

AETP FREQUENTLY ASKED QUESTIONS

1. How do I log into [Edison](#)?
 - a. Click on the [Edison](#) link, then follow the instructions for '1st Time Login/Password Reset'. There is also a short [video](#) that will help guide you.
2. I'm on the [Edison](#) website but I don't see where I can enroll in Long Term Disability (LTD).
 - a. Higher Education cannot enroll in the State's LTD plan. [Lincoln Financial](#) is offering LTD through the Tennessee Board of Regents (TBR) for Higher Education. Please visit the [Lincoln Financial Enrollment](#) website to enroll. Login = your full social security number without dashes, and the Password = the YEAR you were born (i.e. 1963). Call 800-423-2795 if you have questions about the benefit.
3. Do I have to make changes?
 - a. No. But if you are enrolled in vision, your vision vendor is changing to [Davis Vision](#). If you are enrolled in Long Term Disability (LTD) your plan vendor is changing to [Lincoln Financial](#). You also may want to consider enrolling in [Short Term Disability \(STD\)](#) or [Flexible Spending](#) as well as updating your beneficiaries.
4. If I make changes, how will I know my changes are saved?
 - a. You will receive a confirmation email for your [Edison](#) enrollment/changes and, if applicable, any enrollment/changes to your [Payflex](#) flexible spending account.
5. Can I enroll in the Limited Flexible Spending Account (LFSA)?
 - a. ONLY if you're enrolled in the [CDHP](#) medical plan with the health savings account.
6. Can I enroll in Dependent Care for my spouse?
 - a. Dependent Care is for school age and younger children. It may also be used for adult/elder care. This is typically not for your spouse. Please call Pam Trent at 615-963-7433 if you have questions.
7. How do I get my User Name and Password?
 - a. Visit the [Edison](#) website and review the white box that reads '1st Time Login/Password Reset'. Follow the instructions therein.
8. I don't know what my [Edison ID](#) is. How can I find it?
 - a. Your Edison ID can be found on any of your CVS Caremark card (number begins with 00). You may also visit the [Partners for Health](#) website and click on the green [Help](#) icon on the bottom right-hand side of the screen. You will be able to [chat](#) with a Benefits Administration representative who can give you your Edison ID. You may also call 615-963-7558 to request it.
9. What do I do if I'm having trouble enrolling in [flexible spending](#)?
 - a. Please visit the [HR Annual Enrollment](#) webpage and scroll down to the **Payflex** Instructions. Make sure you receive a confirmation email once you have enrolled.
10. I want to add additional contributions to my health savings account (HSA). How do I do this?
 - a. Once AETP closes, employees enrolled in a [CDHP](#) will be emailed a form they'll use to have additional contributions deducted from their paycheck. Make sure you receive a confirmation email from ptrent@tnstate.edu.
11. What are the [Wellness Incentives](#)?
 - a. Employees and their eligible spouses can earn up to \$300 in financial incentives for volunteering to participate in wellness. Funds are paid out on the employee's paycheck and are subject to income taxes. More details to come!