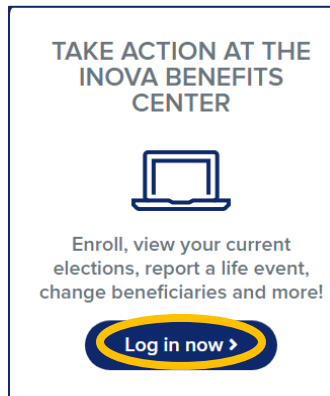


How to Upload Documents to the Inova Benefits Center

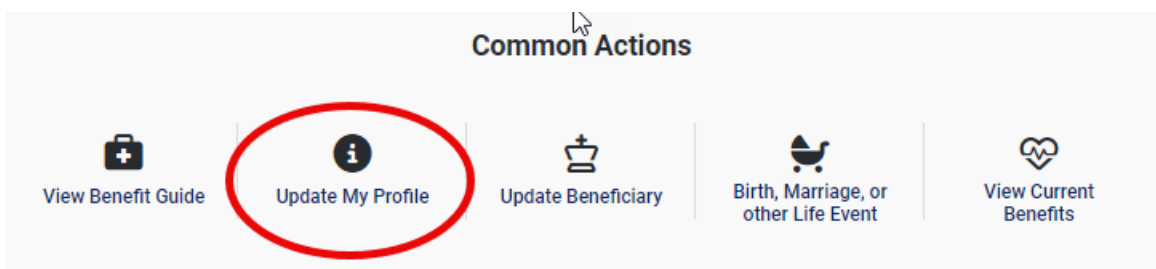
If you enroll a dependent in a benefit plan or process a Qualifying Life Event (QLE), you must submit supporting documentation of the QLE and/or your relationship to the dependent by uploading documents to the Inova Benefits Center system.

Follow the steps below to upload documents to the Inova Benefits Center.

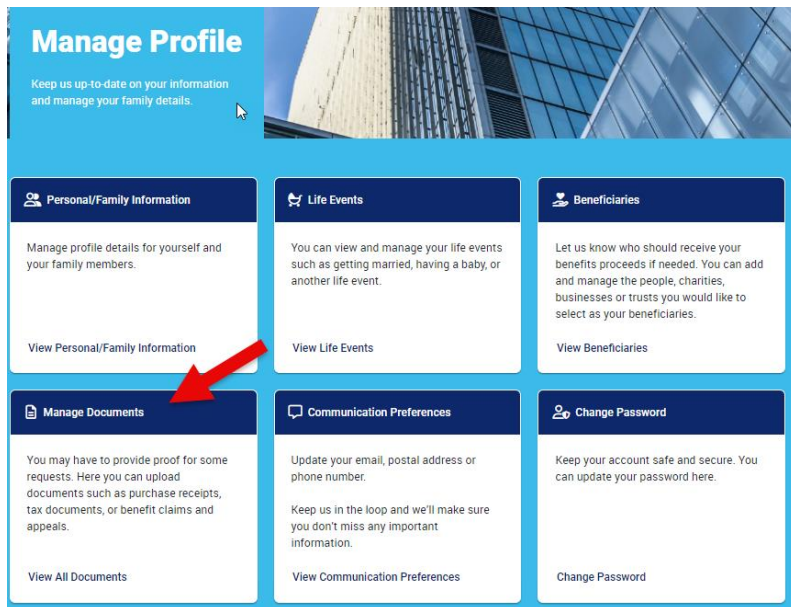
- Save all the documents you intend to upload to the Inova Benefits Center to your computer and note the location of the documents.
- Log into the Inova Benefits Center by visiting the benefits portal at www.myinovabenefits.org and selecting the TAKE ACTION AT THE INOVA BENEFITS CENTER tile (see screenshot below).



- Enter your Username and Password
- From your home page, select **Update My Profile** in the 'Common Actions' section in the middle of the page.



- On the Manage Profile page, click on 'View all Documents' in the **Manage Documents** tile



- The *Employee File* page will appear (see screenshot below).

Employee File

All employees are required to provide proof of Eligibility for the dependent(s) they enroll for medical and/or dental coverage under Inova's Group Health Plan. If you are adding dependent(s) please reference the **Dependent Eligibility Process** for more information. **If your documentation is not received within 45 days your dependents will be removed from coverage.**

Please select a document type when uploading; documents with an **Unspecified** document type will not be reviewed.

- Click **View and Upload Documents** next to the applicable dependent's name
- You will now be on the *File Upload* page

File Upload

Employee

* Fields are required

* Document Type

* File No file chosen

* Title

Description

* Document Date

- In the **Document Type** field, use the dropdown menu to select the type of document you will upload. A list of the document types is shown below.
 - Adoption Assistance
 - Adoption Certificate
 - Adoption Placement Agreement
 - Birth Certificate
 - Cobra Notices
 - Court Order
 - Death Certificate
 - Death Claims
 - Divorce Decree
 - Divorce Decree/Legal Separation Agreement
 - Documentation of Legal Custody
 - Domestic Partnership Affidavit
 - Legal Separation Agreement
 - Marriage Certificate
 - Marriage Certificate within 12 months
 - Other
 - Other Document
 - Proof of Disability
 - Proof of Gain of Benefits
 - Proof of Joint Ownership
 - Proof of Loss of Benefits
 - Qualified Medical Child Support Order (QMCSO)
 - Release of Information
 - Tax Form (1040)

The most frequently uploaded documents are Birth Certificates, Marriage Certificates and Proof of Joint Ownership.

- In the **File** field, click the **Choose File** button. Search for your document on your computer. Click the document name and click **Open** at the bottom of the page.
- In the **Title** field, enter the name of the document. Examples include marriage certificate, divorce decree, birth certificate, adoption certificate, etc.
 - If you submit birth certificates for multiple dependents, you should include the dependent's name in the title; e.g., "John's birth certificate"
- The **Description** field is optional and can be skipped.
- Enter today's date in the **Date** field.
- Click **Save** to save your changes.

Benefit Communications

The Inova Benefits Center will send emails to you to advise you of the due dates for submitting Qualifying Life Event and/or dependent documentation and advise you if the documentation was accepted.

Do not use your Inova work email for benefit communications if you are on any type of leave. You will not have access to Inova email or internal Inova systems while you are on a paid or unpaid leave, including Family & Medical Leave (FML), Short-Term Disability (STD) and Paid Parent Leave (PPL), so you should designate your personal email address as your preferred email address in the Inova Benefits Center system.

You can change your preferred email address in the Inova Benefits Center system by completing the steps below.

- Log into the Inova Benefits Center by visiting the benefits portal at www.myinovabenefits.org and selecting the TAKE ACTION AT THE INOVA BENEFITS CENTER tile.
- Enter your Username and Password
 - From your home page, select **Update My Profile** in the 'Common Actions' section in the middle of the page.
 - On the Manage Profile page, click on 'View Communication Preferences' on the **Communication Preferences** tile
- On the Communication Preferences page, in the **Email** section, add an alternate email then click on 'Select Preferred Email' to change your preferred email address to your

alternate email address.

- **Save** your changes

Note:** No consideration will be given if your Qualifying Life Event or dependent's enrollment is canceled because you used your work email address for benefit communications while you were on leave and were unable to read the Inova Benefits Center emails. **It is your responsibility to designate your personal email address as your preferred email address in the Inova Benefits Center if you are on leave.