

2019 Annual Enrollment Instructions

Making changes online

You may enroll online at lifesolutions1.com/voyaagents. You should review your current Benefits Confirmation information and the health plan options available to you before you enroll or make changes for 2019.

If you do not have Internet access, call the Voya Agents Service Center at (833) 864-9373 for assistance. Remember, you only need to act if you want to change or terminate your coverage. If you do not enroll online, your current coverage will automatically roll over.

How to access the online system

Go to lifesolutions1.com/voyaagents to review your current benefits. You will be prompted to log on.

1. **Logon with your user ID** (your six-digit user ID, e.g., 123456), and password.
 - If you are logging on for the first time to the enrollment system, you will use the default password, which is your birth date (MMDDCCYY) and the last four digits of your Social Security number (e.g. 01011950+1234). You will be asked to change your password and set a password reminder question once you have accessed the enrollment system.
 - If you have previously logged on and forgot your password, click “Forgot *Password*”.
2. Select **Next Year’s Benefits**.
3. Select **Annual Enrollment**.
4. Review your **personal information** – If you see any incorrect information, please contact the Voya Agents Service Center immediately at (833) 864-9373.
5. Choose your **2019 benefits** – If you don’t enroll during Annual Enrollment, your current 2018 benefit elections will roll over into 2019.
6. Review your election on the **Summary** screen.
7. Click the **Submit button** to save and send your elections.
8. Review your online **Confirmation Statement** to be sure that ALL information is correct.
9. Print a copy of the **confirmation page** for your records.

Important Note: If you do not submit your elections, your elections will not be recorded and will not take effect.

If you need to change any information, repeat this enrollment process from **Oct. 17 through Nov. 2, 2018**. When the enrollment period ends, Morneau Shepell will mail a final confirmation statement. Please review this statement carefully. You may change elections or make corrections any time through Nov. 2, 2018 by repeating the online enrollment process. If you revise your elections or make other corrections, you will have an opportunity to review a revised online confirmation statement to ensure that your changes have been made. When the enrollment period ends, you will receive a final confirmation statement in the mail.

If you have questions regarding your confirmation statement or elections, contact the Voya Agents Service Center at (833) 864-9373.