

UTD Open Enrollment FAQ

It's open enrollment again and our goal at Solstice is to make sure that it's a smooth and stress-free one. The first step is to ensure that you know which Solstice dental and vision plans are available to you and your families. It's also important for you to know the premium cost for your benefits, the services and procedures the plans cover, and the associated copayment or coinsurance.

To view this information in detail, visit <http://www.solsticebenefits.com/utd/>.

As an additional resource, here are some frequently asked questions (FAQs) and their answers that will help you as you prepare for open enrollment:

ENROLLMENT AND AUTOMATIC RENEWAL OF COVERAGE

- 1. What are the requirements to enroll?**

To enroll in any Solstice plan, you must be a UTD member, a permanent employee of Miami Dade Public Schools and work a minimum of 20 hours a week.
- 2. Do I have to enroll again if I'm already enrolled in one of the dental and vision plans offered through Solstice Benefits?**

If you are currently enrolled in a Solstice dental or vision plan, your coverage will automatically be renewed for 2020. So, you don't have to do anything.
- 3. What if I have coverage with Solstice but I want to enroll in one of the other plans, offered through the District?**

If you currently have your dental or vision plan through Solstice but want to enroll in a plan offered through the District, **you must cancel the coverage you have with Solstice in writing.** Not doing so will result in continued deductions from your paycheck for the Solstice plans, along with deductions for your new plan. These deductions cannot be refunded so be sure to cancel your Solstice plans if you decide to enroll in a new plan.

In your written request, include your full name, your employee or Solstice ID number, and the date by which you want the coverage cancelled. Send your written request via any of these three methods:

By Email: groupadmin@solsticebenefits.com
By Fax: 954-370-4309
By Mail: Solstice Benefits, Inc.
Attention: Group Administration
P.O. Box 19199
Plantation, FL 33318-0199



ADDING OR CANCELLING COVERAGE FOR DEPENDENTS

1. **How do I add or remove a dependent from my coverage?**

You may add or remove a dependent from your coverage by sending us your request in writing to the email address, fax number or P.O. box listed above.

2. **What information should be included in the written request to add or remove a dependent?**

The information needed is as follows:

- Employee Name
- Employee Location
- Employee Plans
- Dependent Name

As you make these changes, keep in mind that it can take up to 30 days, or two payroll periods, for these deductions from your paycheck to start, change or stop. So be sure to plan ahead!

CANCELLATION OF COVERAGE

How do I cancel my coverage?

To cancel your coverage, send a written request via the email address, fax number, or mailing address previously listed. Include your name, location, employee number, and the specific Solstice plan(s) you are cancelling. And, don't forget that it can also take up to 30 days, or two payroll periods for deductions from your paycheck to stop.

Do I have to wait until open enrollment to cancel my plan?

No. UTD members are allowed to enroll, change, or cancel benefits anytime during the year and not just at open enrollment.

IF YOU ARE RETIRING



If I'm retiring this year, can I continue coverage with Solstice once I retire?

Yes, you can! We can continue your coverage with Solstice with one of our direct individual plans. Simply contact our individual plan specialist to discuss your options and find the plan that works best for you. His contact information is as follows:



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