



2023 Annual Election: Employee Self Service Portal (ESS) Tutorial



Enrollment via the Employee Self-Service Portal (ESS)

- Enrollment Timeframe
- Accessing the Employee Self Service Portal (ESS)
- Enrollment Process
- Reviewing & Saving Elections
- Printing Confirmation Statements
- Voluntary Benefits



When to Utilize ESS?

2023 Annual Benefits Election

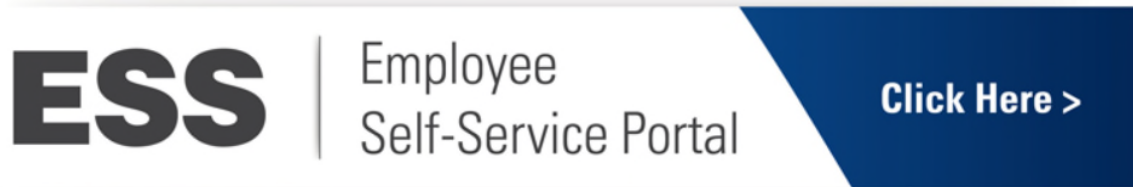
- October 31, 2022 through November 11, 2022
- Benefits are effective January 1, 2023





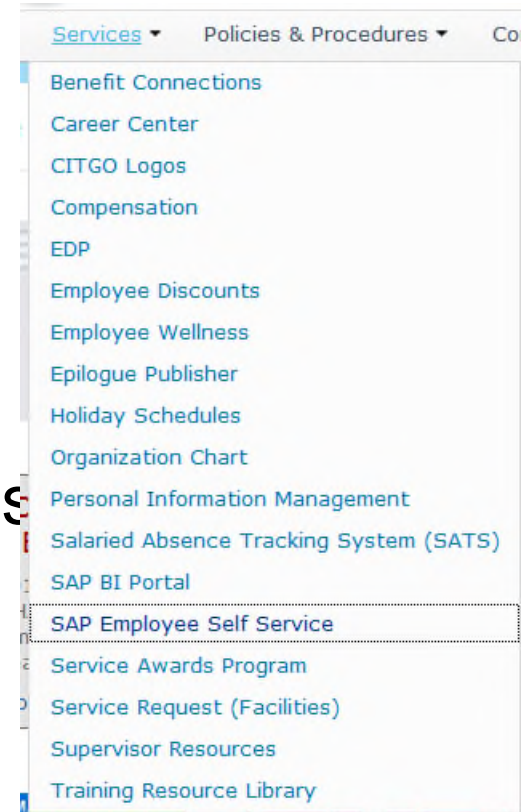
How to Utilize ESS for Annual Benefits Election

- Go to the CITGO Intranet Home Page
- Click on the Employee Self-Service Portal tile on the Home Page



OR

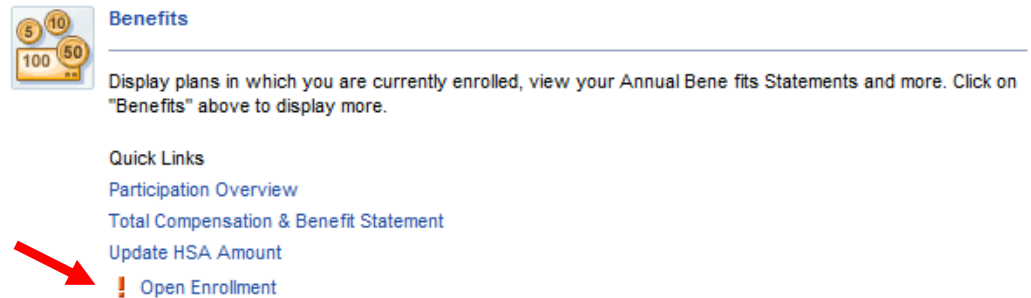
- From the top menu, click on SAP Employee Self Service under Services





Accessing the ESS System for Annual Benefits Election

- To begin the Annual Benefits Election process:
 - Click on “Open Enrollment” under Benefits.



NOTE: You may receive a “locked” error message on the following days:

- **November 2**
- **November 3**
- **November 8**
- **November 9**

This is due to payroll processing. ***Please try to enroll at a later time.***



Navigating the Employee Self-Service Portal (ESS)

Step 1 – Personal Profile

- After accepting the Terms and Conditions, you will be at the first Open Enrollment screen.
- Here you may review your Personal Profile.
- Select “Next” to proceed to Step 2.

SAP Open Enrollment: Step 1 of 8 (Personal Profile)

Edit Personal Profile

1 Personal Profile 2 Dependents 3 Benefits Summary 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 Review and Save

Personal Data

Full name:

Addresses

Permanent residence

Street Name:

City:

Telephone Number:



Step 2 – Dependents and Beneficiaries

- Your current dependents will appear. **If your dependents are not listed on this screen, you will need to call the Benefits HelpLine at 1-888-443-5707 or email Benefits@citgo.com.**
- Although there is an option to “Edit Dependents and Beneficiaries,” **you are unable to change, add or delete dependents in ESS and must email or call the Benefits HelpLine.**
- Click “Next” to go to Step 3.

SAP Open Enrollment: Step 2 of 8 (Dependents)

Edit Dependents

1 Personal Profile 2 **Dependents** 3 Benefits Summary 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 Review and Save

Family Members / Dependents

Emergency contact

Name:

If your dependents are not listed on this screen, you will need to call the Benefits HelpLine at 1-888-443-5707 or email benefits@CITGO.com.



Step 3 – Benefit Summary

- Here you can review your current benefit elections, along with the additional plans that you are not enrolled in.
- Click “Next” to go to Step 4.

SAP Open Enrollment: Step 3 of 8 (Benefits Summary)

1 Personal Profile 2 Dependents **3 Benefits Summary** 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts

Benefit Elections Summary


Plan Type	Start...	Status	Plan Name	Option	Credit Amo...	Coverage	Dependents	Prim...	Pre-Tax Costs	Post-Tax Co...
Medical	01/01/21	Curr...	Self Directed Health Plan	Self Directed Health Plan						
Dental	01/01/21	Curr...	Dental	Dental Plus						
Vision	01/01/21	Curr...	Vision Plan	Vision						
Personal Acc	01/01/21	Curr...	Salaried Personal Accident	Family Coverage						

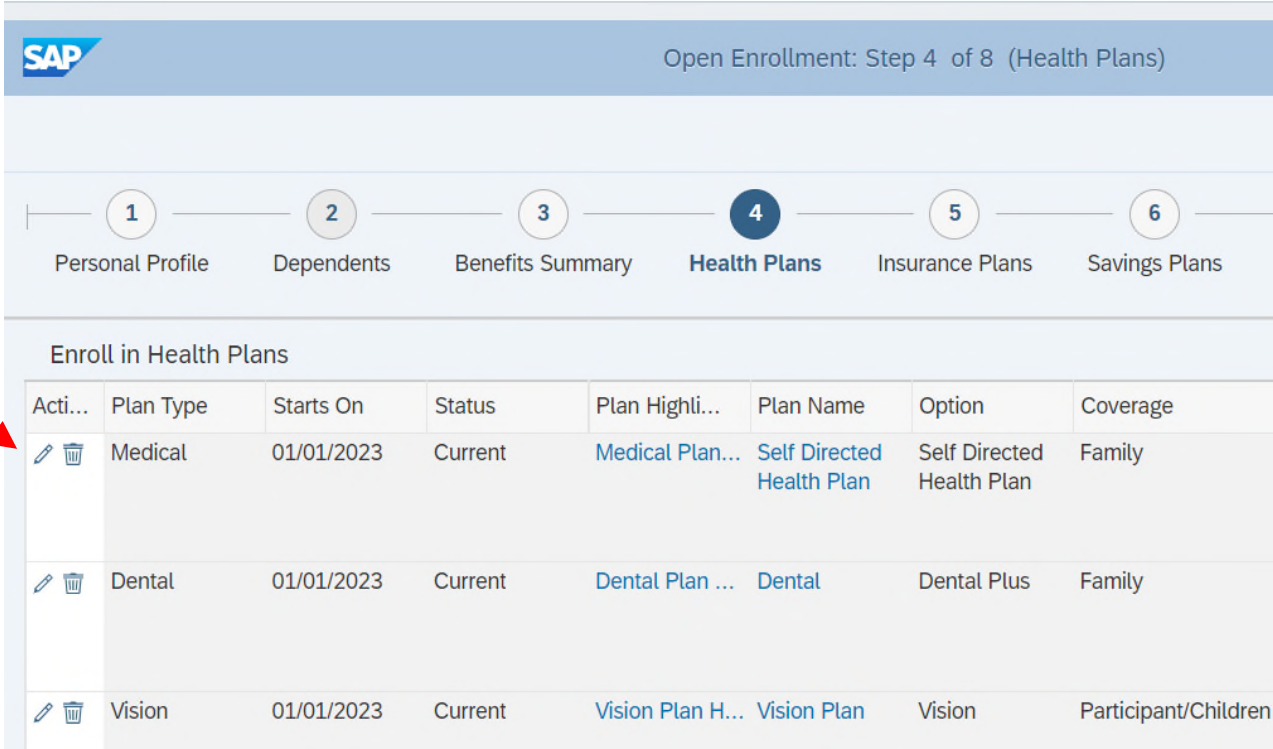
Plans not Enrolled In

Plan Type
Optional Life
Dependent Life
Dep Life Child









Step 4 – Health Plans

- In this step you can review your current Health plans and edit your current elections.
- To change a plan selection, click on the “Edit” icon  next to the Plan you wish to change.



The screenshot shows the SAP Open Enrollment interface for Step 4 of 8, titled "Health Plans". A progress bar at the top indicates the current step, with steps 1 through 6 labeled: Personal Profile, Dependents, Benefits Summary, Health Plans, Insurance Plans, and Savings Plans. Below the progress bar, the section "Enroll in Health Plans" contains a table with three rows of health plan information. A red arrow points to the "Edit" icon (pencil) in the first row of the table.

Acti...	Plan Type	Starts On	Status	Plan Highli...	Plan Name	Option	Coverage
 	Medical	01/01/2023	Current	Medical Plan...	Self Directed Health Plan	Self Directed Health Plan	Family
 	Dental	01/01/2023	Current	Dental Plan ...	Dental	Dental Plus	Family
 	Vision	01/01/2023	Current	Vision Plan H...	Vision Plan	Vision	Participant/Children



Step 4 – Health Plans – *Changing Plans*

- After clicking on the “Edit” icon, the following screen will appear which will allow you to change your plan.

Plan Name	Option	Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/> Medical	EPO	Family	509.00 USD Monthly	
<input type="radio"/> Self Directed Health Plan	Self Directed Health Plan	Participant only	8.00 USD Monthly	
<input type="radio"/> Self Directed Health Plan	Self Directed Health Plan	Participant/Children	21.00 USD Monthly	
<input checked="" type="radio"/> Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse	23.00 USD Monthly	
<input type="radio"/> Self Directed Health Plan	Self Directed Health Plan	Family	36.00 USD Monthly	
<input type="radio"/> Waiver of Medical Coverage	Waiver of Medical Coverage	Waived coverage		

Enroll Dependents

JENNA LL

CORA LL

Add Cancel

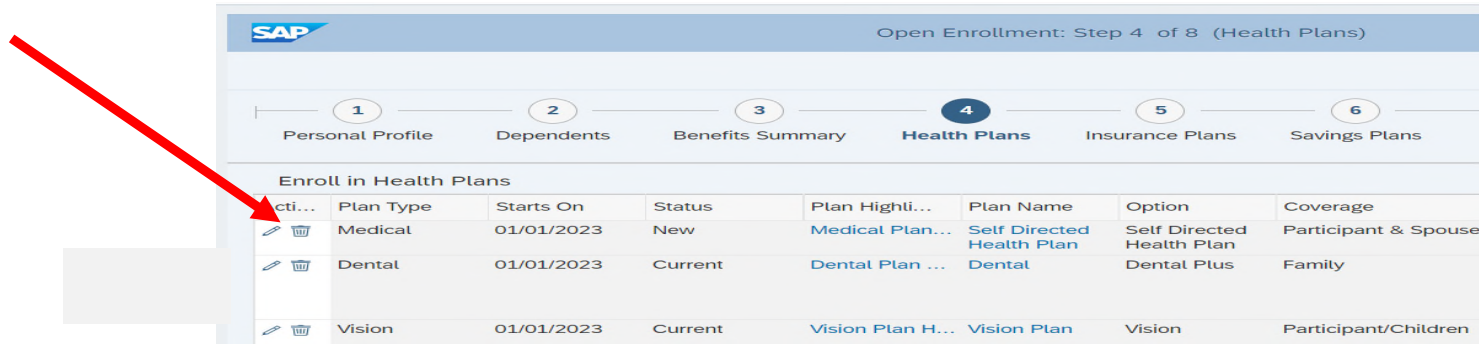
- To change or add a plan, simply select the new plan desired to highlight it and click “Add.” Remember to check the box by each dependent you want on the plan.
- Your new selection will now show in the enrollment summary with the status of “New.”

Enroll in Health Plans							
Acti...	Plan Type	Starts On	Status	Plan Highli...	Plan Name	Option	Coverage
	Medical	01/01/2023	New	Medical Plan...	Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse
	Dental	01/01/2023	Current	Dental Plan ...	Dental	Dental Plus	Family
	Vision	01/01/2023	Current	Vision Plan H...	Vision Plan	Vision	Participant/Children



Step 4 – Health Plans – *Changing Plans*

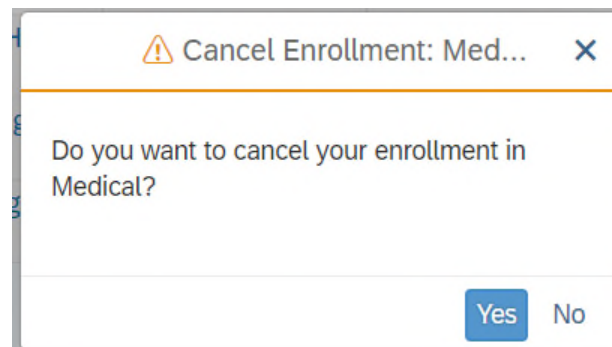
- To remove a plan, click on the trash can icon  under Actions.



The screenshot shows the SAP Open Enrollment interface for Step 4 of 8, titled "Health Plans". A progress bar at the top indicates the current step. Below the progress bar is a table titled "Enroll in Health Plans" with the following columns: Plan Type, Starts On, Status, Plan Highli..., Plan Name, Option, and Coverage. The table contains three rows: Medical, Dental, and Vision. A red arrow points to the trash can icon in the Actions column for the Medical plan.

Plan Type	Starts On	Status	Plan Highli...	Plan Name	Option	Coverage
Medical	01/01/2023	New	Medical Plan...	Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse
Dental	01/01/2023	Current	Dental Plan ...	Dental	Dental Plus	Family
Vision	01/01/2023	Current	Vision Plan H...	Vision Plan	Vision	Participant/Children


- A dialogue box will appear asking you to confirm deletion of your plan. Click “Yes” to confirm or “No” to cancel.
- If you delete a plan, the status will change to **Waived**.



- Changes to your dental and vision plans will follow the same steps.
- After completing your changes, press “Next” to go to the next step.



Step 5 – Insurance Plans

- In this Step you can review your life and accident insurance plans and edit your current elections.
- Similar to the Health Plans, to change a plan selection, click on the “Edit” icon  next to the Plan you wish to change.

SAP Open Enrollment: Step 5 of 8 (Insurance Plans)

1 Personal Profile 2 Dependents 3 Benefits Summary 4 Health Plans **5 Insurance Plans** 6 Savings Plans 7 Flexible Spending Account

Enroll in Insurance Plans

Acti...	Plan Type	Starts On	Status	Plan Name	Option	Coverage	Primary Ben...	Pre-Tax Costs
	Optional Life	01/01/2023						
	Dependent Life	01/01/2023						
	Dep Life Child	01/01/2023						
	Personal Acc	01/01/2023	Current	Salaried Personal Accident	Family Coverage	120,000.00 USD		



Step 5 – Insurance Plans – *Salaried Optional Life*


- If you are not currently enrolled in Salaried Optional Life, salaried employees may elect up to 8 times their annual salary and you will be subject to complete a Statement of Health – also known as Evidence of Insurability (EOI).
- If you are increasing your coverage **more than** 1 time you will be subject to complete an EOI.
- If you currently are enrolled in Optional Life 5X you are subject to complete EOI for any increase up to a maximum of 8X.
- **Your new coverage will not begin until the EOI is approved by Securian Financial.**

Select a Optional Life Plan

Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/> Salaried Optional Life	1X Base Pay	137,000.00	14.65 USD Monthly	
<input type="radio"/> Salaried Optional Life	2X Base Pay	274,000.00	29.31 USD Monthly	
<input type="radio"/> Salaried Optional Life	3X Base Pay	411,000.00	43.97 USD Monthly	
<input checked="" type="radio"/> Salaried Optional Life	4X Base Pay	548,000.00	58.63 USD Monthly	
<input type="radio"/> Salaried Optional Life	5X Base Pay	685,000.00	73.29 USD Monthly	
<input type="radio"/> Salaried Optional Life	6X Base Pay	822,000.00	87.95 USD Monthly	

Add Cancel

Details

 Evidence of insurability is required.

Evidence of insurability (EOI) means that you must provide evidence of good health.

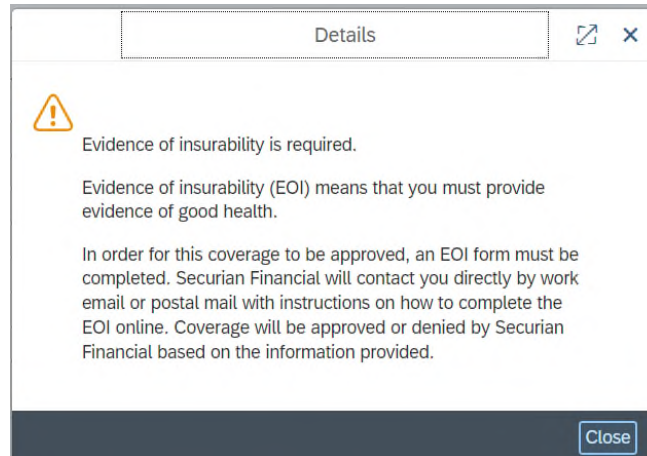
In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

Close



Step 5 – Insurance Plans – *Salaried Dependent Spouse Life*

- To elect or make changes to your Dependent Spouse Life plan:
 - Click on the “Edit” or “Add” icon
 - Enter a number (0 - 24) in the highlighted “Additional Unit” space
 - Select “Add”
- EOI will be required if you previously did not have Dependent Spouse Life insurance or increase the coverage amount.
- Further, your spousal insurance cannot exceed more than 50% of the combined amount of your Basic & Optional life insurance.
- **New coverage will not begin until the SOH is approved by Securian Financial.**





Step 5 – Insurance Plans – *Salaried Dependent Child Life*


- You may elect to cover your eligible child(ren) at either:
 - \$5,000 or
 - \$10,000
- EOI may be required. You will receive additional information via email if your changes in coverage are subject to EOI.
- **New coverage will not begin until the EOI is approved by Securian Financial.**

Select a Dep Life Child Plan

Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/> Dependent Life Children	\$5000 Option	5,000.00		0.68 USD Monthly
<input checked="" type="radio"/> Dependent Life Children	\$10,000 Option	10,000.00		1.36 USD Monthly

[Add](#) [Cancel](#)

Details

 Evidence of insurability is required.

Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

[Close](#)



Step 5 – Insurance Plans – *Hourly Pre- and Post-Retirement Life*

- **Hourly** employees may elect a combined total of 3Xs their annual base pay under Pre- and Post-Retirement Life Insurance.
- You may only elect a maximum of 2Xs your annual base pay for the Post-Retirement Life.
- The system will allow you to choose more; **however**, once you click on “Review Enrollment,” you will receive an error message at the top of the screen “Condition for combined coverage limit 3SAL for plan LH21 not fulfilled.”
- Please adjust your elections to reflect the **3Xs** maximum coverage:
 - Click on “Review Enrollment” located at the bottom of the screen to review your update.

The screenshot shows the SAP Open Enrollment interface for Step 5 of 8 (Insurance Plans). The progress bar indicates the current step is 5, with previous steps (1-4) completed and subsequent steps (6-8) pending. The main content area displays a table titled "Enroll in Insurance Plans" with the following data:

Acti...	Plan Type	Starts On	Status	Plan Name	Option	Coverage	Primary Beneficiaries	Pre-Tax Costs
	OptLife Pre1	01/01/2023	Current	Pre-Ret Life	1X Base Pay	102,000.00 USD		
	OptLife Pre2	01/01/2023						
	OptLife Pre3	01/01/2023						
	Dependent Life	01/01/2023	Current	Dependent Life Active	Option \$7500	7,500.00 USD		
	OptLife Post1	01/01/2023						
	OptLife Post2	01/01/2023						
	Personal Acc	01/01/2023						

A warning dialog box is overlaid on the table, titled "Details". It contains the following text:

Evidence of insurability is required.

Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

[Close](#)



Step 5 – Insurance Plans – *Hourly Dependent Life*

- If you are **not currently enrolled** in this plan, then you may elect it during Open Enrollment if you have pre- or post-retirement life insurance as well.
- EOI may be required. You will receive additional information via email if your changes in coverage are subject to EOI.
- **New coverage will not begin until the SOH is approved by Securian Financial.**


Dependent Life	01/01/2023				
Dependent Life	01/01/2023	Pending	Dependent Life Active	Option \$7500	7,500.00 USD

Select a Dependent Life Plan 🔗 ✕

	Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/>	Dependent Life Children Only	Option \$1500	1,500.00		2.28 USD Monthly
<input checked="" type="radio"/>	Dependent Life Active	Option \$7500	7,500.00		2.28 USD Monthly

Add Cancel

Details 🔗 ✕

 Evidence of insurability is required.

Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

Close



Step 5 – Insurance Plans – *Personal Accident*

- Choose an option:
 - Employee Only Coverage
 - Family Coverage
- Next, you will need to enter a number (0 – 148) in the highlighted “Additional Unit” space.
- Click “Add.”
- Minimum coverage is \$10,000 and maximum coverage is \$750,000 (Salaried) and \$500,000 (Hourly).

Select a Personal Acc Plan 🔗 ✕

	Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/>	Salaried Personal Accident	Employee only Coverage	10,000.00	0.14 USD Monthly	
<input checked="" type="radio"/>	Salaried Personal Accident	Family Coverage	750,000.00	22.50 USD Monthly	

Additional Coverage

Additional Unit: x USD

Total Insurance Coverage:



Step 6 – Savings Plans

- You must elect the amount to be deducted for payroll every year for your HSA. Changes to your current payroll deductions can be made at any time through the Employee Self-Service Portal (ESS).
- Health Savings Account (HSA) annual contribution maximums for 2023 are:
 - \$3,850 Employee Only
 - \$7,750 Employee + One or more
 - If you are 55 or older, “catch-up” contributions of \$1,000 per year are available above these limits.
- **When calculating your HSA contributions, it is important to include the amount of the Healthy Rewards Incentives you plan to earn in your calculations.**

For example:

Annual Max: \$3,850 Employee Only

- ❖ \$ 500 SDHP Annual Enrollment Incentive
- ❖ \$ 500 CITGO Healthy Rewards Incentive

\$2,850 Individual Annual Payroll Contribution

The “pre-tax amount” you will enter will be \$118.75 (\$2,850 divided by 24 pay periods).

Hourly employees need to divide by 26 (Lemont and Lake Charles) or 24 (Corpus only) pay periods depending on your work location.

Enter Health Savings Plan Information

Select Plan

Plan Name

Health Savings Account

Regular Contribution

Period: Semi-monthly

Pre-Tax Amount: USD (Minimum 0.00 USD)

Add Cancel



Step 7 – Flexible Spending Accounts

- Your last enrollment choices will be for the Flexible Spending Accounts (FSA). You must elect your FSA amounts **annually**:
 - For the Dependent Day Care elect a minimum of \$120 to a maximum of \$5,000 per year
 - For the Health Care Flexible Spending Account elect a minimum of \$120 to a maximum of \$3,050 per year
 - For the Limited Health Care Flexible Spending Account elect a minimum of \$120 to a maximum of \$3,050 per year
- Select the spending account and then enter your “Annual Contribution Amount” in the box and click “Calculate” to determine your contribution per pay period. Then click on “Add” to confirm.
- Select “Next” after completing your selections.

Enter Health Spending Plan Information

Select Plan

Plan Name	Enroll in One Plan
<input checked="" type="radio"/> Health Care Spending Account	Enroll in One Plan
<input type="radio"/> Limited Flex Spending Account	Self Directed Health Plan

Details: Annual Contribution for Health Care Spending Account for period 01/01/2023 - 12/31/2023

Annual Contribution Amount: USD (Minimum 120.00 USD - Maximum 3,050.00 USD)

Amount per Paycheck: USD



Step 8 – Review and Save

- Once you have completed making all of your 2023 benefit elections, proceed to Step 8, **Review and Save**.
- This step will allow you to **review your elections** to ensure that you have completed all your desired changes for 2023.

SAP Open Enrollment: Step 8 of 8 (Review and Save)

1 Personal Profile 2 Dependents 3 Benefits Summary 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 **Review and Save**

Plans to be Added

Plan Type	Starts On	Status	Plan Name	Option	Credit Amount	Coverage	Dependents
Optional Life	01/01/2023	New	Salaried Optional Life	Current Coverage Amount			
	01/01/2023	Pending	Salaried Optional Life	4X Base Pay			
Dependent Life	01/01/2023	New	Dependent Life Spouse	Current Coverage Amount			
	01/01/2023	Pending	Dependent Life Spouse	Spouse Coverage			
Dep Life Child	01/01/2023	Pending	Dependent Life Children	\$10,000 Option			
Health Savings	01/01/2023	New	Health Savings Account				

Plans to be Changed

Plan Type	Starts On	Status	Plan Name	Option	Credit Amount	Coverage	Dependents
Medical	01/01/2023	Current	Self Directed Health Plan	Self Directed Health Plan			
	01/01/2023	New	Self Directed Health Plan	Self Directed Health Plan			
Personal Acc	01/01/2023	Current	Salaried Personal Accident	Family Coverage			
	01/01/2023	New	Salaried Personal Accident	Family Coverage			



Step 8 – Review and Save

- It is **very important** that you thoroughly review your 2023 benefit elections.
- Your plan selections can **only** be saved at this time.
- You will need to:
 - Click the “Save” button located at the bottom right of the screen.

The screenshot displays the SAP Open Enrollment interface at Step 8 of 8, titled "Review and Save". A progress bar at the top shows steps 1 through 8, with step 8 highlighted. Below the progress bar, there are two tables: "Plans to be Added" and "Plans to be Changed".

Plan Type	Starts On	Status	Plan Name	Option	Credit Amount	Coverage	Dependents	Primary...	Pre-Tax Costs	Post-Tax Costs
Optional Life	01/01/2023	New	Salaried Optional Life	Current Coverage Amount		0.01 USD				
	01/01/2023	Pending	Salaried Optional Life	4X Base Pay		548,000.00 USD				
Dependent Life	01/01/2023	New	Dependent Life Spouse	Current Coverage Amount		0.01 USD				
	01/01/2023	Pending	Dependent Life Spouse	Spouse Coverage		100,000.00 USD				
Dep Life Child	01/01/2023	Pending	Dependent Life Children	\$10,000 Option		10,000.00 USD				
Health Savings	01/01/2023	New	Health Savings Account							

Plan Type	Starts On	Status	Plan Name	Option	Credit Amount	Coverage	Dependents	Primary...	Pre-Tax Costs	Post-Tax Costs
Medical	01/01/2023	Current	Self Directed Health Plan	Self Directed Health Plan		Family				
	01/01/2023	New	Self Directed Health Plan	Self Directed Health Plan		Participant & Spouse				
Personal Acc	01/01/2023	Current	Salaried Personal Accident	Family Coverage		120,000.00 USD				
	01/01/2023	New	Salaried Personal Accident	Family Coverage		750,000.00 USD				

At the bottom right of the screen, there are navigation buttons: "Previous", "Next", "Save", and "Cancel". The "Save" button is circled in red.



Printing Confirmation Statement

- After saving your elections, you will have an opportunity to print a confirmation statement.
- Review it for accuracy and retain it for your records.
- Click on the link: “Print Benefit Elections Summary” under “What do you want to do next?” to print your Confirmation Statement.

SAP

What do you want to do next?

[Print Benefit Elections Summary](#)

[Go to Enrollment](#)

[Go to Benefits Participation Overview](#)

Benefit Elections Summary

Plan Type	Starts On	Status	Plan Name	Option
Medical	01/01/2023	Current	Self Directed Health Plan	Self Directed Health Plan
Dental	01/01/2022	Current	Dental	Dental Plus
Vision	01/01/2022	Current	Vision Plan	Vision
Other Plans	01/01/2022	Current	Employee Assistance Program	Employee Assistance Program
Basic Life	04/01/2020	Current	Basic Life	2X Base Pay
Optional Life	01/01/2023	Current	Salaried Optional Life	Current Coverage Amount
Optional Life	01/01/2023	Pending	Salaried Optional Life	4X Base Pay
Dependent Life	01/01/2023	Current	Dependent Life Spouse	Current Coverage Amount
Dependent Life	01/01/2023	Pending	Dependent Life Spouse	Spouse Coverage
Dep Life Child	01/01/2023	Pending	Dependent Life Children	\$10,000 Option



Confirmation Statement

- It is important for you to review your final Confirmation Statement for any administrative errors.
- CITGO administrative errors must be reported within 31 days of the first payroll deduction or invoice issued by contacting the **Benefits Helpline at 1-888-443-5707 or by email at Benefits@CITGO.com**.
- It is highly encouraged that all employees retain a copy of the final Confirmation Statement for your records and review your first 2023 payroll benefit deductions for accuracy.



Voluntary Benefits

- CITGO employees may enroll in the following voluntary benefits which become effective January 1, 2023 with premiums to be paid in full by the employee through payroll deductions.
 - Critical Illness insurance offered by TransAmerica and managed by Mercer
 - Accident insurance offered by TransAmerica and managed by Mercer
 - Pre-paid Legal Services offered by MetLife Legal and managed by Mercer
- To enroll, visit <https://citgo.e.paylogix.com> or call 1-877-649-6624 for more details.
- **CITGO does not maintain or endorse these voluntary benefit programs.** Additional information regarding enrollment in these voluntary benefits will be sent directly from the providers and will be available at www.hr.citgo.com.
- If you are already enrolled in these voluntary benefits, your coverage will continue to 2023 and until you cancel the coverage.



Annual Benefits Election Process

Congratulations! You have now completed the **2023 Annual Benefits Election** process.

You are welcome to make additional changes to your elections during the Annual Benefits Election period of:

October 31, 2022 through November 11, 2022

All changes must be made by 11:59 pm on Friday, Nov 11, 2022.

If you have any questions regarding your benefit elections, contact:

Benefits

1-888-443-5707 *Helpline*

Benefits@CITGO.com *Email*

