

Jefferson Benefits Plus Frequently Asked Questions

Q1. Who is eligible for these benefits?

Answer: Benefit eligible employees with minimum part-time status of 20+ hours and full-time benefit eligible employees can utilize the Jefferson Benefits Plus programs. (Retirees and students are not eligible.)

Q2. I'm a Jefferson employee. How do I sign up?

Answer: When accessing this site, please sign in using your Campus Key—your Jefferson logon username and password. Please verify that all fields are complete, ensuring that your last name matches the way it appears on your paycheck. If you need assistance, contact a Jefferson Benefits Plus Customer Care representative at (855) 515-5800.

Q3. Can my friends and family use the site?

Answer: Some products that require payroll deduction require the employee to be enrolled; however, the employee is able to elect coverage for eligible family members under certain plans such as auto and home insurance. You will access the system using your Campus Key and password. Please remember you are not to share this information for security purposes.

Q4. Am I allowed to access Benefits Plus while on my shift?

Answer: Please be cognizant of your work time and maintain productivity during your scheduled shift. Review Benefits Plus during your non-productive time. Similar to browsing Amazon or another shopping site during working hours, shopping Benefits Plus during work time is not permissible. We encourage you to review voluntary benefits and shopping discounts while at home.

Q5. Is the Benefits Plus portal accessible from my smart phone or home?

Answer: Yes! By going to the HR website, you may access Benefits Plus from your smart phone or while you are at home. Go to www.jeffersonhr.org and select Benefits Plus. Please sign in using your Campus Key—your Thomas Jefferson University and Hospitals logon username and password.

Q6. How do I change my personal information?

Answer: If you would like to change your personal information with a vendor or carrier, or provide alternate information to a vendor or carrier, you will need to contact that vendor or carrier directly.

If you would like to change your employee profile on Benefits Plus, please contact the Jefferson HR Service Center at 503-HRSC to update your data. Your profile is based on your employee data from the Jefferson HR system and cannot be changed through the Benefits Plus website. Please note your Jefferson email address must be used to verify your employment and cannot be changed to your

personal email address.

Q7. Who do I contact if I have a question or problem with a service or plan that I signed up for?

Answer: Most questions regarding a service or plan should be handled by contacting the vendor directly, since Jefferson Benefits Plus does not sell products or fulfill orders for employees. Each vendor has a customer service email and phone number. You may also contact our customer service for assistance at (855) 515-5800, if the vendor is not helpful in resolving the issue.

Q8. I signed up for more than one benefit that is available on the website. Will I see multiple deductions on my earning statement?

Answer: No. All programs that are available on the website will be paid by one consolidated deduction shown as BenefitPlus on your earnings statement. You will be able to see a breakdown of your deduction on the website. Please visit the website and select "My Deduction History" under "My Tools" and follow the login instructions.

Q9. I just signed up for a program through one of the vendors. How long will it take before I see the deduction on my earnings statement?

Answer: Depending on the program, your deduction will begin within the next 2 pay cycles. All programs that are available on the website will be paid by a single consolidated deduction shown as BenefitPlus on your earnings statement.

Q10. Are the deductions after-tax or pre-tax?

Answer: All voluntary benefits deductions are after-tax.

Q11. Must all deductions be taken via payroll deduction?

Answer: Items purchased through Purchasing Power must be secured through payroll deduction. Some other benefits such as home or auto insurance can be set up through direct bill but there are additional discounts if payments are made through payroll deduction.

Q12. I am having an issue logging into the Deduction Report. Who do I contact?

Answer: You will be asked to register on the site when you first log in to the deduction report. If you are having any issues with the registration or login you may email customer service at jeffersonbenefitsplus@corestream.com or call (855) 515-5800.

Q13. If I currently have a policy with one of the home or auto vendors listed on the site, can I get a Jefferson discount?

Answer: Yes, you can contact your agent and let them know you are an employee of Jefferson to receive a discount and begin payments through payroll deduction.

Q14. What happens if I go on an unpaid leave of absence or terminate employment?

Answer: If your leave of absence is unpaid or you terminate employment with Jefferson, any outstanding balance will be converted to direct bill. You can contact customer service at jeffersonbenefitsplus@corestream.com or call (855) 515-5800 to select a different payment method.

Q15. Will my discounted rate still apply after I leave Jefferson?

Answer: You receive discounted rates for being an employee of Jefferson. When you are no longer employed by Jefferson, you are no longer eligible to receive the discounted rate. Some providers may honor the discount through the end of your policy term if you are already enrolled at the time of termination. However, the employee must contact the provider to make arrangements to switch to a direct bill program for the remainder of their policy term.

Q16. How do I receive my refund?

Answer: If you require a refund for a product or service please contact the carrier or vendor directly to discuss details of the refund. Refunds may take between 30 to 60 days to process.

Q17. How do I cancel my coverage?

Answer: If you are a participant in a program with a carrier or vendor and would like to cancel, contact the carrier or vendor directly to cancel your insurance coverage or service. Please allow 30 days for the cancellation to process.

ASPCA Pet Health Insurance

To cancel you will need to contact ASPCA directly at (877) 343-5314.

Liberty Auto and Home Insurance

To make any changes to your policies, including cancellations or changes to payment options, please contact Liberty Mutual directly at (888) 253-7354 or call a local office which you can find at www.libertymutual.com. Please reference your policy number, if available, which can be found on your policy documents. States have different requirements based on DOI regulations.

MetLife Auto and Home Insurance

Cancellation policies differ by state; therefore, the colleague must call the MetLife call center at (800) 438-6388 for cancellation terms and processing.

Travelers Auto and Home Insurance

To cancel a Travelers Insurance policy, the colleague needs to call the Travelers customer service center at (888) 695-4640. Please reference your policy number, if available, which can be found on your policy documents. Colleagues should have new coverage in place before cancelling a policy to ensure that they don't

have a lapse in coverage.

If the policy has been paid in full or is on direct bill, any refund on earned premium due to the colleague will be sent to them. In the case of payroll deduction, Travelers may need to take one or more final deductions until the policy is paid back to the cancel date since payroll deduction policies are billed in arrears.

For additional questions regarding the program, please call Benefits Plus Customer Care (855) 515-5800.