



A NEW DAY.

City of Jacksonville, Florida

Donna Deegan, Mayor

Employee Services Department

Benefits Division

City Hall, 117 West Duval St. Suite 150

Jacksonville, FL 32202

(904) 255 - 5555

(904) 255 - 5565



www.Jacksonville.gov/Benefits

BENEFITS ENROLLMENT & REQUIRED DOCUMENTS

On-line Enrollment Instructions from a COJ computer

Your benefits will be effective the first day of the month following your employment date

- Prior to enrolling, review your benefits on the Benefits website at www.Jacksonville.gov/Benefits
- On the Benefits website select "NEW HIRE Online Enrollment" link and begin the enrollment process
- Print the confirmation page at the end of the enrollment process and retain for your records
- **Enrollment must be completed prior to the first day of the month following your hire date**
- Contact ITD at (904) 255-1818 if you have trouble with your username or password

On-line Enrollment Instructions from home or external location - not from a COJ computer

Key <https://empselfservice.coj.net> and begin the below enrollment process:

- Username and Password – log in using your COJ network login
- Click on "COJ Employee Self Service"
- Click on "Benefits Enrollment"
- Follow computer prompts to enroll in benefits
- Print the confirmation page at the end of the enrollment process and retain for your records
- **Enrollment must be completed prior to the first day of the month following your hire date**
- Contact ITD at (904) 255-1818 if you have trouble with your username or password

Please Note: If you are a New Hire Employee, you MUST enroll to ACCEPT or DECLINE benefits. If you do not enroll, your health benefits will be defaulted to the employee only- UF Health Direct Care plan and you cannot change benefit plans until annual enrollment 2025 to be effective 01/01/2026.

Required documents for adding dependents to Health, Dental & Vision benefits

If you are enrolling dependents to your health, dental or vision benefits you **MUST provide** the following **original certified documents** to the Employee Benefits Office **prior** to your benefits effective date:

- Spouse:** Original certified Marriage Certificate and Social Security card
- Children:** Original Birth Certificate listing employee's name as a parent and Social Security card
- Adoption:** Certified court documents awarding the child to be covered, Birth Certificate with new given name and Social Security card (matching name on Birth certificate)
- Guardianship:** Certified court documents for each child to be covered. If temporary guardianship, court certified documents must be signed within the last 6 months prior to enrollment of child. Required documents for "children" indicated above are also required.

DOCTOR'S APPOINTMENTS - HEALTH INSURANCE CARDS

Please DO NOT schedule a doctor's appointment until you have received your Health Insurance Card in the mail. If you schedule an appointment without your insurance card, you could be responsible for the full payment of your visit. Your insurance card will be mailed to you **after the first paycheck of the month in which your benefits became effective.**