



Quick Reference Guide (QRG)

BENEFEDS.com: Can/Cannot Do OUTSIDE OPEN SEASON

Revised: 9/13/17

*Lists indicate what a customer **can** and **can't do** on BENEFEDS.com outside of Open Season.*

CAN DO

Can do on BENEFEDS.com:

- Register with BENEFEDS
- New Hire/New Survivor Annuitant Enrollments
- QLE Enrollments & Changes
- Change Address & Personal Information
- Change User ID, Password, Security Questions
- Unlock account
- Edits to other non-FEDVIP/FEHB dental or vision insurance
- Research FEDVIP Plans



CAN'T DO

Must call Customer Service to:

- Change Federal Status & Agency
- Change Social Security Number
- Update FEHB Plan Information
- Update family member's relationship to primary enrollee, date of birth, or gender
- Change accelerated payment option
- Plan Year Cancellations
- Belated Actions