

HR BENEFITS SERVICE

Benefits Transaction Processing and Maintenance is a collection of services supporting the enrollment and management of all University of Michigan employee benefits elections. It also represents services supporting the coordination of benefit enrollment activities, eligibility changes, and tracking benefits elections. Services at the SSC include: New Employee Enrollment, Life Events, Open Enrollment, Retiring for U-M, Termination from U-M, COBRA Administration, paper for transaction processing, Fellowship/Medical School Benefit Eligibility Upload Process support, and Question/Issue Resolution.

HOW TO REQUEST SERVICE

The best way to request benefits service is to call 734-615-2000. Select Option 1 and then Option 1 again to speak with someone regarding a question or concern. If you have a form that needs to be submitted, you can do so in one of two ways:

Through the mail (Campus or U.S. Mail) to: or

SSC Benefits Transactions
4062 Wolverine Tower
3003 South State Street
Ann Arbor, MI 48109-1278

By Fax to:

734-763-0363

Be sure to keep a copy of the fax transmission report for your records.

Our Services:

New Employee Enrollment:

- For more information, click [here](#).

Life Events:

- For more information, click [here](#).

Open Enrollment:

- For more information, click [here](#).

Retiring from U-M:

- For more information, click [here](#).

Termination from U-M:

- For more information, click [here](#).

COBRA Administration:

- For more information, click [here](#).




Paper form transaction processing:

- Mail or Fax your form to the address/number above.
- To follow up on a form's completion, please call 734-615-2000, Option 1, Option 1

Fellowship/Medical School Benefit Eligibility Upload Process Support:

- Call 734-615-2000, Option 1, Option 1
- If possible, have your error codes from the upload process available for troubleshooting.

HOW TO CONTACT US

		
PHONE	EMAIL	WEBSITE INFO
SSC 734-615-2000 PRESS # 1 PRESS # 1	sharedservices@umich.edu	http://ssc.umich.edu/services/human-resources

ADDITIONAL HELP AND RESOURCES

[University Human Resources Benefits and Wellness Website](#)

[Academic Human Resources Website](#)

[Health System Human Resources Website](#)

[Ask HR](#)

[Common Benefits Forms](#)

[mPathways HRRIS Data Management System Cutoffs Calendar](#)