



# New Hire Process

Congratulations! You've just hired a new person into your ministry. Let's say her name is Alice. What do you need to do and what can Alice expect with her benefits as she starts her job? Let's assume Alice begins on a Monday ...

## DAY ONE

**Monday:** Log into your employer portal and enter Alice's information in the Benefits Administration System. Alice will have 31 days from the time you enter her into the portal to select her benefits. Need help? Call our Customer Care Team at 888-927-7526 from 7 a.m. to 5 p.m. CT Monday through Friday.

## DAY TWO

**Tuesday:** This is a "wait" day as the information you entered gets processed through our system. Take Alice out to lunch and tell her funny stories about the workplace.

## DAY THREE

**Wednesday:** Help Alice register for her personal portal at [ConcordiaPlans.org/myaccount](https://ConcordiaPlans.org/myaccount). Need help walking her through the registration process? Go to [ConcordiaPlans.org/portalhelp](https://ConcordiaPlans.org/portalhelp) and look for the "Portal Registration and Navigation" flyer under "Additional Resources."

## DAY FOUR

**Thursday:** Alice will receive an email with instructions on how to start registering for her benefits. She can now go to Benefits Management on her portal and see the pending event for her to make her elections. She has 28 more days to make her choices online. Help make sure she doesn't miss this opportunity to see the full array of her benefits and choices you are providing for her!

Need help in walking her through her elections? Watch this video beforehand or with her: [ConcordiaPlans.org/ElectionsVideo](https://ConcordiaPlans.org/ElectionsVideo).

## AND THEN

**The following month:** On the third business day of the month after Alice completes her election, she will be able to see the information on her personal dashboard about the benefits she selected. Encourage her to explore and learn all that is available to her! Until then, Alice can go to the "Benefits Management" Quick Link to view her selections.

**Coming soon:** Future new hires won't have to wait until the following month to see their information on their personal dashboard! Work is underway to upgrade our systems soon so it will happen within three business days!

There you have it! A successful beginning to a new employee's benefits experience! If you have any questions, please call our Customer Care Team at 888-927-7526 or visit [ConcordiaPlans.org/portal](https://ConcordiaPlans.org/portal).