

Benefits Frequently Asked Questions (FAQ's) - 2024 Calendar Year

General Questions

- **Am I eligible for benefits?**
 - All team members are eligible for several of our benefits, but eligibility to take part in health benefits requires consistently working 30 hours or more per week.
 - Your eligibility for health benefits is measured regularly, and Human Resources will communicate any changes to you.
- **When are my health benefits effective?**
 - On the first day of the month following 30 days of employment, if you are eligible for coverage.
- **Where can I learn about our health benefits?**
 - You can find information about Right At School's benefit offerings in Paycom's Employee Self Service (ESS) by hovering over "Benefits" and selecting "Benefit Forms and Links." We recommend starting by looking over our Benefit Guide.
- **How do I add a dependent or change my plan outside of annual Open Enrollment?**
 - A qualifying life event must occur. e.g. Marriage, divorce, birth/adoption of a child, loss of another coverage, or internal promotion to a qualifying position.
 - Submit a qualifying life event in ESS by hovering on "Benefits" and clicking "Qualifying Events." The deadline to complete this is within 30 day of the life event. Be ready to upload documentation. Upon approval, please log back in and make your desired changes. The change will be retroactive to the date of the life event.

Dental

- **How do I get my dental insurance card?**
 - Our carrier, Delta Dental, does not provide insurance cards at this time.

- Simply tell your dental office that you receive benefits through Delta Dental of Illinois and Right At School. They'll ask you to provide your name, your date of birth, and your social security number. The office will use that information to verify your eligibility and benefits.

- **How do I find a dentist in the Delta Dental network?**

- One of the best ways is by using the "Find a Dentist" tool on the Delta Dental website. Go to deltadentalil.com/member and click New to Delta Dental to set up your account.

Vision

- **How do I get my vision insurance card from EyeMed?**

Good news! You don't need your Member ID Card to receive vision care and services when visiting an in-network provider. Just tell the associate your name and date of birth, and they will locate your information in their system. You may also call EyeMed directly at 866-4-EYEMED.

Additionally, you will receive an EyeMed welcome kit that includes your member information. This information kit contains everything you need to get started, including:

- Two ID Cards
- A complete listing of the vision services and materials covered by your plan.
- A list of in-network providers nearest to you.

- **How do I find vision service providers in the network?**

- In addition to the list provided in your welcome kit, you may visit the EyeMed website's '[find an eye doctor](#)' page and search by location or by your current provider's name.

Medical

- **How do I get my Blue Cross Blue Shield (BCBS) insurance card?**

- If you need to replace your BCBS insurance card, you can request a new one or access a digital version at <https://www.bcbsil.com/member>
- If you're a new hire, your card will be mailed by Blue Cross Blue Shield (BCBS) to the address you have listed in Paycom after your 30 day new hire enrollment window closes. It should reach you within 7-10 business days. Should you require your BCBS card before then, please reach out to HR, and we can email you a digital copy.

401(k)

- **When am I eligible to participate in Right At School's 401(k) plan?**

- You will be eligible to participate after completing six (6) months of employment

with Right At School.

- **How do I make changes to my 401(k) contributions?**

- You can login to your Vanguard account at

- <https://my.vanguardplan.com/vanguard/account/login> and manage your contribution at any time.

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