

My UT Benefits FAQ

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New *My UT Benefits* Platform

Why is *My UT Benefits* changing?

UT System is updating its enrollment system because the platform used to support the old *My UT Benefits* is being retired. The new system running on a platform called Benefitfocus allows for significant process improvements, enables all employees and enrolled individuals to manage their enrollments online, and provides a robust portal for informed decision making.

Accessing *My UT Benefits*

I'm an active employee. How do I access the new *My UT Benefits*?

Step 1: Click on the [My UT Benefits](#) link

Step 2: Select your campus location from the drop-down menu

THE UNIVERSITY of TEXAS SYSTEM
FOURTEEN INSTITUTIONS. UNLIMITED POSSIBILITIES

THE OFFICE of EMPLOYEE BENEFITS My UT Benefits

Select your home institution

My UT Benefits requires that you authenticate with your home institution. Please either select it from the list below, then click "Select", or you may use the search-as-you-type feature by typing a partial name into the search box below, then clicking "Search".

Please do not create a bookmark or favorite in your web browser on this page. This page is not part of the application you are accessing. You may create a bookmark favorite after you complete the authentication process.

Enter organization name (partials ok):

Search

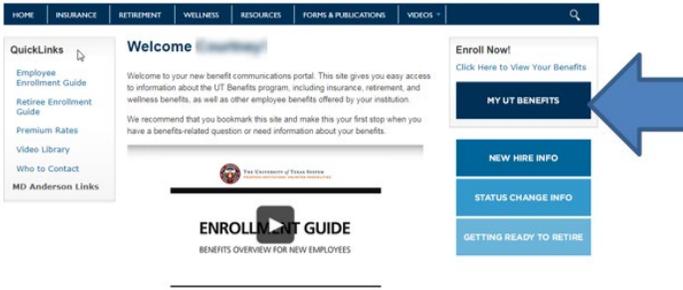
Or choose from a list:

The University of Texas M.D. Anderson Cancer Center | Select | Remember for session

Need assistance? Send email to [The UT System Administration Help Desk](#) with a description of the problem.

Step 3: On your campus log in page, sign in with your local campus ID and password (how you log in to your computer)

Step 4: Click on “*My UT Benefits*” to enroll



I'm a retiree or surviving spouse/dependent. How do I access the new *My UT Benefits*?

Those who do not have access to their institution's internal system (i.e. many retirees and surviving dependents) will follow the link and instructions below.

*Please note for those associated with The University of Texas at Austin: Your institution uses the same link for everyone. You can find that sign on link in the "active employee" section above.

For all others, follow the steps below:

Step 1: Click on the [My UT Benefits](#) link

Step 2: Use the following to login with a username and password for the first time

USERNAME: Campus abbreviation + Employee ID (note: not case sensitive)

Example: UTARL987654321

Campus abbreviations:

Campus	Abbreviation
UT Arlington	UTARL
UT Dallas	UTD
UT El Paso	UTEP
UT Health Houston	UTHSCH
UT Health San Antonio	UTHSCSA
UT HSC Tyler	UTHCT
UT MDA	UTMDACCH
UT Medical Branch at Galveston	UTMBG
UT Permian Basin	UTPB
UT Rio Grande Valley	UTRGV
UT San Antonio	UTSA
UT Southwestern	UTSW
UT System Admin	UTSADMIN
UT Tyler	UTT

Employee ID: If you do not have this, you can contact login support at (844) 870-0044.

Password: Last name (first letter capitalized) + last 4 digits of your Social Security Number

Example: Garcia2345

When you login the first time, you will be prompted to update your password, but you may not update your username.

Benefits Elections for Employees

I'm a full-time employee. What happens if I don't make any elections during my initial enrollment period?

If you are a full-time employee and don't complete your enrollment within the initial 31-day period, your coverage will default to the basic insurance package that includes medical, prescription, basic life insurance, and basic accidental death & dismemberment coverage for you, with no coverage for your dependents. The next opportunity to elect coverage is during Annual Enrollment July 15th-31st. Certain changes are also allowed upon experiencing a qualifying life event.

I'm a part-time employee. What happens if I don't make any elections during my initial enrollment period?

If you are a part-time employee and don't enroll in benefits with the initial 31-day period, you will be defaulted to no benefits coverage. The next opportunity to elect coverage is during Annual Enrollment July 15th-31st. Certain changes are also allowed upon experiencing a qualifying life event.

What if I have other medical coverage and don't want to enroll in the basic package?

If you are a benefits eligible employee with coverage under another group health plan, including the UT Student Health Insurance Plan (SHIP), you may choose to waive the basic coverage package. If you waive this coverage, you are eligible to use state premium sharing (50% if you are full-time, 25% if you are part-time) to pay for one or more optional coverages for you and your dependents: dental, vision, and/or accidental death & dismemberment (AD&D). To be eligible for premium sharing, you must upload proof of alternate group coverage at the time of your online enrollment.

What retirement program will I be enrolled in?

Benefits eligible employees will be automatically enrolled in the Teacher Retirement System of Texas (TRS) at the time of eligibility. Certain employees are eligible for the Optional Retirement Program (ORP) in lieu of TRS and will be notified of their eligibility by their HR/Benefits office. ORP eligible positions at your institution may include full-time faculty members, faculty administrators, counselors, professional librarians, chief and senior administrative offices, specialized professional positions (e.g. scientists, engineers), and athletic coaches and directors. ORP eligible employees will have a once-per-lifetime irrevocable option to enroll within 90 calendar days of their ORP eligible date. Failure to timely enroll in ORP will result in default participation in TRS. Contact your [HR/Benefits office](#) for questions or clarification of your ORP eligibility.

More information can be found here:

[Optional Retirement Program](#)

[Voluntary Retirement Programs](#)

[UT Retirement Forms and Publications](#)

If I have 31 days to enroll in coverage following a life event or start of employment, what counts as day 1?

For your enrollment window, day 1 = the first day of employment or day of the qualified life event. For example, if you begin work on March 1st, that counts as day 1 and you have 30 additional days in your enrollment window, through March 31st.

Dependent Elections

How do I submit a life event so I may add dependents to my coverage?

To submit a life event, log in to the *My UT Benefits* portal and select “Change current benefits.” This will lead you through the process to submit documentation and add dependents to your coverages.

How do I add dependents to my coverage for initial enrollment or a qualified life event?

If you’re adding dependents to your medical, dental, or vision coverage and they are not currently covered by one of these plans with UT System, you’ll need to add them as a dependent *before* you designate their new coverage.

The steps are below:

- Click “View my Benefits”
- Click “Dependents” in the left navigational column and follow the instructions.
- You’ll return to the main menu where you will select the plan to add them.

If you are electing only dependent life and/or accidental death and dismemberment (AD&D) insurance for your dependent(s), you do not need to add them as a dependent in *My UT Benefits*.

I added my children to my coverage and *My UT Benefits* is asking me to upload their birth certificates.

How do I do this?

Upload documentation directly in *My UT Benefits*:

- From the main page, select “Document Center” on the left navigational column.
- Click “Upload document” and enter a name for the document.
- Select the document type and save.

If you are electing only dependent life and/or accidental death and dismemberment (AD&D) insurance for your dependent(s), you do not need to add them as a dependent in *My UT Benefits*.

How do I enroll in the voluntary spouse life coverage?

In order to enroll in the voluntary spouse life coverage, you must first enroll in dependent life coverage. This enrollment will trigger the option for spousal life coverage.

Can I enter my beneficiaries one time to cover all elections?

No, you need to enter your beneficiaries for each separate type of life and AD&D coverage, as the information for one plan does not carry over to other plans. Additionally, to update beneficiaries with TRS, ORP, or voluntary retirement accounts, please send in your beneficiaries form to [TRS](#) or contact your other [providers](#), as appropriate

for your coverages.

Can I remove dependents from my benefits if I have a Qualified Medical Child Support Order (QMCSO)?

If you have an active child support order in place, you are not able to remove that dependent from your coverage.

If the child support order has changed, please provide your [HR/Benefits office](#) with the most recent version.

Updating Benefits or Information

How do I change information I entered during online enrollment?

If you are still within the Annual Enrollment window (July 15th – 31st) or within 31 days from either your date of hire or qualified life event, select “Edit” on the “Benefit Summary” page for the item you want to change. You are guided through the enrollment process until you have finished making your selections, and then the “Summary” page displays these elections. Late enrollment changes are not allowed.

I entered information incorrectly for one of my dependents. How do I correct it?

Follow the steps below:

- On the “Home” page, select the “Dependents” link
- Under the “Actions” button for the dependent select “Edit.”
- Make necessary changes and select “Save.”
- Select “Next” to return to the appropriate step in the workflow.

I accidentally clicked “yes” when *My UT Benefits* asked if I used tobacco products, but I do not. How do I fix this?

Click “questionnaire” on the left navigational column and make the correct elections.

What do I do if I see incorrect information in the system that I’m not able to edit?

You need to contact your institution’s [HR/Benefits Office](#) if pre-populated information in *My UT Benefits* is incorrect.

I don’t see the beneficiaries I’ve previously designated in the old *My UT Benefits* platform. Do I need to re-enter them?

Beneficiaries submitted in the old version of *My UT Benefits* or at any time by paper are not available to view in new system. However, Blue Cross and Blue Shield (formerly Dearborn National) stores this information and these designations will remain in effect until you make beneficiary changes in the new system. If you would like to see your beneficiaries online, you must enter this information again.

Start Date for Benefits

When will my new employee benefits become effective?

An effective date for each of your benefits displays on the “Benefit Summary” page. If you have questions about when your benefits begin, please contact your institution’s [HR/Benefits Office](#).

When do benefits start for new dependents after a qualified life event? What if I want them to begin earlier?

Benefits for the individual(s) you added to your coverage begin on the 1st of the month following the life event. For example, if you were married on March 15th, your spouse would begin their benefits on April 1st. If you instead want the coverage start date to be the day of the event, please contact your [HR/Benefits Office](#) to make this request after uploading the appropriate documentation and making elections. Please note however that premiums are not pro-rated, so if coverage begins mid-month for your dependent(s), the new premium rate is still calculated for the full month.

Cost of Benefits

How much money will my benefits cost?

Your benefit costs will display throughout the enrollment process. You can review your “Shopping Cart” to see your costs, and you can review detailed information on the “Benefit Summary” page before you save your benefits.

Documentation and Notifications

Why am I receiving notification that I have changed my benefits?

Any changes to your benefits, even if it’s only adding beneficiaries, will generate a notification that your benefits have changed. If you were not in the *My UT Benefits* platform and did not make any changes, please contact your [HR/Benefits Office](#) immediately to inform them of the notification.

Why am I receiving a message about an increase or decrease in premium sharing?

When transitioning between part-time and full-time employment, the state premium sharing amount allocated to your benefits changes. You are receiving a notification because based on these changes, actions must be taken to continue certain coverages.

For those who have moved from part-time to full-time employment: premium sharing now pays a larger portion of your premium. *You must* take action to re-enroll medical elections for them to continue coverage.

For those who have moved from full-time to part-time: the basic package has been dropped as it now carries a premium cost. You must actively elect this package if you wish to continue this coverage, and you must actively re-enroll any dependents in medical elections for them to continue coverage.

How do I get my confirmation statement?

Log into *My UT Benefits*. On your home page, go to “My Documents” under the left navigational column and select “Confirmation Statement.”

What is the Evidence of Insurability I’m asked to submit for life insurance coverage?

If you are selecting certain higher levels of life insurance for yourself or your spouse, you will be prompted to complete Evidence of Insurability (EOI). EOI is a health questionnaire used by the insurance company to make a determination on your request for coverage. Election of the coverage must be made within your enrollment window. You then have an additional 15 days past the enrollment window to complete the questionnaire.

Will I receive new insurance cards?

If you have enrolled in new coverage or made changes to existing coverage, you may receive new ID cards and/or a FLEX Debit Card (if enrolled in the Health Care Reimbursement Account) within two weeks of your effective date. Otherwise, you can continue using your current cards. Please note that cards list only the employee's name, not their dependents.

Annual Enrollment

Why is the system asking me for Evidence of Insurability (EOI) when I'm only electing 2x my pay?

Evidence of Insurability (EOI) is required for any life insurance changes during Annual Enrollment, even if it's below the Initial Enrollment EOI threshold for documentation.

I don't want to change my benefits. Do I have to do anything?

If you do not make changes, your benefits will remain the same for the next fiscal year. The only exceptions are flexible spending accounts. If you would like to continue a medical or dependent care flexible spending account the next fiscal year, you must log in and elect it.

How do I add dependents to my coverage for next plan year?

If you're adding dependents to your medical, dental or vision coverage, you'll need to add them as a dependent *before* you designate their new coverage. The steps are below:

- Click "View my Benefits"
- Ensure "Future Benefits" is selected under "Your benefits at a glance."
- Click "Dependents" in the left navigational column and follow the instructions.
- You'll return to the main menu where you will select the plan to add them.

If you are electing only dependent life and/or accidental death and dismemberment (AD&D) insurance for your dependent(s), you do not need to add them as dependents in *My UT Benefits*.

Assistance

Who do I contact with questions?

For technical questions when using *My UT Benefits*, call login support at 1-844-870-0044.

For questions about using the plans, benefits and human resources questions, you continue to contact the [insurance vendors](#) or your institution's [HR/Benefits Office](#).

Where can I find information about benefits?

The Office of Employee Benefit's webpage: <https://utsystem.edu/offices/employee-benefits>

Your institution's Human Resources webpage: [HR/Benefits Offices](#)

Specific information on enrolling and making changes: <https://utsystem.edu/offices/employee-benefits/enrolling-making-changes>

