

Benefits Questions & Answers

Have a question and not sure who to call? Review the following FAQ's for guidance. For more contact information, refer to the Service Provider Directory. Don't see your question below? Call the CU Solutions Center at 866-903-8216.

Question	Answer
What benefits am I eligible for? When am I eligible for benefits? When do benefits become effective?	Go to the HR/Benefits page and click on the Benefit Information Summary on the right hand side.
How do I enroll for benefits?	Log on to portal.adp.com or call the CU Solutions Center <u>within 31 days of your date of hire</u> . If you do not enroll, your next opportunity to gain benefits would be Open Enrollment for the following calendar year.
Who do I call for benefit questions?	For general benefits questions, call the CU Solutions Center. For specific benefit or coverage questions, call the service provider directly. In the unlikely event they are unable to resolve your issue, call 402-280-2709 and talk to a member of the Benefits Team.
I'm newly married and need to: <ul style="list-style-type: none"> • change my benefit elections* • add my spouse or dependents to the plan* • update my beneficiaries** • change my last name • change my W-4 (tax withholding) or direct deposit form • change my address (address changes are passed electronically to our insurance carriers) 	<ol style="list-style-type: none"> 1. <u>Within 31 days of the event*</u>, log onto portal.adp.com or call the CU Solutions Center or to add your spouse and/or dependents to any benefit plans. Also, to update Creighton's records, please complete an Employee Data Form (available in HR or on the HR website under Resources/Forms/Other Benefit Forms) and email to humanresources@creighton.edu or fax to 402-280-5516. 2. Present a copy of your Marriage Certificate to HR/Benefits. 3. Update beneficiaries at portal.adp.com**. 4. If your last name has changed, you must present your new Social Security card to HR/Benefits. 5. Both the W-4 and Direct Deposit forms are available on the HR website under Resources/Forms. Print, complete, & intercampus mail to Payroll. 6. Update address changes in Employee Self Service. For instructions, please visit the Employee Self Service Welcome Page at: http://www.creighton.edu/hr/selfservice/index.php
We need to add a new dependent?	<u>Within 31 days of the birth or adoption*</u> , log onto portal.adp.com or call the CU Solutions Center to add your new dependent to the plans for which they need coverage. Also, to update Creighton's records, please complete an Employee Data Form (available in HR or on HR website under Resources/Forms/Other Benefit Forms) and email to humanresources@creighton.edu or fax to 402-280-5516. In cases of adoption, you must provide a copy of the finalized adoption papers to HR/Benefits.
I'm getting divorced; what do I need to do?	Contact Lenora Salts at 402-280-4753 or Judy Gonzales at 402-280-5767 to discuss benefit changes. Also, remember to update your beneficiary information** by logging onto portal.adp.com or calling the CU Solutions Center.
My child is turning 26 and is covered under my benefit plans. What do I need to do?	Upon your child's 26 th birthday, they are no longer an eligible dependent. You must log onto portal.adp.com or call the CU Solutions Center to have their coverage end dated. Coverage for your child will remain in effect through the last day of the month in which they turn 26. As a result of this status change, your child will be eligible for COBRA enrollment. ADP will send out the COBRA information.

Human Resources

I want to elect Long Term Disability or elect/increase my Voluntary Life insurance. What do I need to do?	After your new hire enrollment period, you may make changes to these benefits, but underwriting approval will be required. Log on to portal.adp.com to choose your new coverage level. You will be asked to complete the required Evidence of Insurability (EOI) application. Call Lenora Salts at 402-280-4753 if you have any questions.
My employment status is changing (full time to part time, or vice versa), how will my benefits change?	Employees who work 20 hours or more per week will remain in a benefit eligible status. If work hours drop below 1,560 per year, the tuition remission benefit will change. Sick, vacation, and holiday accruals are based on FTE percentage (refer to policies in the Employee Handbook located on the HR website under Resources). A change in salary will affect life insurance, long term disability coverage/premium, and retirement contribution/match.
I have a question about a claim; where do I start?	First, contact the insurance provider directly. If you need a number, see the Service Provider Directory.
I have questions about my benefit deductions.	Contact Lenora Salts at 402-280-4753 or Judy Gonzales at 402-280-5767.
There has been a death and I need help filing a life insurance claim.	Contact Lenora Salts at 402-280-4753.
I'm a new hire and need to get a Prescription filled now. How can my coverage be set up faster?	Once you have completed your online enrollment call, the CU Solutions Center and request a "Haste Enrollment". They will work with the providers you need immediate access to, and arrange for faster entry of your eligibility information.
I need to take FMLA or file a disability claim.	Go to the HR website and review the Leave of Absence page under Benefits. Then contact Toni Parsley at 402-280-2913.
I have a question about Tuition Remission.	Refer to Policy 2.2.12 for policy details and eligibility details. If you still have questions, call Toni Parsley at 402-280-2913.
When am I eligible to participate in the Retirement/403(b) plan? What do I need to do to enroll?	Employees are eligible to participate in the Retirement Savings Plan upon hire. If you were hired after October 31, 2008, you will log on to Principal's website to enroll. If you were employed prior to that date you can choose to enroll with either The Principal or with TIAA-CREF. To enroll in TIAA, you will need to call Judy Gonzales at 402-280-5767 and make an appointment to complete the enrollment forms; TIAA-CREF does not offer online enrollment.
I've been with Creighton for 2 years. How do I get the Retirement Plan Match?	If you are enrolled and contributing to the plan, the match will begin automatically. If you are not enrolled, you need to enroll and decide the percentage you want to contribute. To take full advantage of the 6% match, you will need to contribute 5%. If you do not contribute, you will still receive the minimum 2% match. For more information on the Retirement Plan Match, go to the Human Resources website.
I have a question about my retirement plan.	First, contact your retirement plan provider – The Principal at 800-547-7754 or TIAA-CREF at 800-842-2776. If they are unable to resolve your question, contact Judy Gonzales at 402-280-5767.
I or a member of my family needs help; what resources are available?	Magellan Health, our Employee Assistance Plan (EAP) provider, can help. Call 24/7 to speak to a knowledgeable representative. See the Provider Directory for phone number and website info.
I am thinking of retiring.	Contact Judy Gonzales at 402-280-5767 for information and guidance, preferably 6 months before you plan to retire.
I am leaving Creighton. When do my benefits end?	Coverage will run through the end of the month in which your employment ends. COBRA information will be mailed.
*All Status Changes must take place within 31 days of the event date . After that time, you will not be allowed to add your dependent until the next open enrollment period.	
**Beneficiary changes may be made at anytime by logging onto portal.adp.com or calling the CU Solutions Center.	

Service Provider Directory

Service Provider	Plan/Service	Website	Customer Service Numbers
CU Solutions Center	General benefit questions	portal.adp.com	866-903-8216
	COBRA		866-903-8216
United HealthCare	Medical - Group # 714969	www.myuhc.com	PPO: 866-633-2474 CCAP: 800-864-9427
MetLife	Dental - Group # 307647	www.metlife.com/mybenefits	800-942-0854
WHI - Walgreens Health Initiatives	Prescriptions	www.WalgreensHealth.com	800-207-2568
VSP – Vision Service Plan	Vision	www.vsp.com	800-877-7195
PayFlex	Flex Spending Accounts	healthhub.com	800-284-4885 or local 402-345-0666
	Health Savings Accounts		
SimplyWell	Health Risk Questionnaire and Wellness program tools	www.simplywell.com	877-991-9355
Magellan Health	Employee Assistance Program	www.magellanhealth.com	800-424-4831
The Principal	Retirement Plan (new hires) Plan ID: 615443	www.principal.com	800-547-7754
TIAA-CREF	Retirement Plan Plan ID: 101043 and 101042	www.tiaa-cref.org	800-842-2776 or local 402-548-3600
AAA Nebraska	Membership offering discounted travel, roadside assistance & insurance	www.aaa.com	402-938-0081
Creighton Federal Credit Union	Banking Services	www.creightonfederal.org	402-280-1709
Benefits Enrollment	Sign up or change benefit elections, or call to get help from a rep	portal.adp.com	866-903-8216
Other Questions – call a Benefits Team Member	Have a unique question? Insurance provider wasn't able to resolve your issue? Then call Benefits directly:	www.creighton.edu/hr	402-280-2709
Associate Director, Benefits Tammy Biggs tbiggs@creighton.edu 402-280-1405	Judy Gonzales: Retirement Plan, HSA Lenora Salts: Benefit deductions Toni Parsley: FMLA, Disability and Tuition Remission	jgonzal@creighton.edu lenorasalts@creighton.edu tparsley@creighton.edu	402-280-5767 402-280-4753 402-280-2913