

Adding Supporting Documentation:

Q: I only have paper copies of my supporting documentation. How can I get an electronic copy?

A: If you don't already have an electronic copy, the easiest way to get one is probably to take a photo of the document with your smart phone and then email it to yourself. Make sure the photo shows the entire document and is not blurry.

Q: How do I upload the supporting documentation?



A: When the form is up, click the paperclip icon. The icon will either appear on the left side of the screen as a floating button, or on the bar at the bottom of the screen. You will also be prompted to upload needed documents when you select to submit the form.

Filling Out the Form:

Q: If I don't have all the information, can I save my in-progress form?



A: Yes. The process is:

1. Click the Save and Continue button.
2. Click the Save Your Work button in the dialog box that appears.
3. You will be emailed a link that you can use to continue your form, or you can sign into your Seamless account and complete the form.

What to Expect After Submitting the Form:

Q: How do I know that Health Benefits has received and processed my form?

A: You will be notified by email.

- If your form is successfully processed by the Health Benefits staff, you will receive an email confirming that your request has been processed and the date that the changes will be effective.
- If your form is declined by the Health Benefits staff due to being incomplete or missing any supporting documentation, you will receive an email informing you that your form was declined and the reason. You will need to complete and submit new form with the correct information and required documentation.

Q: How long will it take Health Benefits to email me?

A: Please allow up to 10 business days.

Q: For Open Enrollment forms, if I submit my form before the deadline but it gets rejected can I submit corrections after the deadline?

A: Once Open Enrollment closes, we are unable to accept any corrections. Please make sure that your completed form with supporting documents (if applicable) is submitted before the deadline listed on the Open Enrollment menu.

Getting Copies of the Form:

Q: How can I get a copy of my completed form?

A: After you submit the form, you can sign in to SeamlessDocs and see the form in your [SeamlessDocs lobby](#). There will be a link to view the PDF of the form and any attachments you may have submitted.