

What to Expect – New City Benefits

How do I enroll in Benefits?

Visit the [Benefits Enrollment Guide](#) or view the video for step by step instructions.

How to verify that my benefit elections have been submitted successfully?

To verify that your elections have been successfully submitted in eWay, go to the [eWay Home Page>Benefits>My Benefits Summary](#). Make sure to update the date listed on this page to the date when your benefits will become effective. To locate this date please reference the [Benefits Enrollment Deadlines calendar](#). You may also print out this summary by clicking **“Print Benefits Summary.”**

When can I use them?

When is my coverage effective?

A new City employee’s benefits will be effective based on your start date and when you complete and submit your benefits elections in the City’s self-service system called eWay. To view when your coverage will be effective please review the [Benefits Enrollment Deadlines calendar](#).

When will I receive my medical identification cards, flexible spending account debit card, etc.?

A new City employee should expect to receive their medical identification card and/or flexible spending account debit card in the mail within 7-10 business days from the effective start date of their benefits. For dental and vision benefits, these plans do not provide physical cards, but enrollees may create an online account on the provider’s website which will allow them to print-out a paper identification card. However, for dental and vision benefits, service locations typically only require you to provide your SSN to confirm your coverage.

What if I need to start using my benefits on the first day, they’re effective?

If a City employee needs to start using their benefits on the first day, they’re effective, they can email HRBenefits@sanjoseca.gov and request a “manual enrollment.” The Benefits department can then submit a manual request to your providers, so your coverage appears in their system within 1-2 business days.

How can I use them?

Where can I set-up my new carrier accounts, or search for locations that accept my coverage?

For guidance on how to create new carrier accounts, and search for provider’s that accept your coverage, please refer to the **“Vendor Sites and Apps”** section below.

How can I change my PCP?

City employees can change their assigned Primary Care Physician, PCP by calling their provider’s member services phone number.

Vendor Sites and Apps

Kaiser Permanente

Member Services: (800) 464-4000

Website: <http://my.kp.org/cityofsanjose>

[Kaiser Mobile App](#)

Anthem Blue Cross

(HSA Compatible Plans): (844) 860-3535

(Non-HSA Compatible Plans): (844) 963-0448

Website: <https://www.anthem.com/ca/csji/>

[Anthem Mobile App “Sydney”](#)

<p>Delta Dental</p> <p>Visit www.deltadentalins.com to create an account. Go to “Login In” on the Home Page and then “Create an Account.”</p> <p>To search for services within your dental group, go to the “Find a Dentist,” tab. Enter your zip code, and search per dental group: HMO Group – DeltaCare USA, PPO Group – Dental Delta PPO.</p>	<p>VSP</p> <p>Visit www.vsp.com to create your VSP account online, go to “Create an Account,” on the Home Page. To search for services within your vision group, go to “Find a Doctor” tab. Enter your zip code or full address.</p>
<p>P&A Group FSA, Dependent Care, and Commuter Benefits</p> <p>Log into www.padmin.com. Select the Login window at the top of the homepage and select “Employees”.</p> <p>Customer Service: (800) 688-2611 Customer service representatives available Monday through Friday: 5:30 am to 7:00 pm PT</p>	<p>Standard Life Insurance- Life and LTD</p> <p>Long-Term Disability – Policy # 282971-E Life Insurance – Policy # 630976-B</p> <p>Member Services: (855) 579-1879</p> <p>To login into your life insurance account for the first time, go to http://standard.benselect.com/sanjoseca. Your username will be your 6-digit City ID # and your password will be the last four digits of your SSN + last two digits of your birth year.</p>
<p>Concern</p> <p>Website: https://login.concernhealth.com Enter access code in "Company Code" field: sanjose</p> <p>Member Services: (888) 344-4222 (available 24 hours/day)</p>	<p>Health Savings Accounts (HSA)</p> <p>Anthem HSA participants will be mailed guidance on how to register their HSA account at anthem.com/ca. Please call (844) 860-3535 for questions.</p> <p>Kaiser HSA participants may login to kp.org/healthpayment to access their HSA contributions by logging in through their kp.org user ID and password.</p>
<p>Voya-Deferred Compensation</p> <p>Visit https://sanjose.beready2retire.com/ to register.</p> <p>Contact your local Voya representative to make an appointment:</p> <p>Peter Ng (408) 386-6061 peter.ng@voya.com</p>	<p>Voya-VEBA</p> <p>If you are a current Voya participant with a City of San Jose 457, 401(a) or PTC Plan account, log in to: http://sanjose.beready2retire.com/</p> <p>Employees who do not have an existing City of San Jose 457, 401(a) or PTC Plan account, log in to: http://www.voya.com/ws/myHRA</p> <ul style="list-style-type: none"> • Click “Access Your Account • Click “Register for online access” on the BPAS Portal • Enter your personal details and the Plan Code: CITSAN2157 <p>For assistance, call (833) 232-4673. Monday – Thursday, 5am – 3pm, PST Friday, 5am-2pm PST HASinfo@voya.com</p>