



# Quick Reference Guide (QRG)

## **BENEFEDS.com: Can/Cannot Do DURING OPEN SEASON**

Revised: 9/13/17

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

### CAN DO

Can do on BENEFEDS.com:

- Register with BENEFEDS
- Open Season Enrollment
- New Hire/New Survivor Annuitant Enrollments
- Open Season Change to Enrollment
- Open Season Cancellation
- Change Address & Personal Information
- Change User ID, Password, Security Questions
- Unlock account
- Research FEDVIP Plans



***Note:** Before Open Season begins Federal Family Members can submit QLE enrollments and QLE changes right on BENEFEDS.com. Those functions are turned off during Open Season to avoid confusion.*

### CAN'T DO

Must call Customer Service to:

- Perform any QLEs\*
- 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
- Plan Year Cancellations

\*Can do these when it's NOT Open Season