



## Open Enrollment Frequently Asked Questions:



### **Q: Can I enroll in benefits from home or a remote location?**

- **A:** Yes, if you are connecting via laptop or personal computer and not connected to the Masonite network (not using VPN), and want to use MFA (Multi-Factor Authentication), you should use the following link:  
<https://www.myworkday.com/wday/authgwy/masonite/login.html?redirect=n>
- You will be asked to authenticate MFA to gain access or by calling OSV (One Source Virtual) at 1-855-656-2766.

### **Q: Can I enroll in benefits using my smart phone?**

**A:** Yes, following the steps below:

1. Download the Workday App from the Apple or Google play store and Launch the Workday App
2. Enter Organization ID: Masonite
3. Enter your Mployee Central Username & Password
  - Username: Mployee Central Employee ID
  - Password: You can use the Forgot Password option to get a reset email to your Masonite or personal email, if you have updated those in Mployee Central.
  - You can also call our Mployee Central helpdesk to reset your password: 855-656-2766 (855-65-MASON) or email [Mployeecentral@onesourcevirtual.com](mailto:Mployeecentral@onesourcevirtual.com)
4. Once you click Sign In, you will have the option to select the facial recognition option (if your mobile is compatible) or set up a 4-digit pin. This will make future access much easier, without having to enter your password each time.
5. You will then be prompted to walk through steps, to set up your choice to receive a code when off the network to your email or mobile (via text) Please reach out to your HR partner if you have any questions, or access the documentation on Frontdoor at: Mployee Central Mobile & MFA

### **Q: Where can I find the Open Enrollment presentation?**

**A:** When you log into Mployee Central you will find a link to the presentation. You can also find the presentation on the landing page of the benefits website, [www.masonitebenefits.com](http://www.masonitebenefits.com)

### **Q: Where can I find all the information regarding open enrollment and information on each of the benefit plan offerings?**

**A:** Please visit [www.masonitebenefits.com](http://www.masonitebenefits.com) and reference your 2021 Benefit Enrollment Guide, which was mailed to your home address.

### **Q: Where can I find the 2021 Premium Rate Sheet**

**A:** The rate sheet is posted on the landing page of the benefits website. You may also obtain a copy of the rate sheet from your HR representative.

**Q: Will I receive a new Anthem BCBS insurance card?**

**A:** Only if you live in FL, GA, WI and NJ

**Q: Do I have to verify my dependent's eligibility?**

**A:** Only if you are enrolling a new dependent in the health insurance plan that has not been previously verified. If you are required to provide documentation to verify your dependent's eligibility you will receive a letter directly from One Source Virtual informing you of the need for documentation. The letter will provide you examples of acceptable forms of documentation and where to send your documents. You should expect to receive this letter after Open Enrollment has closed. Please be sure to comply by the deadline given, or your dependents will be removed from your insurance plan.

**Q: Can I get a 90-day supply of maintenance medications at the CVS retail pharmacy?**

**A:** Yes, in fact CVS is the only retail pharmacy that will fill your 90-day supply at the mail order co-pay amount.

**Q: How can I find out if a drug is covered and its cost?**

**A:** Go to the OptumRx website at [www.optumrx.com/enroll/select](http://www.optumrx.com/enroll/select) and type in the name of the drug in order to get all of the details.

**Q: What insurance companies will offer quotes for Home/Auto insurance?**

**A:** Liberty Mutual, Travelers and MetLife. However, if you live in Florida, you will not be eligible for Homeowners insurance through this program. Remember, quotes cannot be provided until after the first of the year. You will receive more detailed information regarding this new benefit in early December.