



21251 Ridgetop Circle
Suite 150
Sterling, VA 20166

Open Enrollment Frequently Asked Questions

What is an active Open Enrollment?

An active open enrollment means that everyone must log in and make enrollment elections because your current health benefit elections will not rollover to the next plan year. This means that if you do not log in during open enrollment your current benefits will end on 12/31/2023.

When do I enroll for benefits?

You must complete your open enrollment elections between 10/02 – 10/23 to ensure you have health benefits coverage on January 1, 2024.

How to I enroll?

- Mobile App Download and Login Instructions
 - Search “Paycom” in the Apple App Store or the Google Play Store.
 - Follow the prompts to download the Paycom mobile app.
 - Open the Paycom mobile app on your device.
 - Enter your standard Centurion Single-Sign-On (SSO) credentials—your company email address and password.
 - Enable push notifications so that you receive important, time-sensitive messages.
- Web Browser Access and Login Instructions
 - Visit Paycom.TeamCenturion.com
 - If Logged in to a Centurion Device on the Centurion Network: No further login credentials required.
 - If Not Logged in to a Centurion Device on the Centurion Network: Enter your standard Centurion Single-Sign-On (SSO) credentials—your company email address and password
- How to Enroll in Benefits
 - From the Notifications Center, tap the current year's Benefits Enrollment. Review the instructions and tap "Start Enrollment."
 - Review your information. Tap "Edit" to change anything or "Next" to continue.
 - Complete the Pre-Enrollment Questions and tap "Save and Next."
 - Choose to enroll in or decline a plan by checking the appropriate option. If necessary, choose which dependents to add. When finished, tap "Enroll." Continue for each benefit plan.

- When finished, review your enrollment and tap "Finalize." Then, tap "Sign and Submit" in the pop-up window. To view your current benefits at any time, navigate to Benefits > Current Benefits.

PASSWORD HELP: To self-reset your password, visit change.teamcenturion.com. For further password help, contact the 24/7 IT Help Desk at 800-305-0468 or helpdesk@teamcenturion.com.

What happens if I miss open enrollment?

Your current benefits will end as of 12/31/2023, except for company provided benefits (Short Term Disability and Group Term Life Insurance); Voluntary Life insurance, if you have previously enrolled; and pet insurance, if you have previously enrolled.

I made some changes to my benefits during Open Enrollment, when will they be effective?

All new benefit coverage elections will be effective on January 1, 2024. All elections will be effective for the entire plan year, unless you experience a qualifying life event.

When will I see new benefit deductions?

Benefit deductions for the new plan year begin with the 1/5/24 paycheck.

If I don't plan to enroll in benefits do I still need to complete Open enrollment?

Even if you do not plan to enroll please log in and waive the benefits you do not wish to enroll in. This will allow you to view all benefit plan options, and select your beneficiary for your company paid group term life insurance.

I want to keep my same benefits; do I still need to enroll?

Yes, because this is an active enrollment your current benefit election will not rollover. This means you must log in and make health benefit elections or you will not have health benefits for the 2024 plan year.

What benefits will remain in place if I do not log in?

The only benefits that will rollover to next year if you do not complete your enrollment are your company provided short term disability and group term life insurance coverage, voluntary life insurance coverage, and pet insurance. Your 401(k) also will remain unchanged, as this is not included in open enrollment. All other benefits will end as of 12/31/2023 if you do not log in and complete enrollment.

Can I still call the benefit support center and have them enroll in my benefits for me?

No, with the transition to Paycom we have made it easier than ever to enroll in your benefits. You will still be able to call the support center to ask benefit questions, and they walk you through the enrollment process, but they will not have access to complete your enrollment for you.

How do I review my current (2023) health benefits via YourCenturion?

- Visit YourCenturion.com.
- Log in using your standard Centurion Single-Sign-On (SSO) credentials—your company email address and unique password that you use to access your Centurion-issued computer, Team Centurion email, and other SSO-enabled systems.
- Open the “Myself” tab from the left-hand navigation menu.
- Scroll down to the “Benefits” header.
- Select “Benefits Summary.”
- Review your active benefits summary, including benefit, plan, coverage, and cost.
- Click the “Print” button in the upper right-hand corner to keep the information on hand for when you complete 2024 Benefits Open Enrollment in Paycom from October 2-23, 2023.

What is the Working Spouse Surcharge on medical plans? How does it work?

Current law requires most employers to offer medical coverage to their full-time employees. This means many spouses have medical coverage available at their own place of work. When Centurion provides coverage to working spouses who have other coverage available, this creates higher costs for employees and Centurion alike. We want to make sure coverage is available to those who need it most.

Centurion adds a \$75.00 per month (\$34.62 bi-weekly) spousal surcharge to as a separate deduction when your spouse can enroll in his or her employer’s medical plan, but chooses to enroll in our plan. You’ll want to compare coverage and total costs together with your spouse to see which plans make sense for your family.

What does the “Group” number mean on some of my benefit options in my enrollment?

The Group number located next to some of the benefits in your Open Enrollment is based on the company you are employed with and are as follow:

- Group 1 – CDPN
- Group 2 – Centurion
- Group 3 – CHA
- Group 4 – CHE

I clicked the button to enroll in a benefit, but I received an alert stating “you must enroll or decline the offered plan(s). What do it do?

If you are attempting to enroll in a benefit and receive the alert below:

Alert ×
You must enroll or decline the offered plan(s).

CONFIRM

Navigate back to the top of the page and make sure you click on the check box at the top of the screen, next to the benefit name, and then select the button for the coverage level you wish to enroll in:

Click Here

Group 2 - Anthem BCBS HDHP Medical - Florida

Then choose the coverage level!

Choose Your Coverage

- Employee Only - \$28.45
- Employee and Spouse - \$130.38
- Employee and Children - \$78.88
- Employee and Family - \$197.46

Who can I contact for Help:

- Benefits Call Center: 833-782-7404 8a-8p ET Mon-Fri
- Visit: employeeconnects.com/centurion to schedule an appointment with a benefits counselor.
- Email: Benefits@teamcenturion.com

Where can I find more information?

- <https://cc.teamcenturion.com/Benefits/Open%20Enrollment/Open%20Enrollment%20024>
- <https://www.employeeconnects.com/centurion/>
- <https://app.smartsheet.com/b/publish?EQBCT=4cfac536e7d14c44ac764ac678aa6a04>