

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q. Can I make changes to my benefits at anytime during the year?

A. Changes during the year can **only** be made within 30 days of the event based on the following family status changes:

- Marriage*
- Birth / Adoption*
- Divorce*
- Death*
- Loss of Other Coverage

*Documentation of proof is required to make changes such as a copy of a marriage certificate, finalized divorce decree, proof of loss of other coverage, etc. You may, however, make changes to your beneficiaries at any time during the year.

Q. Is my social security number required to access my benefits?

A. For security reasons, it is best to use your Privacy ID number. This number starts with 9909 plus your employee ID# (e.g. 990998000) and is located on your medical and prescription cards. However, with the exception of your prescription benefits, you can use your social security number, if necessary, to access your benefits.

Q. Can I add an adult child to my insurance at this time?

A. Effective as of January 1, 2011, your dependent child can be covered through the end of the month in which he/she turns 26. If you want to add an adult child to your insurance for 2016, you should add the child on your open enrollment form. You must provide proof of relationship such as a birth certificate. A social security number is also required.

Q. Am I eligible for the payment in-lieu of insurance if I elect medical and prescription coverage with another plan that is not sponsored by Kent County?

A. Full-time employees can receive \$35 per pay period when both medical and prescription coverage is waived.

Q. How do I ensure that I receive the \$35 per pay period in-lieu of medical and prescription coverage?

A. If you are a full-time employee and waive medical and prescription coverage, and if you are eligible to receive the payment in-lieu of insurance, you must elect to waive medical and prescription coverage on your open enrollment form. You will begin receiving the \$35 per pay period payment beginning with the first pay period in 2016, if you have insurance not sponsored by Kent County.

Q. Where can I find information about my benefits?

A. Information about your benefits is located on the Kent County Internet site (www.accesskent.com/Benefits), or you may contact Human Resources or your benefits carrier.

Kent County Benefit Department Contacts:

Nicole Joyce	Human Resources Specialist I	(616) 632-7464
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