

Member Start-up Tips for Employers

Q: Do existing members in the Office Supervisory plan need to be initiated online?

A: No, existing members will be automatically transferred.

Q: Do I need to re-enter salary information for existing members in the Office Supervisory plan?

A: No, existing members' salary information will be automatically updated.

Q: How will employees without an email address register online?

A: Member employees need to:

1. Go to the Mercon Benefits Website, click on the Employee Portal Login and click on the [**NEW - Access Employee Office Supervisory Portal](#) link,
2. Clicking on "Create new account" from the member log in page
3. Enter the letters 'OS' as the client number
4. Enter their member ID/certificate ID, and
5. Enter their date of birth.

Q: Can Member Companies enroll on behalf of their employees?

A: No, they cannot. Only the employee can complete all enrollment details, including the designation of a beneficiary.

Q: Are employees required to mail in signed copies of their beneficiary designations?

A: Yes, we still require a signed paper copy of the employee's beneficiary designation.

Q: How do you transfer employees from the Hour Bank program to the Office Supervisory plan?

A: You will need to contact Mercon Benefit Services at mercon@merconbenefits.com.

Q: Will each administrator receive a separate login?

A: If a Member Company has more than one billing administrator each one will be provided with a separate login.

Billing administrators only have access to divisions for which they currently receive invoices. If additional access is required, please contact Mercon Benefit Services at mercon@merconbenefits.com.

