

## ***iBSI* Frequently Asked Questions**

### ***1. What happens if I forget my user name and/or password?***

- Please send an email to [HelpDesk@iBSIsolutions.com](mailto:HelpDesk@iBSIsolutions.com) to request a new user name or password.

### ***2. What browser should I use?***

- ***iBSI*** works on most browsers – Internet Explorer 5.5 or higher, Firefox and Netscape.

### ***3. I am the *iBSI* Administrator for my company. How do I designate another user to use *iBSI*?***

- If you are the signer of the Master Application, please send the email address of the designee to [HelpDesk@iBSIsolutions.com](mailto:HelpDesk@iBSIsolutions.com) and we will send a registration email to that person.

### ***4. I made a mistake when entering my data – what do I do?***

- If you have made a mistake in entering your data and cannot correct it please email [HelpDesk@iBSISolutions.com](mailto:HelpDesk@iBSISolutions.com) .

### ***5. What if I get an error message?***

- You will receive an error message if data was not entered into a required field. At that point, you may go back to the field and enter the correct data. If the error message is of a nature you cannot address, please contact us at [HelpDesk@iBSISolutions.com](mailto:HelpDesk@iBSISolutions.com) .

### ***6. What date format should I use?***

- All dates should be in the format of MM/DD/YYYY.

### ***7. What happens to my data after I enter it?***

- After entering your data, you may print an enrollment form to review the data. After confirming the data, your employee must sign the enrollment application. As the employer, you are responsible to maintain a copy of the enrollment form signed by the employee. We will audit your data to ensure that duplicate or invalid information does not enter our database. If an error does occur, and we cannot resolve it, we will contact you.

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### ***8. When will coverage for my employees updated at the carrier?***

- Enrollment data is audited upon receipt. If the enrollment data is accurate and complete, coverage will be transmitted to the carriers according to normal transmission schedules. You will be contacted promptly if there are any problems processing the data.

### ***9. Why can't I enter Beneficiary Designations?***

- ***iBSI*** does not currently support collection of beneficiary designations. However, a hard copy Enrollment Form provides a field for beneficiary designation information. You may choose to use the traditional Enrollment Form or you have the option to print an Enrollment Form after entering the employee enrollment information in ***iBSI***. In either case, the employee must sign the form and the employer is required to retain a signed hard copy of the form for each employee.

### ***10. How is Special Enrollment handled (adoption, marriage, newborn, etc.)?***

- Enter the enrollment data as required. However, any required supporting documentation must be forwarded to Benefit Solutions, Inc. before enrollment will be processed. Please refer to your Group Administrative Guide for Special Enrollment Rules. Contact your BSI Account Representative if you should have any questions.

### ***11. Can I use *iBSI* to sign up for COBRA or Continuation of Coverage?***

- Not at this time. Please continue to use the processes that are currently in place.

### ***12. What happens if our employer group terminates from the plan?***

- Access to ***iBSI*** will be terminated upon notification of termination. Subsequent transactions need to be processed via mail, email or fax at Benefit Solutions, Inc.

Please feel free to contact us at [HelpDesk@iBSISolutions.com](mailto:HelpDesk@iBSISolutions.com) if you have any questions.