

# What Enrollees Can and Cannot do on BENEFEDS.com

Revised 3/5/2014

## Open Season

### Can Do

- Register with BENEFEDS.com
- Perform and Open Season enrollment
- Perform a New Hire enrollment
- Perform a New Survivor Annuitant enrollment
- Make a change to their Open Season enrollment
- Cancel their Open Season enrollment
- Change their address and personal information
- Change their BENEFEDS User ID, password and security questions
- Unlock their account (if locked)
- Research FEDVIP plans and rates

### Cannot Do

They must call BENEFEDS Customer Service at **1-877-888-FEDS** (1-877-888-3337)

- Perform a Qualifying Life Event (QLE)
- Change Federal status and agency
- Change social security number
- Update FEHB plan information
- Update a family member's relationship to primary enrollee, their date of birth or their gender
- Cancel their current plan year enrollment

## Non-Open Season

### Can Do

- Register with BENEFEDS.com
- Perform a New Hire enrollment
- Perform a New Survivor Annuitant enrollment
- Perform a Qualifying Life Event (QLE enrollment or change)
- Change their address and personal information
- Change their BENEFEDS User ID, password and security questions
- Unlock their account (if locked)
- Edit other non-FEDVIP/non-FEHB dental or vision insurance
- Research FEDVIP plans and rates

### Cannot Do

They must call BENEFEDS Customer Service at **1-877-888-FEDS** (1-877-888-3337)

- Change Federal status and agency
- Change social security number
- Update FEHB plan information
- Update a family member's relationship to primary enrollee, their date of birth or their gender
- Change their accelerated payment option
- Cancel their current plan year enrollment