

# Newly Enrolled in Benefits- What's Next?

Find out what to expect after you enroll!

## Frequently Asked Questions

**Q:** When will I receive ID cards?

ID cards are issued from United Healthcare (UHC) if enrolled in medical and CIGNA if enrolled in the DHMO dental plan. MetLife and VSP do not issue

**A:** ID cards. You should receive ID cards in the mail within 7-10 business days following your coverage start date. There are instances where you may receive these cards prior to coverage starting.

**Q:** Where can I find ID cards for MetLife and VSP?

MetLife and VSP do not issue ID cards however, you can print a card for dental at [www.metlife.com/dishnetwork](http://www.metlife.com/dishnetwork) or use the MetLife mobile

**A:** application. Vision coverage information can be accessed at [www.vsp.com](http://www.vsp.com). To verify coverage without an ID card for dental and vision, you can provide your SSN and the coverage company's name.

**Q:** I made my elections, is there anything else I need to do?

Once all changes are submitted a confirmation statement will populate for you to download and/or print. We recommend downloading a copy of the confirmation statement to save for your records. If you have confirmed that all elections are in place, no additional action is required.

**Q:** How do I view my coverage information?

You can view a summary of coverage in HR Link and starting the day

**A:** coverage begins, you can register online at our vendor websites. Plan documents are viewable on The HOP.

**Q:** When will premiums start coming out of my paycheck?

Your first premium deduction will take place on the first available paycheck following your coverage start date.

Have questions?

Submit a Service Request through HR Link or call **866-395-8083** option #1

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**Q:** I made an error with my elections. Help!

As long as you are inside your enrollment window, feel free to make any updates to your benefit elections through HR Link. If you are outside of the enrollment window, please contact the HR Operations Team via service request in the AskHR section of HR Link. You have one week following your

**A:** first paycheck with deductions to alert the HR Operations Team of any errors. We will be able to assist in making any necessary changes within that timeframe.

**Q:** I made a change to my coverage, but I don't see it reflected in HR Link... Why?

You can view any elections/changes in HR Link > Benefits > Your Benefits.

**A:** The system will show you your elections as of the date you are reviewing. To view future dated elections, change the date in Your Benefits to the start date of your elections.

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