



A NEW DAY.

City of Jacksonville, Florida

Donna Deegan, Mayor

Employee Services Department

Benefits Division

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Jacksonville.gov/Benefits

2027 Annual Benefits Enrollment Instructions and Information

Annual Enrollment is scheduled from November 9 to November 20, 2026. Please review each section presented below and follow the enrollment instructions to select your benefits for 2027.

Required Documents for Adding Dependents to Health, Dental & Vision Benefits

If you wish to enroll your dependents in health, dental, or vision benefits, you **are required** to submit the original certified **documents listed below** to the Benefits Division staff by Friday, November 20. The documents will be reviewed, copied, and returned immediately. During the annual enrollment period (November 9 to 20), the Benefits Division staff will be available at City Hall on the Mezzanine floor from 8:00 a.m. to 3:00 p.m. and at JSO Headquarters, located at 532 Riverside Avenue, on Monday, November 16, from 8:00 a.m. – 3:00 p.m.

- **Spouse:** Original certified Marriage Certificate and Social Security card in current name
- **Child(ren):** Original certified Birth Certificate listing the employee as the parent and Social Security card
- **Stepchild:** Original certified Birth Certificate, Social Security card and original certified Marriage Certificate
- **Adoption:** Certified court documents awarding custody, Birth Certificate with updated name and Social Security card matching the name on the Birth Certificate
- **Guardianship:** Certified court documents for each child, Birth Certificate and Social Security card.
- **Temporary Guardianship:** Certified court documents, Birth Certificate and Social Security Card. Court documents dated older than six months must be renewed prior to enrollment.

Jacksonville Sheriff's Office and Jacksonville Fire and Rescue "Non-Civilian" Employees

Eligible for enrollment in the following City of Jacksonville benefits:

- TRICARE Supplement Plan (available for retired military and reservists)
- Supplemental Life Insurance
- Dependent Life Insurance
- Flexible Spending Account (FSA)

Notification of Change in Dependent Status

In the event of a Qualifying Life Event, it is necessary to notify the Benefits Division within 60 days to adjust dependent coverage and provide proof of Life Event. This applies to plans with pre-tax premiums or those that require a 12-month commitment. **Examples of a Qualifying Life Event include:**

- Marriage
- Divorce
- Birth of child
- Adoption
- Death
- Loss of coverage
- Gain of coverage

Health Insurance Cards and Doctor's Appointments

You **MUST** present your Health Insurance Card for doctor's appointments. New health insurance cards will be mailed to you after the first paycheck of the month in which your benefits become effective.

To avoid being held financially responsible for the full cost of your visit, do not schedule any doctor's appointments until you receive your health insurance card.

Enrollment Instructions

Enrolling "FROM" a COJ Computer	Enrolling from a "NON" COJ Computer
• http://inside.coj.net/Pages/Default.aspx	• https://hrss.coj.net
• Click on "Employee Self-Service"	• Username – COJ network login
• Click on "COJ Employee Self Service"	• Password-COJ network login or last 5 of your SS #
• Click on "Benefits Enrollment"	• Login assistance available on login screen or call ITD at 904-255-1818
• Click on "Enroll Now" tab to begin enrollment	• Click on "COJ Employee Self Service"
• On the last page of enrollment site, click on "Confirmation Statement"	• Click on "Benefits Enrollment"
• Review statement to ensure benefits listed are correct	• Click on "Enroll Now" tab to begin enrollment
• Review statement to ensure dependents are listed for each benefit selected	• On the last page of enrollment site, click on "Confirmation Statement"
• Print Confirmation Statement as proof of enrollment	• Review statement to ensure benefits listed are correct
	• Review statement to ensure dependents are listed for each benefit selected
	• Print Confirmation Statement as proof of enrollment