



CITY OF ELMIRA NEW YORK

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IMPORTANT ANNOUNCEMENT

Please read this notice carefully.

City of Elmira is moving to a new platform to manage health insurance benefits. The new system is BSWIFT, which has a self-service portal. We are looking forward to improving access to your benefit information. **This is not a change in your coverage.**

All members **must log on to BSWIFT** <https://cityofelmira@bswift.com> **between November 13, 2023 and December 1, 2023.** I will also post this link on the City of Elmira Website www.cityofelmira.net under Personnel Department, Insurance News. If you do not have access to a computer or smart phone, you may have a family member assist you. **On our behalf, City of Elmira's consultant, Perry & Carroll is providing support to assist you with this process. Please contact Bethany DeMott at bdemott@perrycarroll.com or 607-734-4291.**

Your sign on will be your first initial and last name (ie. Ischornstheimer) and your password is your last 4 digits of your SSN. (You will change your password once logged on.) If your sign on does not work, there may be more than one member with the same initial and last name in the system and you may need to contact us to find out your sign on ID.

1. Log on to BSWIFT and carefully review your and your family's information in the system. This information is sent electronically to the insurance carriers so we want to be sure it is correct. Please be sure we have your home e-mail as most future communications will be sent out via email from the Bswift system. Please make any updates in the system. You will see noreply@bswift.com emails.
2. Once you walk through the enrollment window in the system you will see a confirmation and plan rates. Plan information will be linked or in the Library and will be updated as information becomes available.
3. With this platform change, we will also be making a change to how your payments are made for your health insurance. If you currently are making payment through automatic payment (ACH) or sending checks/money orders for your payment, **you will be receiving instructions in the mail from ebenefit Marketplace for remitting your 2024 payments. Mail from ebenefit Marketplace is legitimate for your City of Elmira benefits and is important.**

Please be advised the last payment that can be received at City of Elmira through your current payment method will be the payment for December 2023 coverage.

- ✓ If you need support with logging into the BSWIFT System, please contact the Perry & Carroll team at (607) 734-4291 for assistance.
- ✓ If you have any benefit-related questions, please contact Linda Schornstheimer at lschornstheimer@cityofelmira.net or (607) 737-5644 for assistance.
- ✓ If you experience any issues using the online benefits portal, please contact 1-855-400-0792 for assistance.

We appreciate your cooperation and patience through this transition. We are in this change together.