Benefits-Frequently Asked Questions

Who are our providers?

Vendor information for each benefit offered by Forney ISD is available on the Forney ISD Benefits page.

How can I access my cards and information?

You may have received some benefit cards in the mail already, but if you are still waiting, below is how you can retrieve temporary (or permanent) copies of your benefits cards:

Medical/Healthcare

Temporary medical cards, and requests for replacement physical cards, can be obtained by creating or logging in to your Blue Access account at https://www.bcbstx.com/trsactivecare. Alternatively, you can call **1-866-355-5999** to speak with a Blue Cross Blue Shield Health Guide.

Pharmacy: You can access a temporary pharmacy card, and request new cards via mail, by creating or logging into your pharmacy account at https://www.express-scripts.com/trsactivecare?r=www_esrx_com

Dental

Dental cards are no longer being utilized. Instead, provide your doctor with the following:

- District Name
- Insurance Provider - Metlife
- Social Security Number of Policy Holder

Vision

Vision cards are no longer being utilized. Instead, provide your doctor with the following:

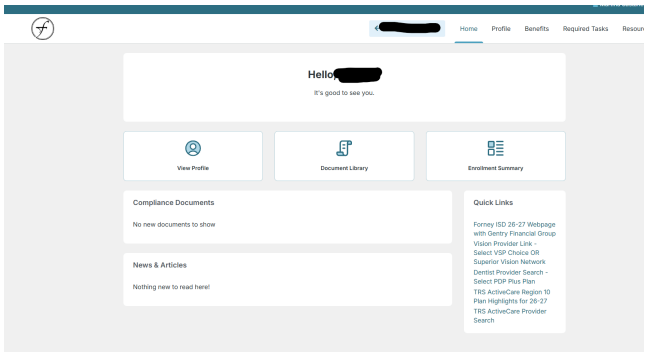
- District Name
- Insurance Provider - Metlife
- Social Security Number of Policy Holder

FSA and HSA

FSA and HSAcards will be sent out within 10 business days of the plan start date. If you have not received your card after this time, you have one of three options: you can create an online member account at https://nbs.wealthcareportal.com/ (use Employer ID **NBS527667**), or you can contact NBS via phone at **855-399-3035** or via email at service@nbsbenefits.com.

Where can I see what I elected?

Your election information is available in Employee Navigator, under the **Enrollment Summary** icon. Click **Enrollment Summary** to see your current benefit elections.



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When will my deductions begin?

The benefits plan year runs from September to August every year. Any deductions for benefits elected during Annual Open Enrollment will begin with your paycheck in **September.**

What can I do if I need to make a change? What is a Qualifying Event?

Once Open Enrollment is closed, most benefit selections cannot be changed for the plan year unless an employee has a "qualifying event." A qualifying event is anything that changes an employee's number of tax dependents (marriage, divorce, death, birth or adoption) or the employee's access to insurance coverage (gaining or losing a job, spouse gaining or losing a job, or a dependent reaching age 26). **Documentation of the event is required** - this can be letters from insurance carriers or employers, documentation of birth or adoption, etc.

So what do you do when you've had a qualifying event? You will have two action steps:

1. Provide documentation to HR (at mccastaneda@forneyisd.net)and
2. Elect changes to your benefits within 31 days of your Qualifying Event effective date. If you do not make changes (notification of intent to make changes is not sufficient), you will lose the opportunity to do so until the following annual open enrollment period.

Employees can make changes to HSAs during the plan year without having a qualifying event.

Where can I go for help?

If you have other questions or issues you'd like to talk about, there are several different options for assistance:

- ➔ Forney ISD Benefits: This site contains contact information, benefits plan documents, and basic information for all our benefits plans. If you're curious about a co-pay or need to find an in-network provider, this is a great place to start.
- ➔ **Gentry Financial**: Have a specific question that you'd like to talk through with a benefits representative? Give Gentry Financial a call at **903-939-8133.**
- ➔ Any other questions or issues you have that you can't resolve using the website or Gentry Financial can be addressed to Martina Castaneda in HR at mccastaneda@forneyisd.net