

Mount Sinai NBU Employee Health Benefits Frequently Asked Questions (FAQ's)

Open Enrollment

Q: Where can I see **my benefits**, and make my annual benefits elections during the Open Enrollment period (October 11, 2021 to October 25, 2021), or make an appeal to change my benefits outside of the Open Enrollment period?

A: Log in to **Sinai Cloud** by copying and pasting this URL into your Google Chrome or Safari web browser <https://ejis.fa.us6.oraclecloud.com>.

Q: How do I get **instructions** on how to access Sinai Cloud **self- service for benefits** Open Enrollment or updating benefits due to a qualifying event?

A: Review the appropriate Employee Benefits quick reference guide (QRG) on the Sinai Cloud Training page at <http://mshsintranet.mountsinai.org/MSHSCloud.aspx?id=45977>

Q: If I am **paid monthly** and do not use Sinai Cloud, how do I view, select, and update my benefits?

A: You can access your benefit through ADP's **Workforce Now** website.

Q: How long will it take to get my **UMR** (health insurance) ID card?

A: It can take up to 3 weeks after enrollment to receive your ID card. ID cards will be mailed to the address on record in Sinai Cloud.

Q: When will I receive my **dental** insurance ID card?

A: CIGNA and Aetna do not mail ID cards to members. You may log on to their website at **Mycigna.com** or **www.aetna.com** to download, save, and print your dental ID card.

Q: When will I receive my **vision** ID card?

A: UHC vision does not mail ID cards to members. You may log on to their website at **Myuhcvision.com** to download, save, and print your vision ID card.

Q: I need to submit “**proof of good health**” due to an election for increased Supplement Life insurance, Dependent Life Insurance, or Enhanced Long Term Disability, how can I submit the required documentation?

A: You will receive a letter from **The Hartford** with the instructions on how to provide proof of good health.

Q: How do I set up my **beneficiary** information for my **life insurance**?

A: You have to log in to the Beneficiary Designation website at:
<https://enroll.thehartfordatwork.com/mountsinai bene>

Your User ID will consist of your initials followed by the last four digits of your social security number. **If you need assistance, please call 855-396-7655.**

Q: Where can I get the benefits **waiver form**?

A: The waiver form can be found on our Human Resources intranet **Forms and Publications** page at http://intranet1.mountsinai.org/humanresources/forms/index_Forms.asp. Scroll down to the Benefits section to find the Benefits Waiver Form.

Q: What do I need to do to submit a **benefits appeal** in order to update or change my benefits elections?

A: If you are filing an appeal because you experienced a qualifying life event (marriage or the birth or adoption of a child, for example) and missed your deadline to change your benefit elections, you must open a Service Request in Sinai Cloud. Before submitting your request, on the same page, you can add the attachments that document proof of the life event. **All documents should be uploaded in Sinai Cloud prior to submitting your benefits appeal request ticket.** Refer to the “Benefits Appeal Process” Quick Reference Guide on the Sinai Cloud Training page at <http://mshsintranet.mountsinai.org/MSHSCloud.aspx?id=45977> for step-by-step instructions.

Q: How do I enroll and/or make change to my **Transit or Parking** account to be effective January 1, 2022?

A: Starting on November 10, 2021, you will no longer access Sinai Cloud or the ADP Benefits Site (Monthly payroll) to enroll or update your Transit or Parking accounts. You will make your

Transit or Parking election and/or changes with **Wageworks directly** at:
www.healthequity.com/wageworks.com.