

### Overview

This Quick Reference Guide (QRG) describes how to join, add, change or leave your Healthcare Scheme during the annual renewal open enrolment window.

The cost of your membership is covered by Nuffield Health, excluding tax contributions, and you can add dependants at your own cost, full details of which can be found on the [MyBenefits](#) site.

Eligible dependants are your partner, spouse or civil partner and your children under the age of 25 as at 1 January 2023.

You will have to complete a Medical Declaration Form for any dependants you add to the scheme. If you don't complete this, your dependants will still be added to your scheme (and your payroll deductions will commence), but they will not be able to make a claim until this has been submitted. Any pre-existing medical conditions/symptoms that your dependants have will be excluded from treatment under the scheme for a period of two years.

### Need to Know Before Starting!

Open Enrolment for Healthcare Scheme is only open once a year. This year it is open from 16 November to 7 December 2022 and the elections you make are effective from 1 January 2023.

Once the Open Enrolment window is open, you will receive a Workday inbox task to make your Healthcare Scheme elections or changes.

Your Open Enrolment invitation will show your current Healthcare Scheme elections. If you do not take any action during the Open Enrolment window, your current elections will remain for the following year so if you don't want to make a change, you don't need to do anything. However, we encourage you to view your current selections on Workday, even if you're not planning to make changes, to ensure these are correct.

### Go to relevant section of this guide for details on:

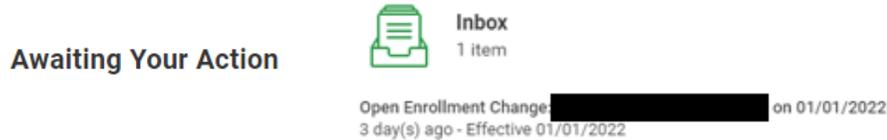
1. [How to join the healthcare scheme](#)
2. [How to add dependants](#)
3. [How to change partner cover](#)
4. [How to remove dependants](#)
5. [How to leave the healthcare scheme](#)

### Appendices

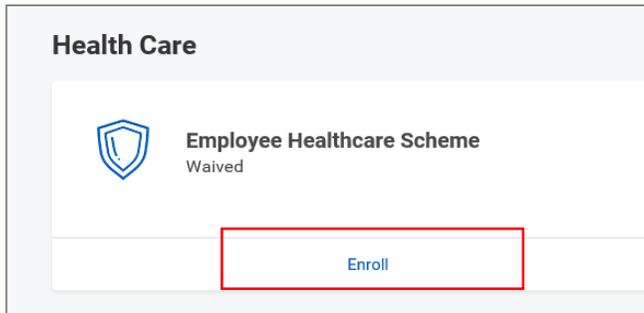
- A. [How to change the relationship type of your partner or child on Workday](#)
- B. [How to view or change your elections after submission](#)
- C. [Error messages](#)

**How to join the Healthcare Scheme**

1. Go to your Workday home page. You can find an Open Enrolment link in your Workday inbox or under the Awaiting Your Action section on the Workday home page. Click on one of the links to get started.



2. Then click **Continue** or **Let's Get Started** to progress to the next stage.
3. To join the Healthcare Scheme, click **Enroll** in the box below

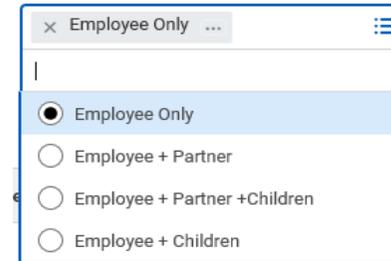


4. On the next screen, choose **Select** in the Select/Waive section.

*Selection	Benefit Plan	You Pay (Monthly)	Company Contribution (Monthly)
<input checked="" type="radio"/> Select <input type="radio"/> Waive	NH	Included	£42.08

5. Click **Confirm and Continue**

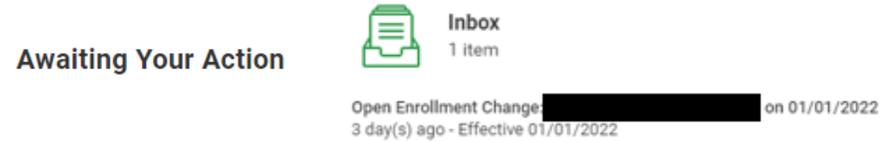
6. Select the coverage level you require by clicking the menu item



7. Select **Employee only** coverage if you want cover for yourself only.
8. Select **Employee + Partner** (and/or Children) if you want cover for yourself and your dependants and then follow the instructions under [How to Add Dependants](#) from step 6.
9. If you have selected Employee Only cover, Click **Save** then **Review and Sign**
10. If you are happy with your elections, click **Submit** to complete the application process.
11. If you want to make any changes before submitting, click **Cancel** and follow the instructions from step 1 again.
12. Click **View 2023 Benefits Statement** and select **Print** to launch a printable version of your election for your records

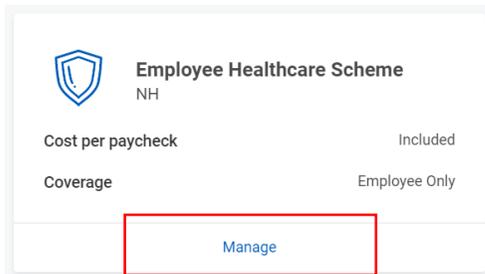
### How to Add Dependants

1. Go to your Workday home page. You can find an Open Enrolment link in your Workday inbox or under the Awaiting Your Action section on the Workday home page. Click on one of the links to get started.



2. Then click **Continue** or **Let's Get Started** to progress to the next stage.

3. To add dependant to your Healthcare Scheme click **Manage** in the box below

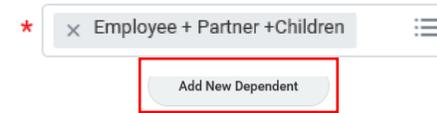


4. The next screen will show your current elections. Choose **Select** in the Select/Waive section.

*Selection	Benefit Plan	You Pay (Monthly)	Company Contribution (Monthly)
<input checked="" type="radio"/> Select <input type="radio"/> Waive	NH	Included	£42.08

5. Click **Confirm and Continue**

6. Choose your **Coverage** level first by clicking the menu item then click **Add New Dependent** button



#### Note on dependant coverage:

Partner must be your **spouse, civil partner or partner** living at the same address as you.

Children must be **your children** aged under 25 as at 1 January 2023.

7. Your existing dependant/s eligible for coverage will be available to choose. Select the dependant/s you'd like to add by ticking the box next to their name.

<input checked="" type="checkbox"/>	Donald Draper	Spouse	01/01/1970
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#### Note:

- If you already have a partner on your Gym Membership and they do not show on the list of the Existing Dependants, it is likely that their relationship status was recorded as a 'friend' when the data was transferred to Workday.
- You must first change the relationship status before you can proceed. The process on how to do it can be found in [Appendix A](#).

Continued on next page...

To add new dependants, follow steps 8 to 10, or skip to step 11 if you don't need to add any new dependants

8. If your dependant has not yet been set up on Workday, select **Create Dependent** and leave the **Use as Beneficiary** box blank.

9. Click **OK**

10. On the next screen complete all mandatory fields marked with an asterisk **\***, then click **Save**

**Note:** Your dependant address is defaulted to your home address.

11. Your dependant is now added to your Healthcare dependants. Select the dependant/s you'd like to add by ticking the box next to their name, then click **Save**

<input checked="" type="checkbox"/>	Donald Draper	Spouse	01/01/1970
<input checked="" type="checkbox"/>	Sally Draper	Child	02/02/2002

12. Once you've finished making your Healthcare elections, you can see the monthly cost of the coverage for your dependants, for example:

13. To complete the application process, click **Review and Sign** then **Submit**

14. If you want to make any changes before submitting, click **Save for Later** or **Cancel** and follow the instructions from step 1 again.

15. Click **View 2023 Benefit Statement** and select **Print** to launch a printable version of your election for your records

16. As you've added a dependant, you will receive a notification in your Workday inbox with a link to complete a Medical Declaration Form.

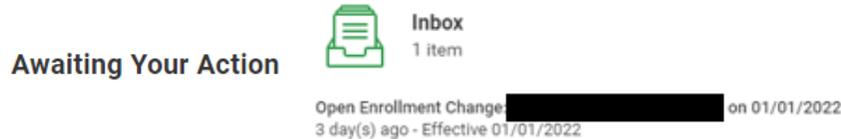
17. Once you complete and send the form as instructed, click **Submit**.

**Note:**

You must complete a Medical Declaration Form for any new dependants you add to the scheme. If you don't complete this, your dependants will still be added to your scheme (and your payroll deductions will commence), but they will not be able to submit a claim until this has been submitted. Any pre-existing medical conditions/symptoms that your dependants have will be excluded from treatment under the scheme for a period of two years.

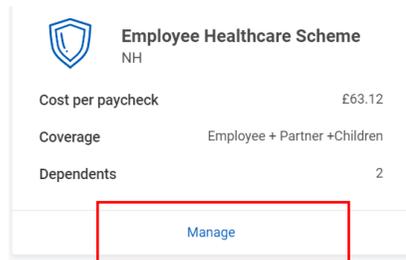
### How to remove your dependant/s on your Healthcare Scheme

1. Go to your Workday home page. You can find an Open Enrolment link in your Workday inbox or under the Awaiting Your Action section on the Workday home page. Click on one of the links to get started.



2. Then click **Continue** or **Let's Get Started** to progress to the next stage.

3. To change/remove dependant/s on your Healthcare Scheme click **Manage** in the box below



4. The next screen will show your current elections. Choose **Select** in the Select/Waive section.

*Selection	Benefit Plan	You Pay (Monthly)	Company Contribution (Monthly)
<input checked="" type="radio"/> Select <input type="radio"/> Waive	NH	£63.12	£42.08

5. Click **Confirm and Continue**

6. Choose your **Coverage** level first by clicking the menu item



7. Your existing dependant/s for elected coverage will already be selected. Click the box next to their name to remove them from your cover. Click **Save**

<input type="checkbox"/>	Donald Draper	Spouse	01/01/1970
<input checked="" type="checkbox"/>	Sally Draper	Child	02/02/2002

8. Once you've finished making your Healthcare elections, you can see the monthly cost of the coverage for your dependants, for example:



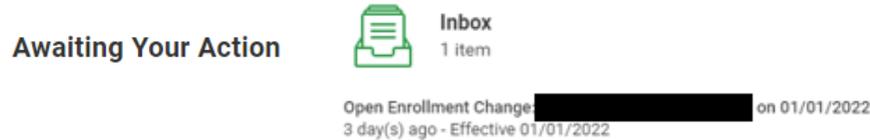
9. To complete the application process, click **Review and Sign** then **Submit**

10. If you want to make any changes before submitting, click **Save for Later** or **Cancel** and follow the instructions.

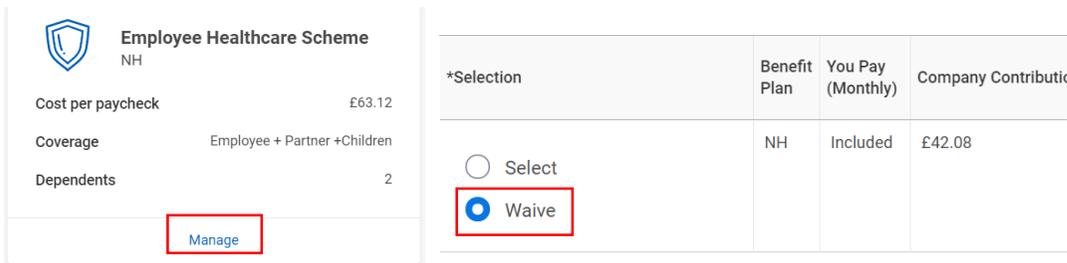
11. Click **View 2023 Benefits Statement** and select **Print** to launch a printable version of your election for your records

### How to Leave the Healthcare Scheme

1. Go to your Workday home page. You can find an Open Enrolment link in your Workday inbox or under the Awaiting Your Action section on the Workday home page. Click on one of the links to get started.



2. Then click **Continue** or **Let's Get Started** to progress to the next stage.
3. To leave the Healthcare Scheme, click **Manage** in the box below, then click **Waive** in the **Select/Waive** section.



4. Click **Confirm and continue** to review your elections.
5. Click **Review and Sign** then **Submit** to complete the application process.
6. Click **View 2023 Benefits Statement** and select **Print** to launch a printable version of your election for your records

Your election summary will show as 'waived' under Waived Benefits section:



**Note:** by choosing **'Waive'** you and any enrolled dependants will be leaving the healthcare scheme effective from 1 January 2023 and you/your dependants will no longer be covered under the Nuffield Health Healthcare Scheme.

Please be aware that you will not be able to join or make changes again until the next open enrolment period of 1 January 2024. Please also bear in mind that for any dependants that are removed and then re-join, the two-year medical history exclusion will re-commence from 1 January 2024.

### Appendix A – How to change relationship status for your partner or child

1. To change the relationship status, e.g. from Friend to Partner, exit the Open Enrolment task.

2. Click on **Benefits** on your homepage.



3. Click on **Dependents**.



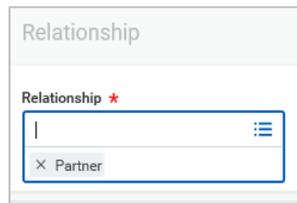
4. Check the relationship of your partner, if it is friend, click **Edit** next to their name.



Henry Francis

Friend

5. Amend their relationship status to partner, spouse or civil partner, whichever is relevant to you by clicking on the pencil  and then the menu icon  under the **Relationship** field.



6. Click **Submit**

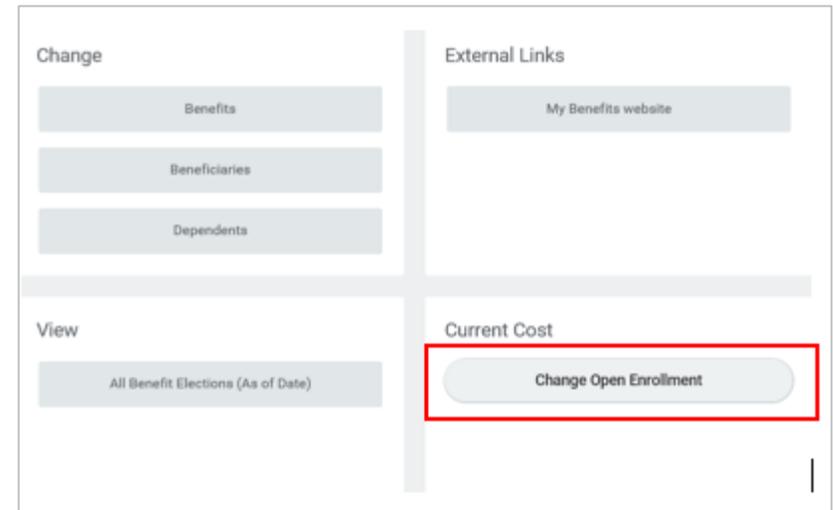


7. Your partner is now set up to appear as your dependant under your healthcare scheme for open enrolment.

8. Return to your **Benefits** on Workday home page



9. Click **Change Open Enrolment** button



10. On the next screen, click the **Let's Get Started** button



11. Follow the instructions under [How to Add Dependants](#) from step 2.

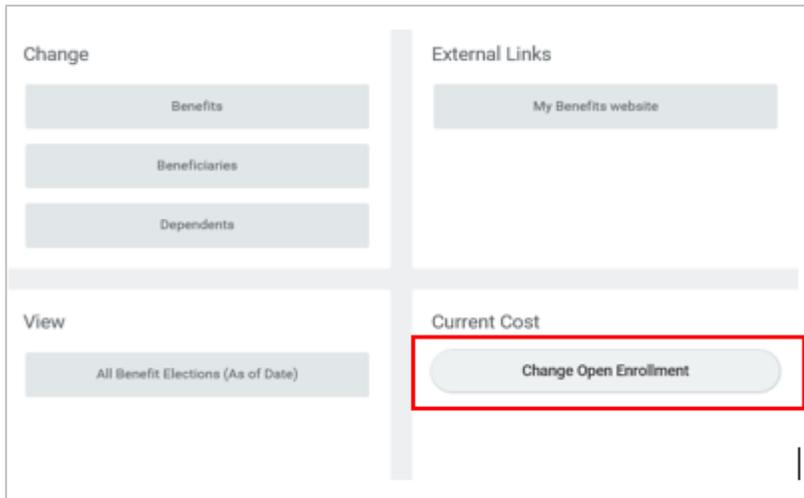
### Appendix B – How to view or change your elections after submission

1. To view your submitted Open Enrolment Healthcare elections, go to your **Benefits** on the Homepage.

2. Click **Change Open Enrolment** button.



Benefits

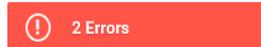


3. On the next screen click the **Let's Get Started** button 
4. From here you can click **Manage** and follow the instructions to make further changes or you can view your submitted Healthcare elections by clicking **Review and Sign**
5. Click **Cancel**  and your previously submitted elections will remain the same.

**Note:** any changes can take place up until the end of the open enrolment period which is 7 December 2022.

## Appendix C - Error messages during open enrolment process

If you get an error message when trying to submit your application form, for example:



### Errors

1. **Page Error**  
Select 1 or more dependents. You have not reached the minimum number of dependents.
2. **Page Error**  
Select dependents with relationship types of Child, Civil Partner, Partner, Spouse.

These are the potential reasons:

- a) Your selected coverage level does not match your dependants, for example you added a Partner but selected **Employee + Children** coverage.
- b) You have not selected (ticked) the correct dependants to enrol on the healthcare scheme
- c) You have not completed all mandatory fields when adding a new dependant to your healthcare scheme

### Note:

If you are still unsure on how to proceed, please contact the Reward Team on [mybenefits@nuffieldhealth.com](mailto:mybenefits@nuffieldhealth.com)