

Benelogic FAQs

1. *Duplicate Social Security Numbers*

- This means that the employee you are trying to enroll as a new hire for your district is already in the Benelogic system. The new employee in your district was at one time employed by another EPC district. In order to activate the employee, an email must be sent to Cristi Goldshot (cristi.goldshot@epcschools.org) or Jean Ann Cloud (jeanann.cloud@epcschools.org)
- The following information is needed:
 - The Benefit Classification code for your district can be found under eligibility, benefit classes.
 - Employee first and last name
 - Last 4 of SSN
 - The first employment date of the employee – not board approved date.
 - Full contract salary (no pro-rated contract salary) if a Times Salary position for Basic Life.

2. *Tasks tab*

- At least once per month, you should review if your district has any employees that have change requests recently completed that could affect employee payroll premiums.
 - From Tasks tab, click on “Recently Completed”.
 - Auto-Approved column “NO” are the change requests with potential premium changes.
 - Click on Change ID to see what was “old” to “changed” items on the change request.
- If a staff member is questioning the status of their change request:
 - To locate those change requests, go to the employee’s summary page, click on “Change Requests”, in the “State” column, you will find the following:
 - New – not submitted by the employee
 - Unapproved – awaiting EPC approval process
 - Rejected – missing documentation

3. *Verifying Dependents*

- Documentation must be provided for any new employee or dependent that enrolls in the district’s plan. Documents must be uploaded into the Employee’s file cabinet within 30 days of the employee’s effective date.
- Once the documents are uploaded into the Employee’s file cabinet, complete a New Change Request to Update Dependents to “Verified”.

4. Medical, Dental, Vision & Vol Life – Dependent Children

- Dependent children on any EPC plan are covered through the end of the month in which they turn 26.
- EPC will process the change request to remove the overage dependent from coverage.
- The overage dependent will receive via USMail a COBRA offer letter and can be used as their loss of coverage document.

5. Benefit Summaries/SBCs....

- These summaries and other required SBCs will be located on the employee portal for your staff. Employees should go to <https://epc-online.benelogic.com> and look under the Health and Benefits tab for your district name.
- From the employee's summary page – click on "Resources" tab, click on "District Name - Benefits Overview". This is a direct link to the district webpage on the EPC website.

6. COBRA

- When do you answer "yes" for COBRA? Ask the basic question, "Is the individual losing eligibility for coverage"?
 - If the answer is Yes, then they are eligible for COBRA.
 - If they are still eligible, but choosing to waive coverage, the answer is NO, they are not eligible for COBRA."
 - If a spouse and/or dependents are losing coverage due to a divorce, they are eligible for COBRA.
 - If an employee passes away, the dependents are eligible for COBRA.
 - Termination of employment, you would answer the COBRA question as "YES" and the termination is "voluntary".

7. PREMIUM INVOICES

- Premium invoices will be available on the 15th of each month. When the 15th falls on a weekend, it is usually produced the Friday before. You will need your secure password to open.
- Any discrepancies, please contact Jean Ann Cloud at jeanann.cloud@epcschools.org.
- Premium invoices and payments are due by the 1st of each month and no later than the 10th of the month in which premium is due. Please email Summary page of invoice to Connie Wright at connie.wright@epschools.org and Jean Ann Cloud at jeanann.cloud@epcschools.org.

8. Name Change

- A new Social Security card is required if an employee/dependent would like to change their name in Benelogic. You will also need to change the employee user ID to match the name change. Please click on "Change User ID" on the Employee's Summary page to change.

9. Change Password

- If the employee needs password updated, you can click on “Change Password” and use a generic password. i.e. school mascot

10. Terminations

- Click on “Terminate Employment”, next page asks “Last Day Working” enter the **LAST DAY OF COVERAGE.**

11. Rehire into same district

- If you have a terminated employee who last worked at your location, you can rehire them by clicking on “Rehire” and follow prompts.