BN.11 – Prepare for Open Enrollment

**Benefits Administration Management**

- **Beginning of Planning for Upcoming Plan Year**
  - Perform Analysis of Plan Rates and Determine Any Necessary Changes for Upcoming Year
  - Document Finalized Plan and Rate Changes for Upcoming Plan Year
  - Incorporate Requested Changes per CHRO Feedback
  - Review impacted policies, documentation, and websites and draft necessary updates
  - Receive CHRO Approval on All Employee-Facing Updates
  - Communicate Finalized Plan and Rate Changes for Upcoming Plan Year to Plan Carriers

**Benefits Administrator**

- **Test Faults?**
  - No
    - Communicate and Sign Document Stating Successful Test Results to BE
  - Yes
    - Execute Open Enrollment Testing in BE Test Environment
      - Identify and Communicate Test Faults to BE for Resolution
      - Resolve test faults
      - Notify Benefits Administration of Test Environment Ready for Testing and Send Test Scripts
      - Enter Self-Service Language Changes in Test Environment

**Benefits Express (BE)**

- Execute All Configuration, Rate, and Self-Service Changes in Production
  - Enter Configuration and Rate Changes in Test Environment
  - Enter Self-Service Language Changes in Test Environment
  - Work with BE to create test scenarios for all configuration changes
  - Send Open Enrollment Communications and Materials to Employees
  - Execute All Policy, Documentation, and Website Updates in Preparation for Deployment
  - Review and Identify Impacted Self-Service Page Language

**Employee**

- Offer Open Enrollment (BN.12)
  - Employees Receive Open Enrollment Communication

**End**