

Accessing the Benefits Portal & Completing Your Enrollment

You can complete your benefit enrollment by logging in to <https://livewell.hrintouch.com> through any computer, tablet, or smart phone. When logging in for the first time, follow the directions below.

Go to: <https://livewell.hrintouch.com/>

Select: Can't access your account

Select: I forgot my username

Select: Employee

Enter: required information

Confirm: confirmation code to your supplied email

Login: into the system

How to initiate a QLE

1. Once you are fully logged in, you will be prompted to initiate an event. Click on the "Edit your benefits" tab.

Have you experienced a life change that requires you to edit your benefits?

Whether you have recently had a baby or experienced another event that requires you to edit your benefits, we are here to help. Let us walk you through any changes in order to ensure that your coverage best fits your needs.

[Edit your benefits >](#)

2. You will then be asked to choose from the drop down.

For a loss of coverage:

You will want to choose the day your coverage ends. This will always be the last day of the month.

Select a Life Event

The life event you select will help determine which benefits can be edited.

Select reason for change *

Loss of other coverage ▼

Enter the date of this life event *

06/30/2022



For any of the other events, you will want to select the day of the event.

Select a Life Event

The life event you select will help determine which benefits can be edited.

Select reason for change *

Marriage (Employee) ▼

Enter the date of this life event *

06/15/2022



You have 30 days from the event to initiate the event. The effective date will be the first of the month following event.

3. After you enroll you will have 30 days from election to upload your documentation for dependents as well as proof of the event. Your benefits will not be approved without submission of these documents.

If you have any issues accessing your benefits, have any questions about your benefits eligibility, benefits coverage, or your deadline to enroll, please call LiveWell Benefits Support at 855-915-3015 from Monday-Friday 8:00 am to 8:00 pm Eastern Time.

Thank you,

Your LiveWell Benefits Team