

FAQs

[Oracle Self-Service and Functionalities](#)
[Enrolling Dependents for 2016 and New Hires](#)
[Oracle Self-Service During Annual Enrollment](#)
[Qualifying Life Events](#)
[Support](#)

Enrolling in Benefits

Q. How do I get started enrolling for benefits in Oracle Self-Service?

A. First, log into Oracle (<https://erp.teletech.com>) with your username and password. Then go to “TeleTech Employee Self Service for PHL, TeleTech Holdings – PHL” and click on “My Benefits” then “Enroll in Benefits.”

Q. What if I can't access the link?

A. If you are experiencing access issues, please create an ASK Now ticket.

Q. What if I forgot my password?

A. Go to password.teletech.com or call the Global Helpdesk (4357) for a password reset.

Enrolling Dependents for 2016 and New Hires

Q. Will I be able to add dependents to my coverage using Oracle Self-Service?

A. Yes, you will be able to add and update the information on any existing dependents that you have in the system.

Q. Can I remove dependents from my coverage during Annual Enrollment using Oracle Self-Service?

A. Yes, you can remove them from your coverage by not designating them as a dependent under your coverage. However, dependent information will not be able to be removed from Oracle once they are entered in the system.

Q. How will I know if I have elected coverage for my dependents?

A. You will need to designate the dependents that you wish to have covered under the company-sponsored HMO or the Voluntary Dependent Plan by selecting the “Cover” check box next to their names on the “Update Benefits and Cover Dependents Page” (see Oracle Enrollment Job Aid). In addition, once you have submitted your elections you will be able to print a confirmation page that shows the dependents that will be covered under each plan.

FAQs

Q. Based on my hire date, when can I enroll my dependents?

A. Below are the eligibility for enrollment base on hire dates:

- a. Employees hired on or before Oct. 3, 2015:
You can enroll your dependents during the 2016 Annual Enrollment period (Oct. 26 to Nov. 20, 2015).
- b. Employees hired on Oct. 3, 2015 onward:
You are given 45 days from hire date to enroll your dependents.

Q. I am on leave. Can I enroll my dependents?

A. Yes. You can enroll eligible dependents via <https://erp.teletech.com> since it's available outside the TeleTech network.

Q. What will happen if I fail to provide documentation within the allotted period?

A. Should you fail to provide documentation within the allotted period, your dependent will not receive coverage for 2016.

Q. I don't see my dependents in the system, what should I do?

A. Dependents enrolled with Maxicare in 2015 as of Sept. 29, will be pre-loaded in the system. If for some reason you do not see them, you will need to add them and submit dependent documentation no later than Nov. 20. Follow these steps:

ASK Now - Human Capital ticket attaching the documents. Follow this path when submitting documentation:

Service Catalog > Human Capital > Philippines > Benefits - Company > HMO > Dependents Enrollment

Under the *Additional Comments* put "AE 2016 Dependent Documentation

Oracle Self-Service During Annual Enrollment

Q. When can I start enrolling my dependents for 2016 coverage?

A. Annual Enrollment is Oct. 26 – Nov. 20, 2015.

Qualifying Life Events

Q. What are qualifying events?

A. Qualifying events are life status change that directly affects eligibility of dependent declaration for our HMO coverage, e.g. birth, marriage, death.

Q. What should I do if I have a qualifying life event during the Annual Enrollment period?

A. Submit an ASK Now ticket with Change in Status information and documentation within 30 days of the event. Human Capital Services will review and make the update with Maxicare for 2015 coverage change. For 2016 coverage change, you (employee) will need to make the update in Oracle Self-Service.

FAQs

Q. What should I do if I have a qualifying life event after the Annual Enrollment period, Nov. 21 – Dec. 31, 2015?

- A. Submit an ASK Now ticket with Change in Status information and documentation within 30 days of the event. Human Capital Services will review and make the update with Maxicare for 2015 coverage change. For 2016 coverage change, Human Capital Services will make the update in Oracle on your behalf.

Support

Q. Who may I contact if I have questions?

- A. If you have questions about the 2016 benefits offered, please open an ASK Now ticket or visit MyBenefits.TeleTech.com.