

# Frequently Asked Questions

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# New Team Members FAQ

*Firstly, welcome new team members! We're so glad that you've made the decision to join us!*

We know there is a lot to learn when you join a new company. Here are some Frequently Asked Questions that may help you during your onboarding with us.

- **I cannot login to Paycom Employee Self Service (ESS). It says I have an invalid username.**

- Please check with your Area Manager that your Self Onboarding has been successfully completed. The invalid username usually occurs when your information is still in the Self Onboarding phase of Paycom.

- **I forgot my password for Paycom ESS.**

- Please click on the "Forgot Username or Password" link that is below the login button on the Paycom ESS sign-in page. If you cannot self reset your password, please reach out to your Area Manager for assistance.

- **When is my first paycheck?**

- We are paid biweekly (every other week) on Fridays. Please check out the [payroll calendar](#) for the next available pay date.
- In the rare event that you did not receive an expected paycheck, please send an email to [payroll@rightatschool.com](mailto:payroll@rightatschool.com).
- For more payroll information, please visit the Payroll section of our Right At School Wiki: [payroll info](#)

- **Where can I find my paystubs?**

- You can view/download/print your paystubs from Paycom ESS. After you login to your ESS, please click on View Pay Stubs in the Payroll section of ESS.

- **How do I enroll in health benefits?**

- To be eligible for health benefits, you have to work a minimum of 30 hours per week.
- If eligible as a new hire, you will see an option to enroll in the Benefits section of Paycom ESS.
- For more information, please go to our Benefits FAQ page here: [Benefits FAQ](#)

- **I need to verify my employment with Right At School for a bank/renter/agency/etc.**

- We have partnered with The Work Number to share your employment info with a verifier.
- Verifiers can go to [theworknumber.com](http://theworknumber.com) and use our employer code 20979. Or call

800-367-2884.

- **Other questions**

- If you have a question that was not answered above, you can use the Ask Here option in Paycom ESS. Click on the question mark [ ? ] icon in Paycom ESS after you login.
- If you have role specific questions (work schedule, etc.), please reach out to your direct manager.

*We look forward to seeing your success and growth with us!*



# Benefits FAQ

## General Questions

- **Am I eligible for benefits?**
  - To be eligible, you have to consistently work 30 hours or more per week.
  - Your eligibility will be 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](https://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.