

FREQUENTLY ASKED QUESTIONS

When is Open Enrollment?

This year, Open Enrollment is from September 9, 2019 to October 4, 2019.

What is Open Enrollment?

Open enrollment is your opportunity to make changes to your health, dental and vision plans for the following year.

Will my site provide coverage for me to meet with American Fidelity Benefit Counselors?

American Fidelity will work with Temple City Unified Personnel Services to provide adequate substitute teacher coverage for each school site during the Benefit Counselor meetings.

Can I meet with the District Benefits Staff instead of an American Fidelity Benefit Counselor?

No. The District's Benefit staff cannot meet with you for this purpose nor provide you with any previous documents submitted in the past.

Do I need to personally meet with an AF Benefit Counselor?

It depends. If you are benefits eligible, you must meet with an AF Benefit Counselor if:

- You were hired after July 1, 2019 and have never met with an American Fidelity Counselor or
- You have a reimbursement/flex plan through American Fidelity.
- You want to make changes such as adding or removing dependents
- You want to explore your benefits options

What happens if I am unable to meet with an American Fidelity Benefits Counselor or make the changes online by the due date?

By default, you will keep the same medical, dental, vision and life insurance coverage that you have now, *along with changes in rates*.

Flexible Spending Plans that require annual renewal **will not** roll over. This includes Healthcare Flexible Spending Account and Dependent Care Account. To renew these plans, you will have to schedule to see an American Fidelity Benefits Counselor.

What do I need to bring or prepare for the scheduled meeting?

Prior to the meeting, review the plans and rates for 2020. Please note that we have Los Angeles (Region 3) and Orange County (Region 2) rates for your review. If you reside outside of either of these regions, please contact Exchange-Personnel@tcusd.net for more information.

If you are adding a dependent, be sure to bring the documents required for proof of relationship. See Dependent Eligibility Guideline for details.

Am I required to sign up for a dental and vision plan?

No. Selection of these plans are optional and can be waived.

How do I schedule an appointment?

American Fidelity will be visiting several locations to make the meetings as convenient as possible.

For sites and district appointments:

Click Link: <https://benefits.americanfidelity.com/temple-city-unified-school-district>

OR

Call: (800) 365-9180 ext. 0 Monday thru Friday from 8 a.m. to 5 p.m.

Please DO NOT contact the District as American Fidelity will be conducting the review on behalf of the District. Please make every effort to attend your appointment time.

Are these required meetings with American Fidelity Benefit Counselors an invasion of privacy?

No. American Fidelity is subject to HIPAA Privacy Regulations and may not use or disclose any employee information for any purpose other than this review. Further, American Fidelity will not retain copies or originals of Dependent Verification Review forms.