

Information on Open Enrollment 2025 and MemberDirect

Retiree Open Enrollment Begins November 1st!

Open Enrollment for retiree benefits effective January 1, 2025, **begins on Friday, November 1, 2024**. This is your annual opportunity to make changes to your insurance elections, re-enroll in medical and/or dental in-lieu (annual re-enrollment is required) and add or drop dependents from your coverages.*

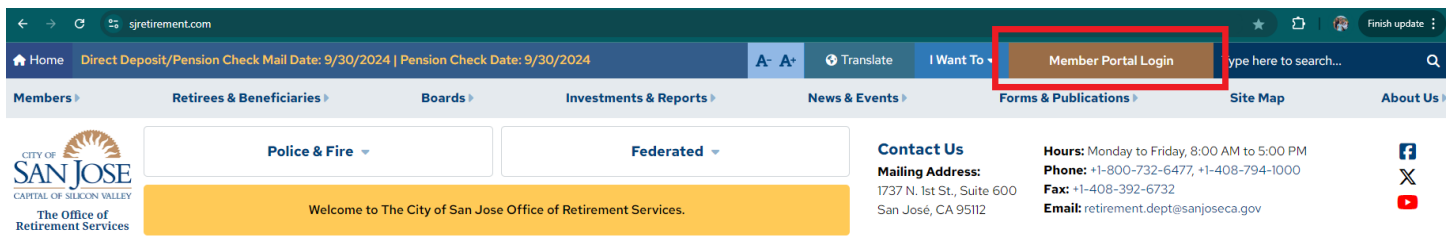
Did you know the quickest way to receive and return your Open Enrollment information is through MemberDirect? MemberDirect offers a quick and secure way for you to send documents with personal information using our safe and secure Message Center. In addition, electronic versions of your Open Enrollment documents are available in MemberDirect at least a week before paper copies arrive in your USPS mailbox. Note: If your Communication Settings in MemberDirect are designated as "email," your forms will not be mailed and will only be available in MemberDirect.

What are some other benefits of enrolling in MemberDirect?

In addition to providing a quick and secure way to submit your Open Enrollment changes, MemberDirect also gives you access to your retirement information such as monthly statements, tax withholdings, beneficiary designations, medical coverage, and more. Sign up for your MemberDirect account today for early access to Open Enrollment documents.

Ready to enroll? [Click here to enter the MemberDirect Portal](#) and follow the instructions to request a PIN and enroll.

You can also find the link on the [Office of Retirement Services Website](#) by clicking on the "[Member Portal Login](#)" button on the top right of your browser as seen below.



The screenshot shows the website's navigation bar with a search bar on the right. The "Member Portal Login" button is highlighted with a red box. Below the navigation bar, there are dropdown menus for "Police & Fire" and "Federated". A yellow banner at the bottom reads "Welcome to The City of San Jose Office of Retirement Services." The footer contains contact information: "Contact Us", "Mailing Address: 1737 N. 1st St., Suite 600, San Jose, CA 95112", "Hours: Monday to Friday, 8:00 AM to 5:00 PM", "Phone: +1-800-732-6477, +1-408-794-1000", "Fax: +1-408-392-6732", and "Email: retirement.dept@sanjoseca.gov". Social media icons for Facebook, X, and YouTube are also present.


From the MemberDirect Portal page, you can start your enrollment process by clicking the "Enroll Now" button (see below).


Welcome to MemberDirect

Sign-in

Username

Password

 [Forgot Username?](#)

 [Forgot Password?](#)

Why Register?

As a Member

- View your member information
- Estimate your benefit
- Download and complete forms
- View and register for upcoming seminars

As a Retiree

- View your payment history and receipts
- View tax withholding and other deductions
- View your personal information
- View your tax withholding and direct deposit information

Once you complete the online request, the Office of Retirement Services will send you a PIN through USPS. Once you receive your PIN, log in to complete your registration process.

*Members who are not enrolled in Medical or Dental benefits will not receive an Open Enrollment packet. If you believe you are eligible for insurance benefits, and would like to enroll, please contact the Health Team.

For questions or assistance, please contact our office at SJOpenEnrollment@sanjoseca.gov, (408) 794-1000 or toll-free at (800) 732-6477.

The Health Team | 2025 Open Enrollment
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