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 …

**Monday:** Log into your employer portal and enter Alice’s information in the Benefits Administration System. Alice will have 60 days from her benefits eligibility date to select her benefits. Need help? Call Concordia Plans at 888-927-7526 from 7 a.m. to 5 p.m. CT Monday through Friday.

**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.

**Wednesday:** Help Alice register for her personal portal at ConcordiaPlans.org/myaccount. Need help walking her through the registration process? Go to ConcordiaPlans.org/portalhelp and look for the “Step by Step Guide to Registering” under Helpful guides and other documents.

**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. 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 walking her through the benefit enrollment process? Check out this “Guide for Benefit Enrollment”

**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.

There you have it! A successful beginning to a new employee’s benefits experience! If you have any questions, please call Concordia Plans at 888-927-7526 or visit ConcordiaPlans.org.