



CIS-CONNECT ADMINISTRATOR QUICK GUIDE

Quick Guide to the CIS-Connect System – Revised March 2021
To assist members with how to navigate the CIS-Connect enrollment system

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CIS-CONNECT - BENEFITS ENROLLMENT SYSTEM

Accessing CIS-Connect

To access the online enrollment system, CIS-Connect, go to the CIS Benefits website www.cisbenefits.org and click on the CIS-Connect Login button. CIS-Connect can also be accessed from the Benefits Admin Portal page on the CIS website <https://cisoregon.org/member/benefits/adminportal>.

Administrator User Role

Each employer is set up with one Primary Employer Admin User and there can only be one. If you're having problems accessing the system, it may be because you are not the person identified as the Primary Employer Admin User. Please contact CIS to confirm who your designated Primary Admin User is.

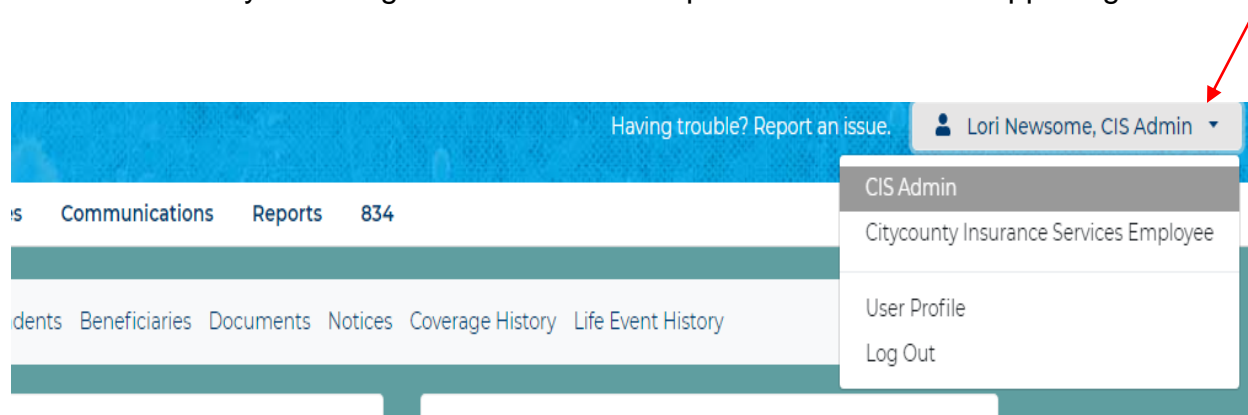
The Primary Employer Admin person is the only one that can add/delete Employer Admin Users or Key Contacts. Employer Admin Users are employees who should have access to the system and Key Contacts are those that should receive copies of member updates and other employer communications. Employer Admin Users and Key Contacts are updated under the Employer Profile tab. If someone should have Employer Admin User access but is not an employee or doesn't work the minimum required benefits eligibility hours, contact CIS to request access.

The Primary Admin User will assign "User Roles" to each person provided access to CIS-Connect. The roles are defined as follows and you should only select one role:

Admin - Edit	Full edit access for all screens
Admin – View Only	View only access for all screens
Finance	Access to Billing tab & billing Invoice (on home page)
Finance + View	Access to Billing tab, billing invoices (on home page) and view only access to employee records
Employee	All employees will default to this role unless changed to one of the other roles outlined above.

If you have more than one "User Role" (e.g., employee & Admin User), you can toggle

between roles by selecting a role from the drop-down menu in the upper right corner.



How to Add Admin Users or Key Contacts

After signing onto CIS-Connect, you should be on the Employer Profile tab. If not, click Employer Profile in the navigation bar. Then scroll down to the Key Contacts or Employer Admin User boxes.

Admin Users

An employee must be in the system before he/she can be added as an Admin User. There are limited circumstances where a non-employee can be added as an Admin User. If that circumstance applies to you, or if the employee works less than the minimum required benefits eligibility hours, please contact CIS staff.

Adding Admin Users

In the Employer Admins box, click the "+Add" button

- The active button should be checked so leave it checked
- Using the drop-down arrow in the "Employee" box, search for the employee you are adding admin access for
- Choose the appropriate role for the employee
- Click "Save"

Deleting Admin Users

To delete an Admin User, click the box on the left next to the employee's name and then click the "Delete" button. You cannot delete or change the Primary Admin User. If that needs to change, please contact CIS. If an employee is deleted as a Primary Admin User, please also delete them as a Key Contact, if applicable.

Key Contacts

There are four "roles" for adding Key Contacts and they are defined as follows:

Agent

- For employers who pay a commission to an agent and want their agent to receive copies of the member updates.

Finance

- For employees who should receive only the email that tells them when the bills have been posted.

Primary

- This should be the same person identified as the Primary Admin User.

Secondary

- This is any other employee that should receive copies of the member updates.

We encourage you to have more than one person receiving the member updates. Many times, the information is time-sensitive and if the Primary contact is out, no one else knows of the needed action.

Adding Key Contacts

In the Key Contacts box, click on the “+Add” button

- Using the drop-down arrow click on the “Type” of contact
- Add the individual’s First & Last Name
- Add the Job Title
- Add the Email address where the member updates should be sent
- Add the work phone number
- Check the box for “Receive Employee Notices” if the contact should be copied on employee notices
- Click “Save”

Deleting Key Contacts

To delete a Key Contact, click the box on the left next to the individual’s name and then click the “Delete” button.

How to Turn On/Off Receiving Copies of Employee “Action Needed” Reminder Emails

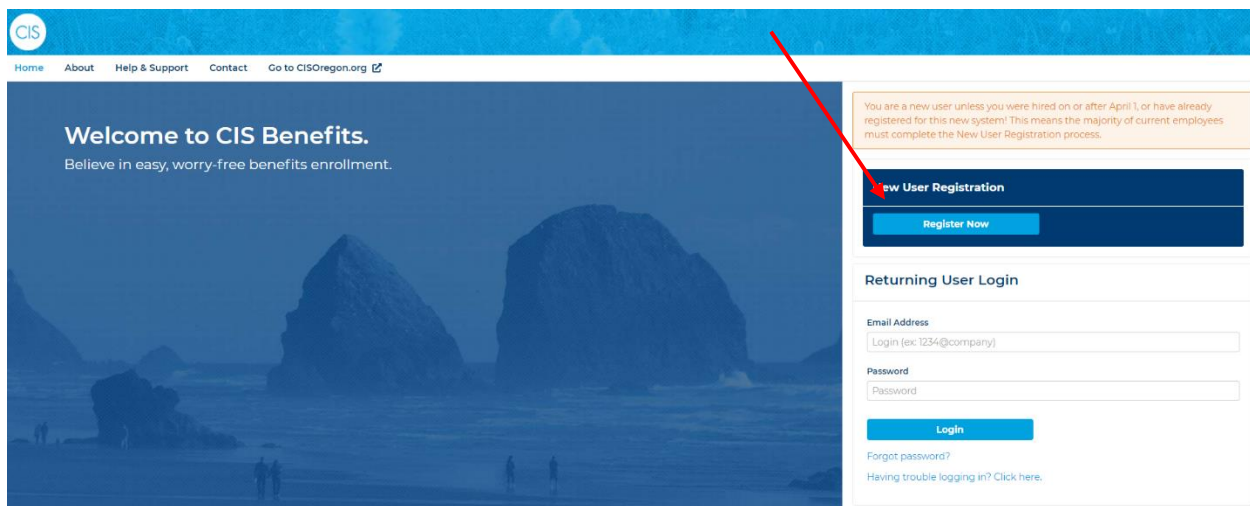
If you want to turn on or off receiving copies of the notices emailed to employees:

- Click on Employer Profile
- In the Key Contacts box, click on the View button to the left of the contact to be edited
- Check the box for “Receive Employee Notices” if you want to be copied on emailed employee notices

- Uncheck the box for “Receive Employee Notices” if you don’t want to be copied on emailed employee notices
- Click “Save”

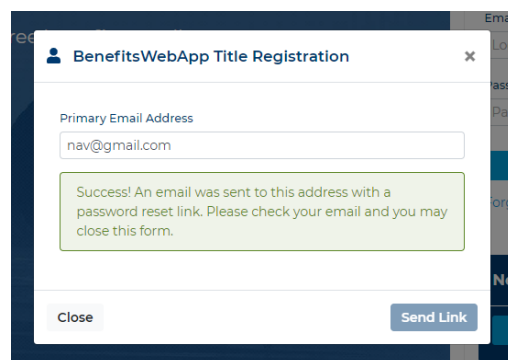
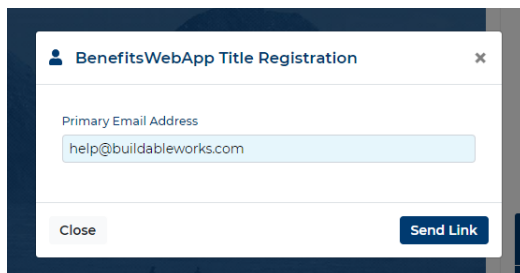
New User Registration Process

Once you’ve been added to the system by either CIS Admin or an Employer Admin, all users (including employees) will go through the same registration process to set-up their password and complete the dual-factor authentication process. All users must use the email address entered in the system by the employer or CIS to register.



Step 1 – Click the “Register Now” button under New User Registration.

Step 2 – A pop-up window will appear asking for the email address that was used to set up your account. For most people, this will be their work email address. Enter the Email Address and click “Send Link”. A success message will appear if the email address is associated with an employee. If the email is not found, either the user has not yet been set up or the email address entered by the employer is different than what the employee is using.



Step 3 – Go to your email account to retrieve the registration email that was sent. Find the link in the body of the email and click on the link.

From: Benefits Web App <benefits@cisoregon.org>
Sent: Thursday, January 23, 2020 4:32 PM
To: Kelly Navari <knavari@buildableworks.com>
Subject: FW: BenefitsWebApp Title - Welcome

Hello Kelly Navari

This is an automated email from the BenefitsWebApp Title website.

You are receiving this email because you recently registered an account. Please click on the link below, or copy to your browser, to finish creating your account. This link will expire in 48 hours.

<http://web.cis.lvdev.net/user/complete-registration/7ee399fe00a78fb42bc729dea7dc1ff6523ca3356727ff74dd0203b84>

Thank you

Step 4 – The link will take you back to the system where you can enter your password. Enter your new password twice and click “Complete Registration”.

New User Registration

Welcome to the BenefitsWebApp Title Portal! Please verify your information and create a new password below.

Email

knavari@buildableworks.com

New Password*

Confirm New Password*

Complete Registration

Step 5 – When your registration is successful, a green success message will appear along with a new button. Click the “Go to Login >” button to continue.

New User Registration

Registration successful! You may now login with your email and password

Go to Login >

Step 6 – You will be returned to the home/login screen where you can now enter your “Email Address” and new “Password” and click “Login” to access the system for the first time.

Step 7 – You will then be brought to the page to set up the Dual Factor Authentication.

Dual Factor Authentication (DFA)

DFA is required once a week for Employer Administrators. DFA is required every time for employees.

1. On the User Profile page which will load the first time you log in or you can access by clicking on the username in the top right-hand corner of the screen and click on “User Profile”.

2. Enter your cell phone number in the “Mobile Phone” field provided. Click “Verify now with a Text Message” or “Verify now with a phone call”. Click to verify now.

Dual-Factor Authentication
Dual-Factor Authentication is **NOT Enabled**

Enter a cell phone number below to receive a **text message** to authenticate.

Mobile Phone

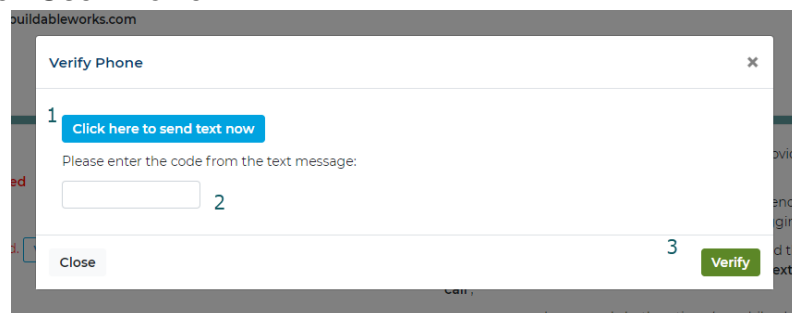
Enter a phone number below to receive a **phone call** to authenticate.

Other Phone

If you enable **Dual-Factor Authentication**, you must provide either a mobile phone or a regular landline; or both:

- with **Dual-Factor Authentication**, the system will send you a one-time code when you login which you will need to provide in order to finish logging in;
- depending on the information you provide here and the option you choose when logging in, the system will send you the **one-time code via a text message, or via an automated phone call**;

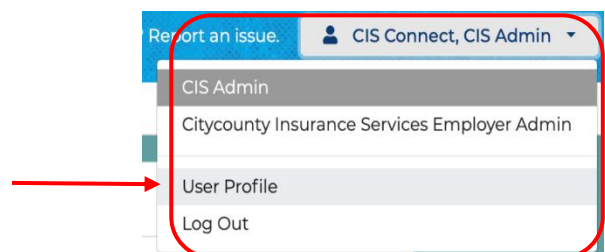
3. Click the “Click here to send text now” button in the pop-up window to receive a code. Enter the code in the field provided and click “verify”. This will take you back to the Admin Screen User Profile.



4. Click the “Enable Dual Factor Authentication” button and you will receive a success message.

Note: Adding a second DFA can be useful in case your primary method is not available (e.g., cell phone left at home).

1. To verify a second DFA method, click on your User Profile.



2. Then scroll down to the Other Phone field and click on the “Verify now” button.

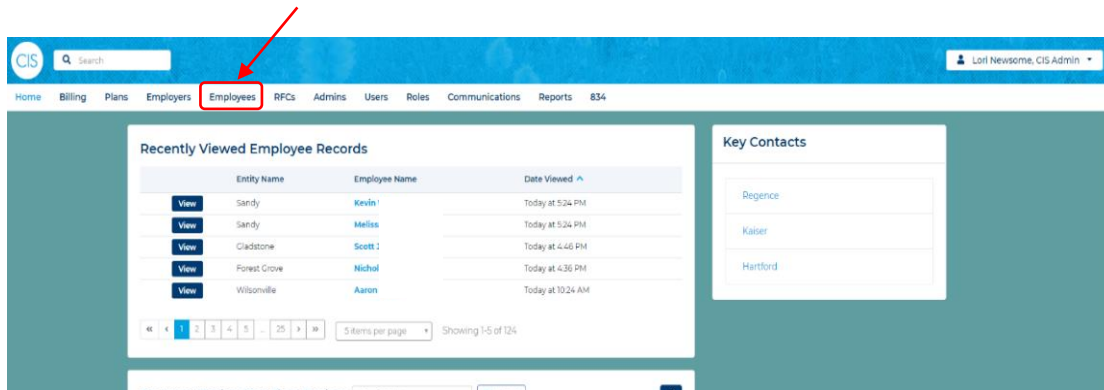
Enter a phone number below to receive a phone call to authenticate.

Other Phone

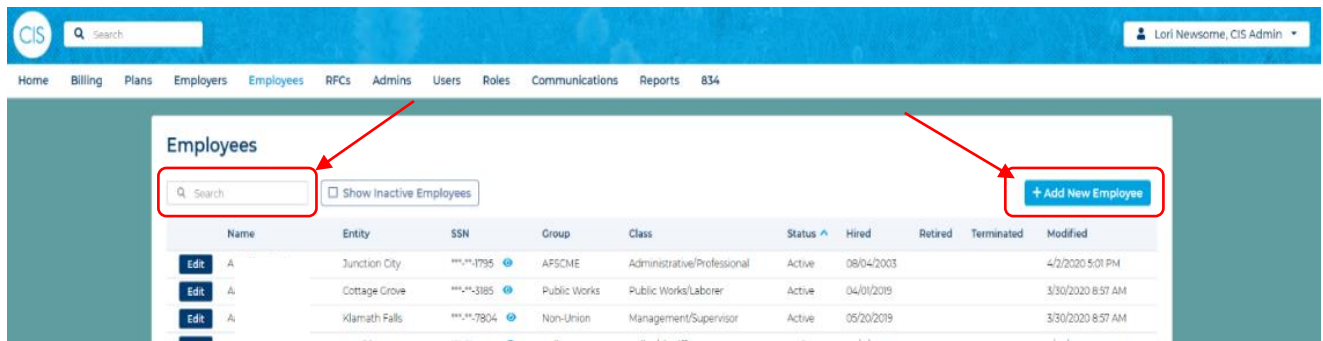
✗ this phone number has not been verified. [Verify now with a phone call](#)

Adding a New Employee

1. Using the Main Navigation bar, click on the “Employees” tab.



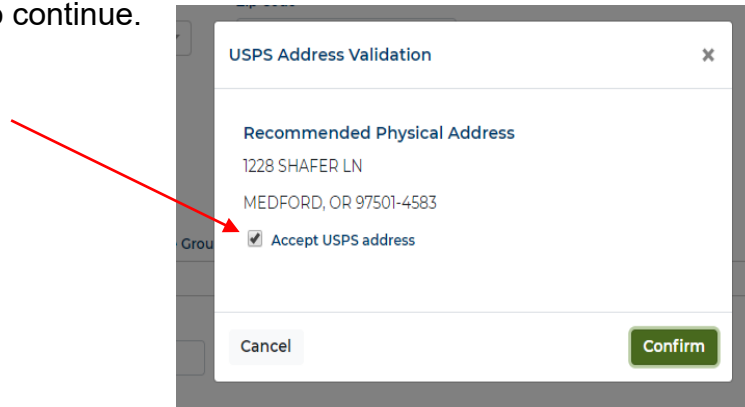
2. Try searching for the employee first to see if they are already in the system. If not, click on the “+Add New Employee” button.



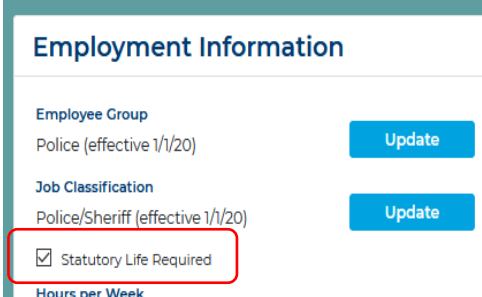
3. Fill out the employee information (all fields with an * are required) and click “Save”.

The screenshot shows the 'New Employee' form in the CIS system. The form is divided into several sections: Demographic Information, Contact Information, Physical Address, Mailing Address, and Employment Information. Each section contains various input fields for employee details. The 'Entity' field is highlighted with a red box and a red arrow pointing to it. The 'Save' button is located at the bottom right of the form.

4. A US Postal Service address validation screen will pop-up. If the system can't find a match, a message will appear that says, "We were unable to find an address that matches your input." You will want to double-check the address. If it is correct, you can click "Confirm" to continue.



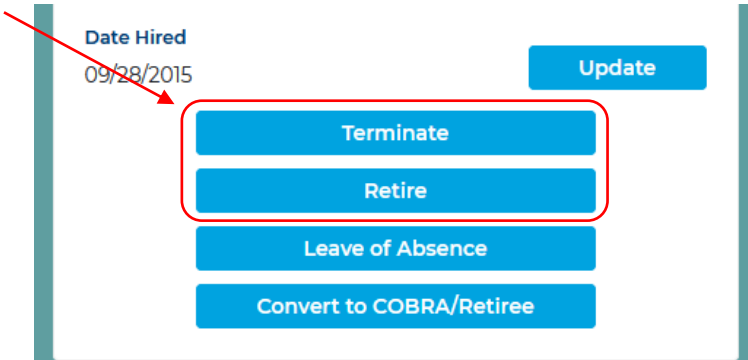
- Once entered, the employee will receive an email with instructions on how to Register for access to CIS-Connect and complete the New Hire event.
5. Statutory Life – for Firefighters, Voluntary Firefighters, Police/Sheriff, or Police/Sheriff Reservists who need Statutory Life, bring up the employee's account and check the Statutory Life Required box.

A screenshot of the "Employment Information" form. It shows fields for "Employee Group" (Police (effective 1/1/20)) and "Job Classification" (Police/Sheriff (effective 1/1/20)), each with an "Update" button. Below these, there is a checkbox labeled "Statutory Life Required" which is checked and highlighted with a red rectangle. At the bottom, there is a field for "Hours per Week".

Terminating or Retiring an Employee

The last day of coverage is calculated from the termination or retirement date entered. Coverage will go through the end of the month of the date entered. For example, 3/1/2018 will calculate a termination date of 3/31/2018.

1. Once you have brought up the employee, click on either the "Terminate" or "Retire" button.

A screenshot of the employee action menu. It shows a "Date Hired" field with the value "09/28/2015" and an "Update" button. Below these are four buttons: "Terminate", "Retire", "Leave of Absence", and "Convert to COBRA/Retiree". The "Terminate" and "Retire" buttons are highlighted with a red rectangle. A red arrow points from the left towards the "Terminate" button.

2. Enter the termination/retirement date and click the “Continue” button.

Terminate Employee

Date Terminated*

mm/dd/yyyy

Cancel Continue

3. Subsidy Information:

- If you are not adding a subsidy, click the “Continue” button.

Terminate Employee: Subsidy Information

Will employee receive subsidy?

☐ Yes ☒ No

Back Continue

- If adding a subsidy, click “Yes” and add in the start date, end date (if available), the percentage or flat amount and click the “Continue” button.

Terminate Employee: Subsidy Information

Will employee receive subsidy?

☒ Yes ☐ No

Subsidy Start Date* Subsidy End Date*

mm/dd/yyyy mm/dd/yyyy

Enter subsidy amount

\$0.00 per month

Or, enter a percentage

0%

Back Continue

4. If all is correct on the review screen, click “Submit”.

Terminate Employee: Review

Date Terminated	Coverage End Date
Apr 30, 2020	Apr 30, 2020

Receive Subsidy

Employee will not receive subsidy.

Back Submit

- If the termination/retirement is a future date, you will see the Coverage End Date populated under the Current Coverage card on the employment page. If the coverage end date has already passed, click on the "Coverage History" page to view.

Coverage History

Current Coverage

	Coverage Start Date	Coverage End Date	Plan	Tier	Coverage Amount	Employee Cost Share	Employer Cost Share	COBRA Premium
Edit	04/01/2020	04/30/2020	REGENE COPAY A RX4 w/ VSP-1 (12/12/24), COPAY ALT CARE	Employee and Family		\$205.97	\$1,853.75	\$2,100.91
Edit	01/01/2020	04/30/2020	DELTA DENTAL III	Employee and Family		\$20.94	\$188.48	\$213.61
Edit	01/01/2020	04/30/2020	BASIC LIFE \$50,000		\$50,000.00		\$6.65	
Edit	01/01/2020	04/30/2020	AD&D \$50,000		\$50,000.00		\$1.05	
Edit	01/01/2020	04/30/2020	SUPPLEMENTAL EMPLOYEE LIFE		\$100,000.00	\$16.60		
Edit	01/01/2020	04/30/2020	VOLUNTARY \$10,000 DEPENDENT LIFE		\$10,000.00	\$2.66		
Edit	01/01/2020	04/30/2020	SHORT TERM DISABILITY		\$400.00		\$13.76	

20 Items per page Showing 1-7 of 7

Resetting an Employee's Password

- On the employee's page look in the User Management box.

User Management

User has not yet registered online.

[Reset Password](#)

2. If the employee has registered, click on the “Reset Password”. If the employee has not yet registered, direct the employee to the www.cisbenefits.org website to register.

Updating an Employee's Demographics

Note: If employee's SSN or Date of Birth needs correction, you cannot update these fields. You **must** notify CIS Benefits to correct.

1. Once you've brought up the employee
 - For the employee, type over the information in the field that needs to be changed and click the “Save” button.
 - Note that the employee's Job Title is in this area and not in the Employment Information box.

The screenshot shows the 'Blueberry Muffin' Demographic Information form. It includes fields for First Name (Blueberry), Last Name (Muffin), SSN (01-01-2020), Gender (Female), DOB (3/3/1964), Age (56), Employee ID (50010), Sage ID (8654426), InfoArmor ID, and CL Code. There are also fields for System Access (Employee), Job Title (Benefits Representative), Primary Email (BMuffin@cisoregon.org), Secondary Email, Work Phone ((503) 763-3855), Mobile Phone ((206) 555-1212), Home Phone ((206) 555-1212), Physical Address (Address Line 1, Address Line 2, City, State (Oregon), Zip Code), Mailing Address (with a 'Same as Physical' checkbox), and Country (United States). A red box highlights the 'Save' button at the bottom right.

The screenshot shows the 'Edit Dependent' form within the CIS Benefits system. It includes fields for First Name (Bran), Last Name (Muffin), Relation Type (Spouse), Gender (Male), DOB (3/5/1963), SSN (222-01-2020), and Address (Address Line 1: 3202 OXFORD ST, Address Line 2, City, State, Zip Code). There are checkboxes for 'Is Disabled', 'Same As Employee', and 'Hide Address From Employee'. A red box highlights the 'Save' button at the bottom right.

- For a dependent, click on Dependents and then click on the Edit button next to the dependent's name. Then type in the field with the new information and click the “Save” button. (Employers nor employees can currently change SSNs.)

Leave of Absence

Please contact the Benefits Team when you have an employee going out for any type of leave.

Change in Employment Information or Individual Salary

1. On the employee's page click on the button that corresponds to the change needed.

The screenshot shows the CIS employee profile page for Heather Gillespie. The 'Employment Information' section is highlighted with a red box and a red arrow pointing to it. The section includes fields for Employee Group, Job Classification, Hours per Week, Salary, and Date Hired, each with an 'Update' button. Below these are buttons for Termination, Retire, Leave of Absence, and Convert to COBRA/Retiree. The 'User Management' section below has a 'Reset Password' button.

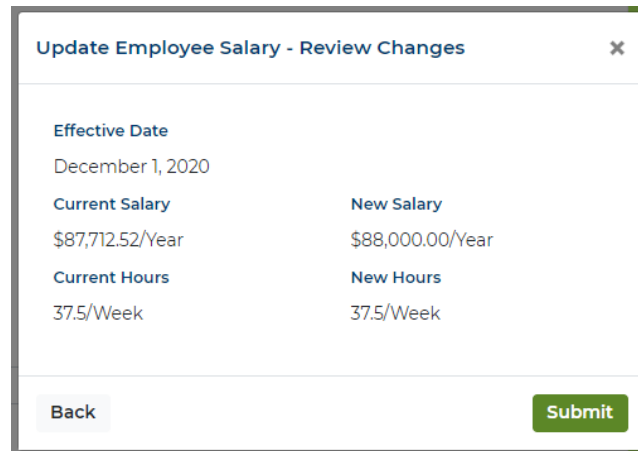
2. Enter the effective date and click the “Continue” button.

The screenshot shows the 'Update Employee Salary - Step 1/3' dialog box. It features a text input field for 'Effective Date*' with a calendar icon to its right. At the bottom are 'Cancel' and 'Continue' buttons.

3. Enter the change and click the “Continue” button.

The screenshot shows the 'Update Employee Salary - Step 2/3' dialog box. It shows radio buttons for 'Year' (selected), 'Month', and 'Hour'. Below are 'Current Salary' (\$87,712.52/Year) and 'Enter New Salary*' (\$88,000.00) fields. At the bottom are 'Back' and 'Continue' buttons.

4. Review the changes and click “Back” to correct or “Submit” to complete.



Update Employee Salary - Review Changes

Effective Date
December 1, 2020

Current Salary \$87,712.52/Year	New Salary \$88,000.00/Year
Current Hours 37.5/Week	New Hours 37.5/Week

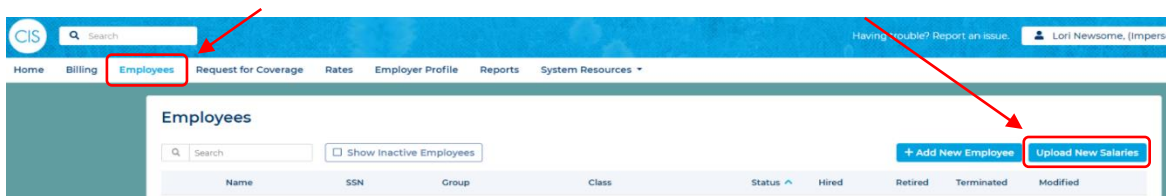
Back Submit

5. This will make any necessary changes for salary based Basic Life, AD&D, and LTD plans and will open an enrollment event for the employee if a change in Employee Group or Hours makes the employee eligible for benefits.

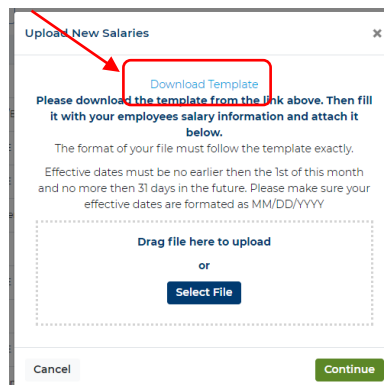
Mass Salary Changes

For an individual salary change, see the **Change in Employment Information or Individual Salary** section.

1. From your home screen, click on the “Employees” tab, then click on the “Upload New Salaries” button.



2. In the Pop-Up screen, click on "Download Template".



Upload New Salaries

Download Template

Please download the template from the link above. Then fill it with your employees salary information and attach it below.

The format of your file must follow the template exactly.

Effective dates must be no earlier than the 1st of this month and no more than 31 days in the future. Please make sure your effective dates are formatted as MM/DD/YYYY

Drag file here to upload

or

Select File

Cancel Continue

3. Sort and remove any employees who will not have a salary change. Add the new salaries and the effective date:
 - a. Effective date can only be the first of the current month or the first of the following month using MM/DD/YYYY format.
 - b. Frequency – remember to change the frequency if changing to a different frequency from what is in the system currently (e.g., Current salary is per Year but the new salary is per Hour).
4. Save the spreadsheet in **.csv format**, upload the spreadsheet, and click the “Continue” button.

Upload New Salaries

[Download Template](#)

Please download the template from the link above. Then fill it with your employees salary information and attach it below.

The format of your file must follow the template exactly.

Effective dates must be no earlier than the 1st of this month and no more than 31 days in the future. Please make sure your effective dates are formatted as MM/DD/YYYY

Drag file here to upload

or

Select File

Cancel Continue

Qualified Medical Child Support Order

The employer will receive notification when an employee is required to provide coverage to a dependent due to a court order. If the employee does not meet exempt status, call CIS Benefits and we will assist you with completing the form and adding the dependent(s). For any dependent added as a “QMSCO”, the coverage is effective the first of the month following the date of the Order.

Death of an Employee or Dependent

1. On the employee’s page click on Benefits.

Citycounty Insurance Services: **Personal & Employment Information** **Benefits** Dependents Beneficiaries

Lori Newsome

Demographic Information

First Name* M.I. Last Name* ☐

Lori Newsome

2. On the Benefits page, click on the event in the Update Benefits box.



Reports and Pre-Tax Plan Compliance Testing

Click on Reports from the top of the CIS-Connect Employer Admin account.

	Report Name	Description	Report Category
Open Report	Action Items	Action Items report	General
Open Report	Employee Census		General
Open Report	Employee Dependent Census		General
Open Report	Change Report		Finance
Open Report	Registered Report		General
Open Report	Age Out Report		General
Open Report	Open Enrollment Status Report		Open Enrollment
Open Report	Open Enrollment Action Items		Open Enrollment
Open Report	Open Enrollment Change Report		Open Enrollment

20 items per page Showing 1-9 of 9

FSA Non-Discrimination Testing

Discrimination testing of a Premium Only (POP) or an FSA plan is required on an annual basis to assure the plan has been implemented to the benefit of all employees and not just a select few. To meet the qualifications for tax-favored status, an FSA plan cannot discriminate in favor of Highly Compensated employees. To determine if a plan is discriminatory, a variety of tests (see "Testing Guide" below) are performed on behalf of the employer by ASIFlex.

A spreadsheet listing all of your benefit eligible employees is provided here called "Benefit Eligible Employees". Some of the fields (columns) have been pre-populated for your convenience. However, we ask that you review each record to ensure accuracy, and update all other fields (columns). See the "Field Definitions" link below for help in completing the spreadsheet. As you work through the downloaded spreadsheet, it is important to review the "Field Definitions", as some of the data requirements may have changed.

Below are the steps to follow:

1. Click the "Download Benefit Eligible Employees List" button to download the spreadsheet (CSV file) listing eligible employees from the CIS-Connect system. We have pre-populated all fields that are available to complete on this Benefit Eligible Employees List.

[Download Benefit Eligible Employees List](#)

Documents

- [Testing Information Sheet](#)
- [Field Definition](#)
- [Testing Guide](#)

Action Items – Shows all employees with outstanding actions needing to be completed by the employee or waiting for CIS approval.

Employee Census – Shows all employees and their benefit enrollments.

Employee Dependent Census – Shows all employees and their covered dependents and their benefits enrollments.

Change Report – Shows any employee who submitted an enrollment change during the time frame entered.

Registered Report – List of all employees, their registered email, and if they have registered for their account. If the primary email needs to be changed, use this report to update. Updating the email in the employee's account will not update the required user log in.

Age Out Report – Shows any children aging off of coverage (turning 26) and any employees and spouses who are turning age 65.

Open Enrollment Status Report – Shows all employee Open Enrollment event statuses.

Open Enrollment Action Items – Shows all employees with outstanding actions needing to be completed by the employee or waiting for CIS approval for Open Enrollment only.

Open Enrollment Change Report – Shows Open Enrollment benefit changes made by employee that will impact January's payroll.

FSA Non-Discrimination Testing – Required annual testing for employers who take out an employee's healthcare premiums pre-tax (Premium Only Plan) or offer the Healthcare or Dependent Care Pre-Tax Plans (FSA).

Monthly Billing

Bills are run monthly and reflect the current charges and any adjustments entered in the system through 5:00 p.m. on the 15th of each month. Changes or adjustments entered after this time will be reflected on the next month's bill. The bills are available in both PDF and Excel formats.

Employers must use the Interactive Invoice Summary to submit payment. If not paying as billed, add notes for any adjustments made. If you need to make a change or have questions about your bill, contact Kelsie Perry at kperry@cisoregon.org or 503-763-3844.

Plans and Rates

Rates - on the Main Navigation bar, click on the “Rates” tab then select the rate type and year.

Monthly Medical & Dental Premium Rates

Carrier	Plan	Employee	Emp+Child	Emp+Children	Emp+Spouse	Emp+Family
Regence	Regence COPAY E RX7 Replaces COPAY A-RX6	\$728.59	\$1358.31	\$1807.35	\$1552.41	\$2084.58
Regence	Regence COPAY F RX7 Replaces COPAY B-RX6	\$684.43	\$1275.82	\$1687.56	\$1458.13	\$1957.94
Regence	Regence COPAY G RX8 Replaces COPAY C-RX5	\$639.34	\$1191.77	\$1585.74	\$1362.09	\$1828.96
Regence	Regence COPAY H RX9 Replaces COPAY D-RX6	\$609.74	\$1136.61	\$1512.36	\$1299.04	\$1744.33
Regence	Regence HDHP-4 W/HSA Replaces HDHP-1 w/HSA	\$575.97	\$1077.91	\$1468.56	\$1231.97	\$1693.83
Regence	Regence HDHP-5 W/HSA Replaces HDHP-2 w/HSA	\$540.43	\$1011.42	\$1377.86	\$1155.98	\$1589.22
Regence	COPAY ALT CARE	\$11.33	\$21.05	\$29.87	\$24.06	\$34.47
Regence	HDHP ALT CARE	\$2.87	\$5.39	\$7.30	\$6.16	\$8.43
Regence	Regence HEARING AID BENEFIT	\$1.81	\$3.40	\$4.54	\$3.89	\$5.23
VSP	VSP-A (10/2/24) Replaces VSP-1 & VSP-3	\$8.49	\$10.36	\$18.46	\$11.86	\$21.35
Delta	DELTA DENTAL II	\$48.69	\$74.20	\$129.14	\$84.80	\$148.96

Additional Information

If you currently offer any of the following plans, they are terminating 12/31/20. You must move to one of the replacement plans unless you had a collective bargaining contract in place as of February 2019 that requires continuation beyond 1/1/21.

- Regence Copay A, B, C, & D
- HDHP-1 & HDHP-2
- VSP-1 & VSP-3
- Willamette Dental

Plans – You can find a comparison of all medical/dental plans offered on the CIS website under CIS Benefits/Plans and Rates (<https://cisoregon.org/Benefits/PlansRates>).

CIS BENEFITS
CIS Benefits
COBRA/Retiree Payments
Coverage
Plans and Rates
Value Added Services

Plans and Rates

CIS selects partners that will provide the best coverage at the best rates.

The medical/dental plan summaries provided below are applicable to all member entities within CIS, as well as any new entities considering CIS plans.

The pooled medical/dental premium rates are for entities with less than 100 employees only. The pooled life/disability rates are for entities with less than 25 employees. In addition, rates are broken out between the Employee Benefits Services Trust (for cities and qualifying entities) and the Association of Oregon Counties Insurance Trust (for counties and qualifying entities).

If you're interested in CIS Benefits, first review the [Benefits Rules](#) to determine if your entity can comply. For medical/dental rates for employers with more than 100 employees, life/disability rates for employers with more than 25 employees, or for additional questions, please email Carolyn E. Van Dyke, CIS Benefits Director at cvandyke@cisoregon.org

Medical Plan Options and Riders

[Covay Plan Options](#)
[High Deductible Health Plans \(HDHP\) w/HSA Options](#)

[Kaiser Plan Options](#)

Dental Plan Options and Riders

[Dental Plan Options](#)

Medical & Dental Rates

For groups that cover more than 100 employees on Regence medical or Delta Dental (experience-rated) and/or groups whose rates include a commission, the pooled rates below **DO NOT** apply to you.

[Rates for Pooled Cities for 2021](#)
[Rates for Pooled Counties for 2021](#)

[Rates for Pooled Cities for 2020](#)
[Rates for Pooled Counties for 2020](#)

Life & Disability Rates

For groups that cover more than 25 employees on Hartford's Basic Life and/or Long Term Disability (LTD), the pooled rates **DO NOT** apply to you.

New! CIS Rapid Care

Note: In future, you will be able to find your current plan offerings on CIS-Connect