



THE GW BENEFITS Enrollment System

Faculty/Staff/Postdoc Transition FAQs

1. What's changing?

Beginning, August 1, 2022, GW will be transitioning its benefits enrollment system to bswift, a leading benefits enrollment system provider. This system offers a more modern and interactive experience. You'll soon have three new ways to access your benefits:

- Online at go.gwu.edu/enroll4benefits
- Through the Mobile App
- By phone by calling GW Benefits Call Center at **833-698-0324**, 8 a.m. to 8 p.m. ET Monday - Friday

2. Why are we making this change?

This transition demonstrates our commitment to continually improve and serve our faculty and staff - both in the plans and programs that we offer and, in the systems, tools, and educational content we use to deliver them.

3. Why did we choose bswift?

GW chose bswift because of its advanced technology, security infrastructure, and service delivery track record.

With this transition, we will be able to simplify our enrollment experience, enhance the decision-support tools to help you make more informed benefits decisions, and offer other features to help you interact with your benefits throughout the year.

Additionally, this change will:

- Make it easier for you to manage your benefits throughout the year as changes occur.
- Offer additional support for more complex issues through the GW Benefits Call Center. Dedicated representatives will be available to provide assistance over the phone and/or Live Chat.

4. What does the change mean for me?

Here's a look at some of the new system enhancements that will be available to you:

- **A more integrated benefits experience.** Through single sign-on, the GW Benefits Enrollment System is the primary platform for health and welfare benefits enrollment. You won't need to remember different login credentials for each benefits vendor and instead connect directly into vendor partner sites from the GW Benefits Enrollment System including CVS Caremark, UHC, Lincoln Financial and Aetna.
- **New decision-support tools** like Ask Emma™, (a personalized virtual assistant), to help make more informed benefit decisions.
- **The bswift benefits Mobile App.** Download the app from the Apple or Google Play store, enter our company code [GWbenefitscenter](#), along with your [GWID and password](#) (date of birth in MMDDYY format) and take your GW benefits with you wherever you go.
- **Personalized support.** GW Benefits Call Center representatives will be available via phone or Live Chat at **833-698-0324** between 8 a.m. and 8 p.m. ET, Monday through Friday.

5. What's not changing as a result of the transition to the new GW Benefits Enrollment System?

You will continue to have the same benefit plans and programs that you do today. There are *no* benefit plan changes as a result of this enrollment system transition.

As a reminder, mid-year changes can be made within 30 calendar days of a qualifying event. You also have an annual opportunity during the Open Enrollment period, which will be October 10-28, 2022, to make changes to your benefits for the upcoming year.

Note: This change does not impact retirement savings benefits enrollment. Retirement plan participants will continue to access [NetBenefits](#) to enroll, make changes, and review account information.

6. What should I do to prepare for this transition?

No action is needed right now. Current benefit selections remain the same and will automatically transfer to the new system. When the GW Benefits Enrollment System launches on August 1, 2022, benefits plan participants will be able to login to familiarize themselves with the new tools and resources available to manage and understand their benefits.

7. Will there be a transition period?

In connection with this change, there will be a **transition period** beginning at 5 p.m. ET on **July 14 through July 31, 2022**.

- During this transition time, the ability to process *transactions online will be temporarily paused*. *Events such as new hire enrollment, life event changes, beneficiary designations, etc. will need to be processed via form.*
- **If you need to enroll or make changes during the transition period, please complete the applicable benefits enrollment form:**
 - **Faculty and Staff [benefits enrollment form](#)**
 - **Postdoc Associate and Scholar [benefits enrollment form](#)**

Information on how to submit via email, fax and mail are included on the form.

- For assistance, please contact GW Benefits at benefits@gwu.edu or 571-553-8382.

Beginning August 1, 2022, you will be able to submit benefit changes and transactions online via the new GW Benefits Enrollment System or by contacting the GW Benefits Call Center.

8. How will you access the GW Benefits Enrollment System?

Starting, August 1, 2022, the system can be accessed via go.gwu.edu/enroll4benefits. The GW Benefits Enrollment system has single sign-on capability.

- If you are logged in to a GW-provided computer with your GW UserID and password, you will automatically be directed into the enrollment site.
- If you are logging in from a personal computer, you will be prompted to enter your GW UserID and password. You will subsequently enter into the system.

You can use the mobile app at any point in time after August 1. When using the app enter our company code **GWbenefitscenter**, along with your **GWID and password** (date of birth in MMDDYY format) and take your GW benefits with you wherever you go.

9. Do I need to confirm my benefits information on the new website?

No, benefits plan participants do not need to actively confirm their benefits. The benefit coverages that you have enrolled in will transfer to the new GW Benefits Enrollment System with no disruption in coverage. Beginning, August 1, 2022, we encourage you to review your coverage information and get familiar with the new site and its tools.

10. What will you need to log in after your first visit to the GW Benefits Enrollment System?

After the initial visit to the GW Benefits Enrollment System, users will only need their username and password to log in. If users are accessing the website through their GW issued computer, they'll be pre-authenticated via single sign-on.

*If using a GW issued computer and experience an issue with single sign-on, please contact GW IT for support.

11. Is the GW Benefits Enrollment System a secure site?

Yes. Maintaining the security of your benefits information is a major priority that we take very seriously. The GW Benefits Enrollment System leverages industry-leading security protocols, in addition to integration and automation capabilities to help ensure that your data remains safe and private. Additionally, if there's no activity on a web page for a reasonable amount of time, you will be logged off automatically in order to keep your benefits information secure.

Note: GW IT Security conducted a thorough analysis of this system prior to selection and implementation.

12. What tools and resources are available on the GW Benefits Enrollment System year-round?

Year-round tools and resources are available to help make good benefit decisions, enroll, or change benefits as life circumstances change. Users can also:

- Review plan options and get personalized cost estimates with Ask Emma, a new interactive decision-support tool.
- Look at plans side by side to see cost and coverage details.
- Update dependent and beneficiary information.
- Review well-being information.
- Access certain benefit vendor partners' websites via single sign-on.

13. What is Ask Emma?

Ask Emma is a personalized virtual assistant that can help you get the most from your benefits. Choosing the right benefits can be challenging. Determining how much coverage is needed, the cost, whether a certain doctor/medical provider is in the network...it's time consuming.

Ask Emma:

- Takes the guesswork out of shopping for benefits.
- Personalizes cost comparisons by health scenarios so you can choose the best plan to meet your needs.
- Translates insurance jargon into easier-to-understand explanations and videos.

Ask Emma walks you through a short medical interview and based on your answers, provides a tailored plan recommendation with the lowest estimated out-of-pocket costs and provides helpful and informative content throughout the enrollment process.

14. What is the bswift benefits Mobile App?

The bswift benefits Mobile App allows users to view plan details on the go, navigate to the GW Benefits Enrollment System, check coverages any time or anywhere, upload new dependent verification documents, check beneficiary information, link to vendor partner websites, find provider contact information, and more.

To get started, simply download the app in the Apple or Google Play store by searching "bswift benefits." You'll be asked to enter our company code, [GWbenefitscenter](#), along with your [GWID and password](#) (date of birth in MMDDYYYY format) and you're in!

15. Can I contact a representative if I have questions?

Yes. Representatives will be available via phone at **833-698-0324** between 8 a.m. and 8 p.m. ET, Monday through Friday. You will use the same login credentials when calling the GW Benefits Call Center. Live Chat is also available on the website whenever the GW Benefits Call Center is open.

Users can also can also ask benefits-related questions through Chat, available within the "Contact Us" page on the GW Benefits Enrollment System. They must be logged on to the website in order to ask questions via Chat and to receive replies.