

## May 23, 2022, HBR Alert



### **eBenefits Lock-Out This Wednesday**

The Benefitfocus Platform (eBenefits) will be locked out for **ALL** user access from 12:00 a.m. Wednesday, May 25, until approximately 9:00 a.m. Thursday, May 26. Use of eBenefits to review or update member enrollments will be unavailable during this time.

The lock-out is required to facilitate Benefitfocus' deployment of their address validation functionality. While all groups will be locked out, this new functionality will not impact address updates sent via an employing unit's demographic files.

After the deployment, members, HBRs and/or Benefitfocus customer service representatives that enter member addresses directly into eBenefits will be presented with an alternative address when the address entered does not match the source data, which comes from the United States Postal Service.

The HBR Support Line and the Eligibility and Enrollment Support Center will be available for questions but will not have the ability to update member information during this time.

System access will resume at approximately 9:00 a.m. Thursday, May 26, for all members and HBRs.

Please contact the HBR Support Line at 800-422-5249 with any questions or concerns.

Thank you for your cooperation!



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