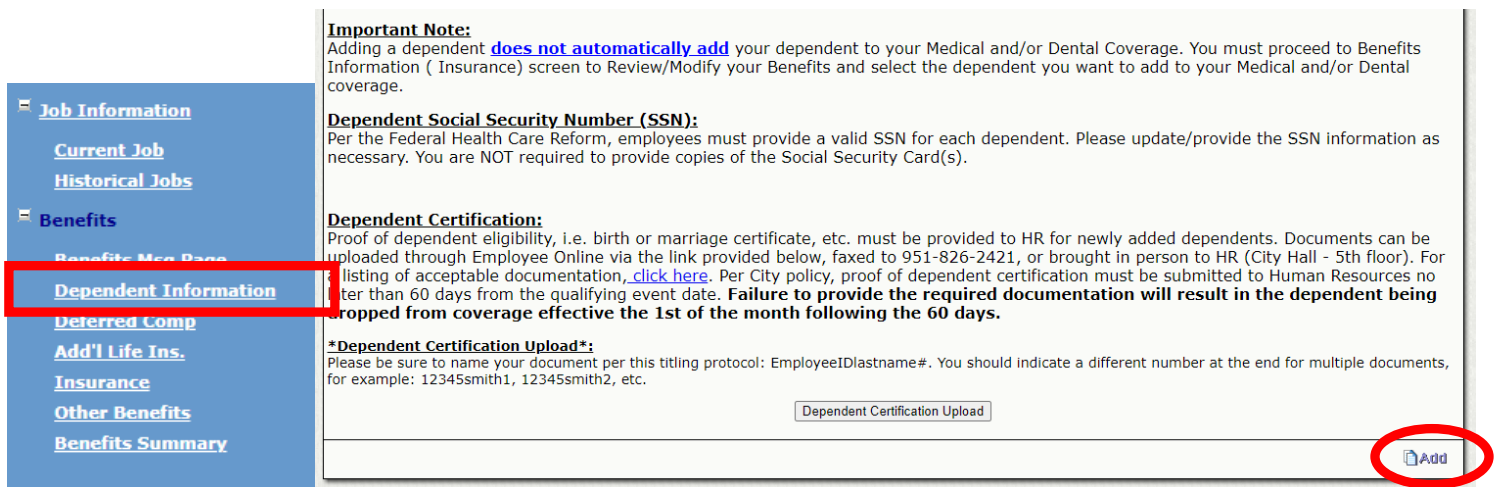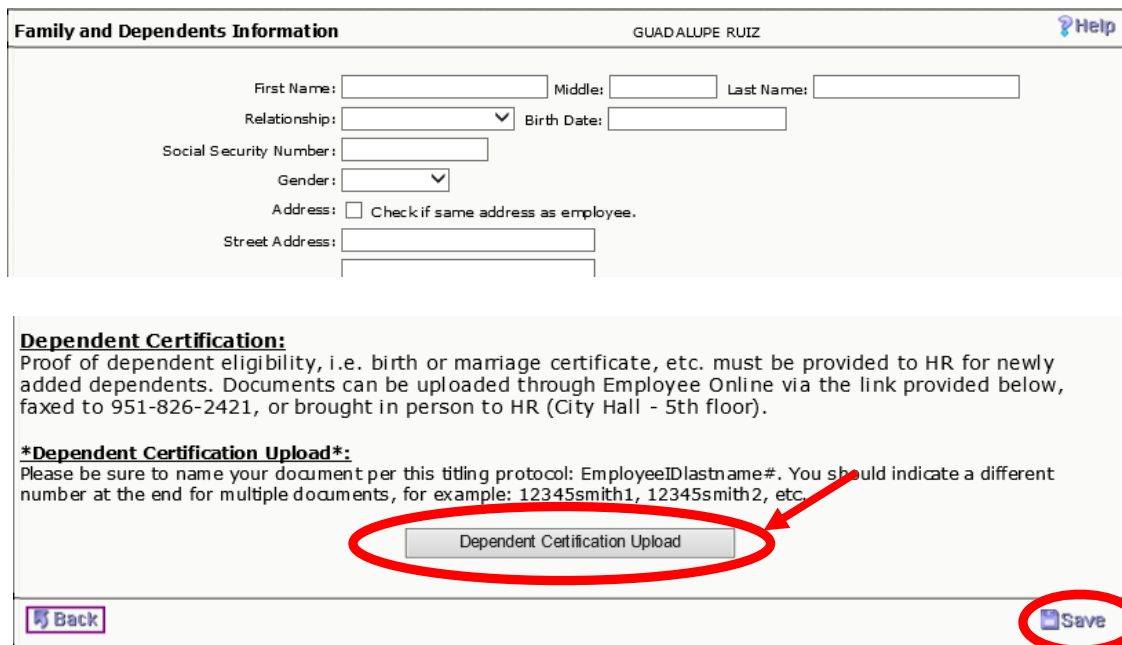# Requesting Changes to Your Benefits

Be sure to review the Qualifying Event Guidelines before requesting changes to your benefits

Step 1: Dependent Information - **Add, remove, or verify dependent information**. To add a new dependent, remove or verify an existing dependent record in the "Dependent Information" screen. Be sure to upload a birth announcement, birth certificate, marriage certificate, or other proof of a qualifying event using **the Dependent Certification Upload** button. ==Adding a dependent profile does NOT add them to your medical and/or dental plan==, you must proceed to Benefit Selection to add/drop new and existing dependents to/from your medical and/or dental plans.

After entering your dependent's information, upload your dependent certification and click "Save"

Requesting Changes to Your Benefits

Step 2: Add/Remove Dependent from Insurance – To add or remove a dependent from your insurance plan(s) click on **Insurance** and select the plan you would like to add or remove the dependent from then select your Plan (which will be hyperlinked) and

Update the **Coverage Category**, if necessary, **check or uncheck** the box next to the dependent you are adding or removing and include a **Qualifying Event** and **Date** and click **Save.**

- **Blue Shield HMO plans –** If enrolled in a Blue Shield HMO plan a Primary Care Physician(PCP) identification number needs to be entered for the dependent on the medical screen. The Finding a Doctor tool can be used to find the PCP number for each doctor, this tool can be accessed at http://www.blueshield.com/networkhmo

Requesting Changes to Your Benefits

Step 3: Benefit Confirmation - **Verify your request.** Print and/or email your Benefit Confirmation statement before exiting the EO system.

Questions or Concerns

CityBenefits@RiversideCA.Gov

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