecting your benefits!

 Life Basic Life \$10,000 2025	 AD&D Basic AD&D 2025	 Dependent Life Basic Dependent Life 2025	 Business Travel Accident Business Travel Accident - \$200,000 2025	 Supplemental Life Supplemental Employee Life 2025
 Supplemental AD&D Supplemental Employee AD&D 2025	 Select Actives Life and AD&D Select Actives Life and AD&D \$100,000 CAP 2025	 Short Term Disability Short- Term Disability 2025	 Long Term Disability Long Term Disability - Plan B 2025	 Critical Illness Critical Illness - \$15,000 2025 Just You

Show less benefits ^

Continue to next page

View and edit all benefits

- This page displays when you complete enrollment.
- Selecting “Continue to next page” will direct you to the MetLife Statement of Health Page, or to the home page if no Statement of Health is required. See next slide for information on the Statement of Health.



MetLife Statement of Health

✓ PROFILE – ● BENEFITS – ○ CHECKOUT

Metlife Statement of Health

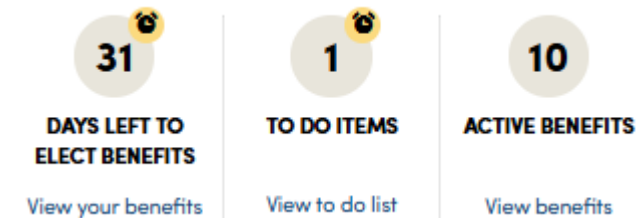
Please Complete Your Health Statement.

Please click on 'My Health Statement' to sign on to your Evidence of Insurability (EOI) provider's website.

[My Health Statement](#) [Complete later](#)

[Return home](#)

- If you select a plan that requires a Statement of Health, you will be prompted during the selection of the plan and after completing enrollment.
- A Statement of Health is a statement by your medical provider that you are in good health.
- The Statement of Health can also be accessed via the “To Do Items” section on the home page:



Adding/Editing Beneficiaries

Benefitfocus[®]

State of Alaska VSB Website



Welcome to the State of Alaska Voluntary Supplemental Benefits Enrollment

The State of Alaska Voluntary Supplemental Benefits (VSB) plan enrollment is managed by Benefitfocus. Create an account or log in below to enroll or manage your benefits, such as life insurance, critical illness, short-term and long-term disability.

Log in to your account

Username

[Forgot username](#)

Password

[Reset password](#)

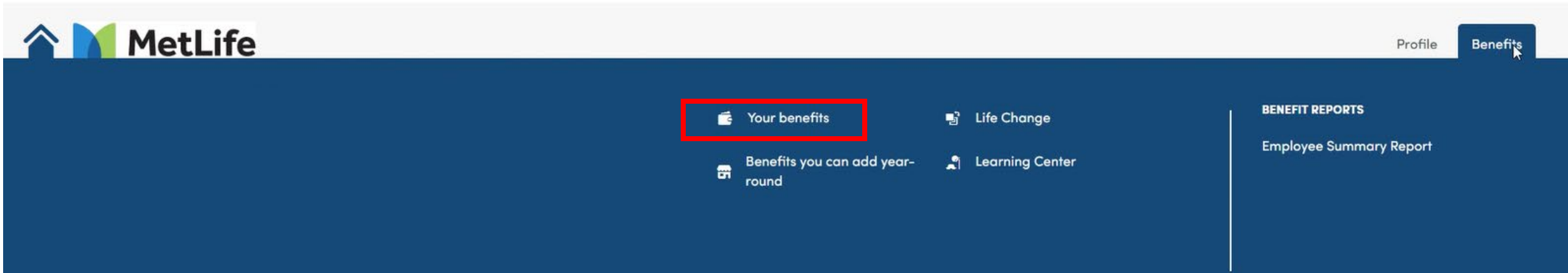
Log in

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

- <https://secure3-enroll.com/go/Soa>
- Log in to Benefitfocus Marketplace
 - MFA will be enforced (See slides 3-5)



Member Home Page





From the home page > Benefits > Your Benefits

Completed Benefits List

Enrollment Complete!
You have completed enrollment for the current benefit year. To make changes to any of your benefits, select "Edit coverage".

Your benefits

**Your Life coverage**
Basic Life \$10,000 2025

Offered By:	MetLife
Coverage Amount:	\$10,000.00
Effective Date:	01/01/2020
Persons Covered:	[REDACTED]
Beneficiaries:	[REDACTED]  Edit

[View coverage](#)

Locate the plan you wish to update, locate the row for “Beneficiaries” and click “Edit”

Adding/Updating Beneficiaries

Life: Beneficiary information

Please select the beneficiaries for this benefit, specifying whether they are Primary or Secondary as well as the allocation percentage(s).

Note: When replacing an existing beneficiary with a new one, first deselect the beneficiary, add the new beneficiary, then adjust the allocation percentage accordingly.

Use	Name	Relationship	Date of Birth	SSN/ID	Beneficiary Type*	Allocation %*	Actions
<input checked="" type="checkbox"/>		Wife			Primary	100	Edit
<input checked="" type="checkbox"/>		Son			Secondary	50	Edit
<input checked="" type="checkbox"/>		Daughter			Secondary	50	Edit

[Add Beneficiary](#)

- Available options include: Adding a brand-new beneficiary (person/organization/trust), de-selecting existing beneficiaries, modifying current allocations, or editing demographic information for existing beneficiaries.
- Once updates are complete click > Next > Save

Thank you

