An Important Message for NCFlex Participants

January 2020

Remember to check your January pay stub!

Benefit elections made during open enrollment for NCFlex benefits were effective Jan. 1 and will be deducted from your January pay. Review your pay stub for accuracy of premium amounts and plans for which you enrolled. See our NCFlex summary of benefits for rates:

- Rate sheet for monthly payroll
- Rate sheet for semi-monthly payroll

If you feel there is an error in your benefits, contact your Human Resources office.
ID Cards - Who, What, Where?

The question, "Am I supposed to be getting ID cards?" comes to mind after being first hired or after annual enrollment, here is some information that may help:

- **Flexible Spending Accounts** - A convenience card is mailed to first-time users (for those that have both HCFSA and DDFSA, only one card is issued) and only re-issued if reported lost or stolen, or once it expires after three years (Valid Thru date is listed on the card). Additional cards can be requested by logging onto ncflex.padadmin.com or by calling 1-866-916-3475. Additionally, a claims kit is mailed yearly to participants and can also be found in the FSA section of ncflex.org.

- **Dental** - Cards were issued in December for all participants and include a unique ID. Cards will be issued to new employees who enroll and will be replaced if you transfer to a new job or make changes to your plan. If cards were not/are not received or additional cards are needed, contact MetLife at 1-855-676-9441. Generic cards (without a unique ID) can be printed after logging onto mybenefits.metlife.com (company name is NCFlex). A generic card can also be found in the dental section of ncflex.org. Cards are only required the first time you visit your dentist or if you changes dentists.

- **Vision** - Cards are only mailed to new participants. Additional cards can be found by logging onto www.eyemedvision.com/NCFlex, by logging into the EyeMed app, or by calling 1-866-248-1939. ID cards are not required to visit a provider.

- **Accident, AD&D, and Group Term Life** - There are no mailings for these plans, however, certificates, claim forms, and other information can be found in each plan's section of ncflex.org. ID cards are not provided for these plans and are not required.

- **Cancer and Critical Illness** - Welcome letters are mailed to new participants and to anyone who makes a change to their coverage during open enrollment. Certificates, claim forms, and other information about these plans can be found at ncflex.org. Allstate also has a portal where you can view your personal coverage and claim information: Log into your account. ID cards are not provided for these plans and are not required.

- **Disability** - There are no mailings for this plan, however, plan details and vendor contact information can be found in the disability section of ncflex.org.
Critical Illness and Accident Plan
Participants - 1099 Forms

If you were paid a benefit from your Critical Illness or Accident Plan in 2019 over $600, you will receive a 1099 from Allstate (for Critical Illness) or Voya (for Accident). If receiving a 1099 for the Accident plan, please note you may receive two copies, one copy is for your records.

Please consult a tax professional on how to incorporate these forms when filing taxes and whether the benefit is taxable.