

AON BENEFIT EXPERIENCE

# Quick Guide

Know how to find what you need—  
when you need it!

[www.mrcoopergroupbenefits.com](http://www.mrcoopergroupbenefits.com)

*make it yours*



Mr. CooperGroup®

**AON**  
New Hire

# Choose Your Benefits

## Get Ready Now. Enroll Before Your Deadline.

The Aon Benefit Experience (BenX) makes it easy to find the right fit. Just choose your coverage level, the price you want to pay and the insurance carrier you want to work with.



### Get Up to Speed

Visit the Make It Yours website at [www.mrcoopergroupbenefits.com](http://www.mrcoopergroupbenefits.com) by clicking the **Make It Yours** tile.

- Watch quick videos to see what BenX is all about.
- Compare the coverage levels side-by-side.
- Get to know the carriers through [Your Carrier Connection](#)—get overviews, compare specially designed programs and access preview sites to see provider networks and prescription drug information.



### Enroll

Log on to the Mr. Cooper Group Benefits Marketplace at [www.mrcoopergroupbenefits.com](http://www.mrcoopergroupbenefits.com) by clicking the **Team Members** tile and clicking **Enroll Now**. Or, you can enroll through the Alight Mobile app (available through the Apple App Store or Google Play).

Get fast answers about the best medical options for your situation by sharing what's important to you in the **Help Me Choose** tool.

See how others evaluated the health insurance carriers by looking at carrier ratings for customer service, provider networks and experience.

Once you've completed your enrollment online, you can view your coverages and follow-ups on a confirmation page. You can also view this information through the Mr. Cooper Group Benefits Marketplace any time before your benefits begin.



**Remember, you must enroll to have coverage through Mr. Cooper Group. If you don't enroll, you will NOT have:**

- Medical or prescription drug coverage.
- Health Savings Account (HSA) contributions, if eligible.
- Dental coverage.
- Vision coverage.
- Flexible spending account (FSA).

# Use Your Benefits

Throughout the year, there are lots of ways to stay on top of your health, and to make the most of your benefits and your health care dollars. Make sure you're up to speed before your benefits take effect.



## Get the Inside Scoop

Visit the Make It Yours website at [www.mrcoopergroupbenefits.com](http://www.mrcoopergroupbenefits.com) by clicking the **Make It Yours** tile.

- Get insider tips for “how to work the health care system” on many topics.
- Make the most of your benefits and your health care dollars.



## Manage Your Benefits

Log on to the Mr. Cooper Group Benefits Marketplace at [www.mrcoopergroupbenefits.com](http://www.mrcoopergroupbenefits.com) by clicking the **Team Members** tile or the Alight Mobile app.

- See what's covered and who you're covering.
- Make benefits changes when your life changes (e.g., marriage, birth of a child).



## Stay in Step With Your Carrier

Once your coverage begins, register on the [insurance carrier](#) member site (you can get to it from the Make It Yours website).

- Keep track of your provider bills and payments online (once your coverage begins).
- Take advantage of all that your carrier offers, which may include virtual care, lifestyle coaching and fitness discounts, and mental health support.



## Questions?

You can reach a customer service representative by **web chat** or by scheduling an **appointment** through the Mr. Cooper Group Benefits Marketplace website. You can also **call** the Mr. Cooper Group HR Service Center at **1-844-MRSCOOPER (672-6673)**. Service Center Representatives are available from 9 a.m. to 6 p.m. CT Monday through Friday. If you don't connect with a representative right away, you will be given the option to save your place in line and be called back once a representative is available.