Benefits@UVa FAQ’s

1) Who can access the system?
   All Academic Division employees in agencies 207 (UVa) and 246 (Wise). This includes part-time and wage employees.

2) How do I access Benefits@UVa?
   Benefits@UVa is accessed using your Netbadge log-in. If you have forgotten your Netbadge user name and/or password, it must be re-set by calling the ITC help desk at (434) 243-6612 or (434) 243-6610.

3) When is Benefits@UVa available?
   Benefits@UVa is accessible 24 hours a day, 7 days a week. At times, the system may be unavailable for routine maintenance.

4) What are the system requirements to use Benefits@UVa?
   Benefits@UVa is best used using Internet Explorer 7.0 and higher, Firefox or Safari.

5) Who do I call with questions about my benefits or how to use Benefits@UVa?
   Assistance is available by calling the HR Service Center at (434) 982-0123. The Service Center is available from 8 a.m. – 5 p.m. Monday-Friday. In person assistance is also available during Open Enrollment, November 1 through November 19, at the training rooms in Michie North (room 219 or room 220). Check the HR website for exact time and location.

6) How do I access my Open Enrollment changes?
   Click on the yellow “Open Enrollment” post-it icon.

7) Why is the Tax Deferred Savings Plan and 457 Deferred Compensation Plan not part of Open Enrollment?
   Tax Deferred Savings Plans (TDSP) and 457 Deferred Compensation Plans can be changed at anytime throughout the year. Links to change each of those plans can be found at the bottom left corner of the home page. Make sure to specify the effective date of your change. All 457 enrollments or payroll changes require a paper form which is to be returned to the Benefits Office.

8) How do I submit my elections?
   You must click on the Save and Continue or Save and Finish button to reach the Submit Page. On the Submit page, you must check the agree box and click the Submit Benefits button. Once completed, you will return to your home page and your changes will be listed in the Elections submitted to HR section.
9) How do I know if my elections have been approved?
The status on your elections submitted to HR will change from “pending” to “approved”. Once
the effective of those changes arrives, the approved status will remove and the “Your Benefits”
section will reflect live benefits elections.

10) Why do I need to provide the SSN for my dependents?
Effective January 1, 2009, Section 111 of the Medicare, Medicaid and SCHIP Extension
Act of 2007 requires that insurers provide eligibility data including social security
numbers to CMS. In order to comply with the CMS mandate, UVa must obtain the social
security numbers of all covered members including spouses and dependents.

11) What happens to the SSN after I enter it in Benefits@UVa?
Social Security Numbers are stored on a level 3 server and protected by all recommended

12) Once hired, how long until I can access my information on Benefits@UVa?
Once your department creates your Oracle account, Benefits@ should be available on the 3rd
business day.

13) What if I have a salaried and wage assignment and want to change my TDSP?
Benefits@UVa can only process transactions on a primary account. If you have both a salaried
and wage assignment, the wage assignment in secondary. If wanting to enroll in a TDSP on your
wage account, please contact the HR Service Center for assistance.

14) What happens if my session times out?
Your Benefits@ session will expire after 20 minutes of inactivity. All elections made will be
saved under the “Elections not yet submitted to HR”. These elections still must be submitted to
HR. In order to access Benefits@, you will need to close your browser and re-authenticate
through NetBadge.

Sample Error Message:

User Authentication Failed!

Please contact nadmin@dm1.web.virginia.edu

15) What do I do if my dependent data is incorrect?
Dependent data was collected from Southern Health for the medical plan and Davis Vision for
the vision plan. If there is a problem with the dependent data (gender, name, relationship, SSN
or date of birth) you can access the dependent data using a life event or open enrollment event,
click the “Edit” button and make all necessary changes. When done, click “Update”. There is no need to submit the event. Please contact the HR Service Center at (434) 982-0123.

16) I use Security Benefit for my TDSP, how do I change my deferral amount?
Security Benefit is a grandfathered TDSP vendor that is no longer available to current employees. There are a few UVa employees still using Security Benefit and to change your deferral amount with Security Benefit please contact the HR Service Center at (434) 982-0123.

17) When previously making a change to my benefits, I had to provide supporting documentation. Has that changed?
Yes, you no longer need to provide supporting documentation for mid-year qualifying events (birth, marriage, dependent status changes, etc.). However, you are required to provide the date of the event for your requested change on the submit page. The Plan will audit dependent eligibility in the future.

18) How do I update the name, DOB or SSN of my spouse or dependents?
You can update your dependent information by clicking the Edit button next to the person you need to change. All data (including SSN) must be entered and then click the Update button.

19) Why do I have duplicate entries under my Health and Vision screens?

<table>
<thead>
<tr>
<th>Dependents</th>
<th>Coverage</th>
<th>Gender</th>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Covered</td>
<td>Female</td>
<td>Spouse</td>
</tr>
<tr>
<td></td>
<td>Not Covered</td>
<td>Female</td>
<td>Spouse</td>
</tr>
<tr>
<td></td>
<td>Covered</td>
<td>Female</td>
<td>Child</td>
</tr>
<tr>
<td></td>
<td>Not Covered</td>
<td>Female</td>
<td>Child</td>
</tr>
<tr>
<td></td>
<td>Not Covered</td>
<td>Female</td>
<td>Child</td>
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<td></td>
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<td>Female</td>
<td>Child</td>
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<tr>
<td></td>
<td>Covered</td>
<td>Male</td>
<td>Child</td>
</tr>
<tr>
<td></td>
<td>Not Covered</td>
<td>Male</td>
<td>Child</td>
</tr>
</tbody>
</table>

If you have something similar to this view in your dependent section, it is caused by conflicting data received from Southern Health and Davis Vision. Yes, your coverage is fine. However, it is likely there was something missing from one of your vendor dependent files. For example, if you had a SSN on file for Health, but not for Vision, the database has 2 entries for that dependent. The same is true if you had a different date of birth or spelling of a dependent’s name.
20) Where do I submit my FSA election for 2012?

Beginning with the 2010 Open Enrollment, your FSA health and/or dependent care annual election must be submitted using Benefits@UVa. In past years, elections were submitted on Chard-Snyder’s website. After collecting your annual enrollment, UVa will establish your 2012 FSA account with Chard-Snyder. Reminder, if you are a new enrollee, you must provide direct deposit information for non-Benny card transactions. Chard-Snyder will not send paper checks. Banking information can be entered into your personal Chard-Snyder account beginning January 1, 2012.