



Frequently Asked BeneTrac Questions

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Insurance ID Cards

When will I receive my ID Cards?

Each insurance carrier operates independently and has different processes and timelines for sending ID Cards to enrollees. Some Vision and Dental insurance carriers do not send cards and will identify participants by name when rendering services. To check on the status of your ID cards, you would need to contact the specific insurance carrier you have enrolled in.

Can I order new cards using this system?

At this time, there are no processes established between this system and the various insurance carriers to request new ID cards. This is something we are interested in doing if and when the carriers will allow it.

Beneficiary Changes

How do I add or change a Beneficiary?

Within any benefit block on the **My Benefits** page that allows beneficiary assignment, you will find links titled **Add Beneficiaries** or **Change Beneficiaries** in the **Tasks** section within that block. Also, at the bottom of each benefit block, you can use the list of beneficiary management options found in the **Manage Benefit** section.

Doctor or Dentist changes

Why can't you give me a list of doctors to choose from without having to navigate to other web sites? [[Top](#)]

We do not currently have access to the provider data because each insurance carrier has their provider data stored on their proprietary systems. However, we are currently working with some insurance carriers to facilitate a better integration for provider selection. Until then, we can only point you to their web sites to obtain provider codes.

Why can't I change my doctor or dentist using this system?

Since Insurance carriers allow you to change your doctor via your telephone, we cannot allow provider changes using our system. Otherwise the data we provide to the carrier would overwrite your telephone changes.

Benefit Changes

I don't want to make any changes. Can I leave my benefits just as they are?

If your employer offers Flexible Spending Accounts (FSA) or Dependent Care Plans, you will have to interact with the benefit, as these amounts must be selected each year. Other benefits can be left to roll over to the new plan year unless your employer has given you specific instructions that some particular benefit has to be changed.

After you have completed any changes, select **Proceed to Log Out**. The system will then present you with a summary of your entire benefits package. If the benefits package is acceptable and accurate, you can finalize your changes. If you are not satisfied, simply go back to the **My Benefits** page and make needed changes.

How can I see the benefit choices and costs without starting the enrollment process?

In the **Manage Benefit** section of a benefit block, select the most appropriate choice. You will be presented with all options, costs and benefit descriptions that your company offers. You can browse options and compare costs. There is no need to worry about unwanted changes being saved since your benefit will not be altered until you select **I Agree** on the final screen. You can go back to the **My Benefits** page at any time during this process and leave the benefit unaltered.

If I leave before completing all selections, will my changes be lost?

No. As you interact with each benefit block, your changes are saved. If you have not completed all desired changes to every benefit block in one session, you can return later and make additional benefit modifications.

How can I fix errors in my personal and benefit information?

You can correct your personal information by visiting the **My Family** page. To access this page from the **My Benefits** page, select the **click here to view or change your family** link at the top of the page. In some cases, your Benefits Administrator may have configured the system to prevent you from making certain types of changes. If you are prevented from making a change that you feel needs to be made, please contact your Benefits Administrator for assistance. To make changes to your benefits, use the options found in the **Manage Benefit** section of each benefit block on the **My Benefits** page.

Why does my FSA-Dependent Care benefit show as Expired or Terminated?

FSA and Dependent Care deferral amounts must be re-selected each year. In preparation of open enrollment, the benefits are set to **expire** at current plan year end. This enables you to select new deferral amounts for the new plan year.

Adding My Family

How do I add my family's information to the system?

In order to enroll any family members into benefits, they must first be present in the system. You can add or change family members by visiting the **My Family** page. To access this page from the **My Benefits** page, select the **click here to view or change your family** link at the top of the page. From here you can add family members or make changes to personal or family information. Once you have added your family members to the system, return to the **My Benefits** page and use the options in the **Manage benefit** section of the benefit blocks to add your family members to your benefits.

Security & Passwords

How do I change my User Name and or Password?

User Name and Password can be changed from the **My Family** page. To access this page from the **My Benefits** page, select the **click here to view or change your family** link at the top of the page. From here click **Make Changes** under the **Employee** block. You have the opportunity to change many personal data elements, including your user name and password.

Is my personal information on this site secure?

Our system uses the latest Internet security technology and our privacy policy insures that your information will not end up in the wrong hands.

Data Errors

If I make a mistake, will I be able to correct it?

Yes. Each benefit block on the **My Benefits** page provides you with an **Undo last Action** option in the **Manage Benefit** section. After you undo an action, you can easily correct any errors.

I need MORE help!!!

What can I do if I need further assistance?

For information regarding your benefit choices or your personal information, please contact your Benefits Administrator. For questions or concerns regarding the enrollment web site, use the icon at the top of this page to get questions answered. Please be aware that we cannot offer any advice on your benefit choices or on the benefits themselves. These questions must be directed to your Benefits Administrator.