

ANNUAL ENROLLMENT - FREQUENTLY ASKED QUESTIONS

1. When is Annual Enrollment/Open Enrollment?
 - a. **October 1 – 16, 2020.** The systems are available 24 hours a day, 7 days a week but they all close PROMPTLY at **4:30 pm on October 16th.**
2. The process is completely online. What if I don't have a computer?
 - a. You may speak to your supervisor about allowing access to a computer in your department, or you can enroll using your mobile phone.
3. I missed the informational Zoom meetings. Are they recorded?
 - a. You may watch most of the informational videos [HERE](#)
 - b. Videos will cover: MetLife Short Term Disability; Medical, Vision, FSA/HSA, Voluntary Life Insurance, Dental
4. I'm not changing anything. Do I need to do anything?
 - a. If you are enrolling in flexible spending, you must re-enroll each year.
 - b. Even if you are not changing your coverage, with the global Pandemic still upon us, we strongly recommend that you go online and verify/update your life insurance beneficiary(ies).
 - c. All plans are remaining the same, so you will not have to change anything.
5. I only enrolled my spouse and child in medical coverage. I want to enroll them in dental and vision. Do I have to upload documents from this [LIST](#)?
 - a. No. If you already have family members enrolled in at least 1 plan, you don't have to upload documents.
 - b. However, if you have family members NOT currently covered under one of your plans, it is your responsibility to upload supporting documents from this [LIST](#).
6. I want to increase the coverage amount on my Basic Term Life insurance. How do I do this?
 - a. You can't. Basic Term Life Insurance is based on your age and salary and cannot be increased.
 - b. However, if you would like additional Voluntary term Life Insurance for yourself and your family, you may visit [LifeBenefits](#) (follow the log on instructions). You may request up to 7 times your annual salary, and you may cover your spouse for up to \$30,000 (restrictions apply), and you may cover children through age 26 for \$5,000 or \$10,000. Employee/Spouse - Evidence of Insurability is required.
7. I missed the entire Annual Enrollment period. What can I do to enroll or make changes?
 - a. If you missed the Annual Enrollment period, you may contact Benefits Administration at 615-741-3590 and request instructions to file an appeal. Appeals must be faxed to Benefits Administration by 12/31/2020. Keep in mind the University is closed for the Christmas holiday the last week of December.