

Examples of Frequently Asked Questions	UCPath Center	Benefits Office	Shared Services Human Resources	Shared Services Leave Administrator	RASC	Fidelity Investments
Vision Service Plan (VSP)						
Why didn't I receive ID cards for my VSP insurance?	X					
Delta Dental						
Are wisdom teeth extractions covered with my dental insurance?		X				
How do I find a primary dental provider for Delta Care USA?	X					
What is the difference between the Delta PPO and Delta Care dental plans?	X					
Why didn't I receive any ID cards for my dental insurance?	X					
Open Enrollment						
Can I add my child to my benefits during Open Enrollment (OE) if they are aging out in 2019?	X					
Can I enroll in benefits now and select a future effective date?	X					
How do I sign up for benefits during Open Enrollment?	X					
What benefits am I eligible for during Open Enrollment?	X					
Can the UCPath Center confirm receipt of my Open Enrollment form?	X					
Can you send me the Open Enrollment form? How do I submit the Open Enrollment form?	X					
I have transferred to a new UC location, how do I complete Open Enrollment?	X					
What are my options if I missed Open Enrollment?	X					
Medical						
When will I receive my medical ID card in the mail?	X					
Who do I contact if I need a letter showing my medical coverage was canceled?	X					
Who do I contact for assistance if my medical claim is denied?		X				

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Fidelity Investments						
Can I get a loan on my 403(b) plan?						X
Can I get a loan on my 457(b) plan?						X
Can I pay off my 403(b) loan balance?						X
How long does an employee have to wait to contribute to their 457(b) or 403(b) account after repaying a loan?						X
How long must I wait to contribute to my 403(b) or 457(b) account after taking a hardship distribution or emergency withdrawal?						X
Is the interest rate for my 403(b) loan being paid to myself or to Fidelity?						X
What's the difference between the 403(b) and 457(b) plans?						X
Employee Actions						
How can I get a verification of employment for myself?	X					
How can I receive a copy of the W-2?	X		X			
How can I change my name in UCPath?	X					
How do I dis-enroll from the Legal Plan?	X					
How do I request a Verification of Employment (VOE)?	X					
How do I update my gender designation?	X					
How does a separated employee update their address or personal information in UCPath?	X					
If I transfer from one UC location to another, what happens to my accrual balances?	X		X			
Who can assist me with questions related to my time sheet?			X			
What happens to my sick, vacation, compensation time and PTO if I am terminated?			X			
What is the merit increase percentage and when is it effective?			X			

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Benefits						
How do I change my benefits elections?	X					
How do I obtain a letter confirming my benefit coverage with the University of California?	X					
I just had a baby, how do I add my child to my benefits?	X					
Where do I find information for PostDoc benefits?	X					
How do I enroll in PostDoc medical coverage?	X					
I just signed up for benefits, can I go to the doctor tomorrow?	X					
Who do I contact to reset my password on At Your Service Online?		X	X			
What benefits am I eligible for as a new hire or rehire?	X		X			
Who do I contact if I want to change my medical plan before Open Enrollment?	X					
Which benefit plans are not available during Open Enrollment?	X					
Who do I contact to watch the new employee benefits webinar?	X					
How can I find assistance with filing an appeal to a denied medical claim?		X				
Where can I find more information on Life Insurance plan coverage?	X					
How do I learn more about the Flexible Spending and Dependent Care plans?	X					
What happens to my health Flexible Spending Account (FSA) if I separate from UC?	X					
Can the UCPath Center complete the Public Service Loan Forgiveness form?	X					
Where do I send the "File Processed by Health Equity..." email notifications?	X					
What is Secova/UnifyHR?	X					
Where do I submit my documents showing proof of dependent eligibility?	X					

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Benefits <i>continued</i>						
How do I report an employee or dependent death?	X					
Who do I contact to provide my years of Employment Service Credit?	X					
How do I expedite my benefits enrollment to see a doctor right away?	X		X			
How do I elect or update my beneficiary?	X		X			
Will my Health Savings Account (HSA) contribution amount be the same for 2019 as it was for 2018?	X					
Wage Works						
How do I correct my address for benefit providers, such as WageWorks?	X					
Who do I call if I have a problem with my Flexible Spending Reimbursement?	X					
Can I submit for dependent care reimbursement at any time?	X					
Anthem Blue Cross						
How do I contact Anthem Blue Cross?	X					
Will Anthem Blue Cross administer Behavioral Health Benefits for all UC plans, or just PPO plans?	X					
Retirement						
How do I enroll in the 403(b) or 457(b) retirement savings plan?	X					X
Who do I contact to inquire about Medicare enrollment?		X				
Who do I contact to determine my Retirement Service Credit?		X			X	
How do I find out how much I will receive at retirement?		X			X	
How do I increase the amount I contribute to my voluntary retirement saving plan(s)?						X
How long do I have to make a decision about which UC retirement plan to choose?						X

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Retirement <i>continued</i>						
How much can I contribute to my retirement plan if I am 50 or over?						X
What do I need to do if I want to proceed with the Retirement Plan Buyback?					X	
What is the UCRP Retirement Plan Buyback process?		X			X	
Who do I contact to find out about the next retirement workshop?		X			X	
When will my funds show up in my Fidelity retirement account for my regular check?	X					
COBRA						
How do I request and obtain a COBRA packet?	X					
Who do I contact if I have not received COBRA information?	X					
Payroll						
How do I increase my 403(b) maximum contribution for any given paycheck?						X
How do I enroll or make changes to direct deposit?	X		X			
How long does the employment verification process take?	X					
How many direct deposit accounts can I have at one time?	X		X			
I have not received my paycheck, what should I do?	X		X			
When can non-represented employees expect to receive their final check?	X		X			
When is the next payday?	X		X			
When will a retroactive promotion with pay increase show on my paycheck?	X		X			
When will my funds show up in my Fidelity retirement account from my off-cycle paycheck?	X					
Where can I get a copy of my paycheck stub?	X		X			
Will my sick time be paid out if I resign?	X		X			

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COBRA <i>continued</i>						
Why does my paycheck show my old title?	X		X			
When will my new 457(b) deduction reflect on my paycheck?	X					
ARAG Legal Plan						
What is the ARAG Legal Plan contact information?	X					
Can I enroll in the legal plan at any time or only as a new hire?	X					
How do I dis-enroll from the legal plan?	X					
Disability						
What are the premiums for the new Voluntary Short Term Disability and Voluntary Long Term Disability plans?	X					
What does Voluntary Long Term Disability cover?	X					
What happens to my benefits after termination?	X					
What is the difference between UC-paid Basic Disability and Voluntary Short-Term Disability?	X					
Who do I contact about taking leave for surgery?					X	
Who do I speak to regarding the status of my disability benefits?					X	
How do I file for FML (Family Medical Leave) benefits due to medical condition?					X	
How do I file for disability benefits					X	
Who can assist me with UCRP Disability Income plan benefits and eligibility?		X				