

# Frequently Asked Questions

1. Q: Why is My UT Benefits changing?

A: UT System is updating its enrollment system because the platform used to support the old My UT Benefits is being retired. The new system running on a platform called Benefitfocus allows for significant process improvements, enables all employees and enrolled individuals to manage their enrollments online and provides a robust portal for informed decision making.

2. Q: How do I access the new My UT Benefits?

A:

## EMPLOYEES

- Click on the [My UT Benefits link](#)

### Select your campus location

You are taken to your campus page to log in with your usual campus username and password (how you log in to your computer)

Example: (If not at MD Anderson, this page will look different)

Click on the My UT Benefits Link to Enroll

(accessing My UT Benefits cont'd)

**RETIREES (and SURVIVING DEPENDENTS)**

If you do not have access to your institution's internal system (as is the case for many retired employees and surviving dependents):

Log in Here: [My UT Benefits for Retirees](#)

Use the following to login with a Username and Password for the first time.

**Username = Campus Abbreviation + employer ID (not case-sensitive)**

Example: UTMDACCH987654321

**Campus Abbreviations:**      UT Dallas = UTD  
MD Anderson Cancer Center = UTMDACCH  
UT Southwestern = UTSWMCD  
UT Health Tyler = UTHSCT  
UT Health Houston = UTHSCH  
UT Medical Branch = UTMBG  
UT Health San Antonio = UTHSCSA

**Employer ID** = If you do not have this, you can contact login support at 1-844-870-0044.

**Password = Last name (first letter capitalized) + last 4 digits of your social security number**

Example: Smith1234

When you login the first time, you will be prompted to update your password, but you may not update your Username.

3. Q: *Who do I contact with questions?*

A: For technical questions when using My UT Benefits, call login support at 1-844-870-0044.

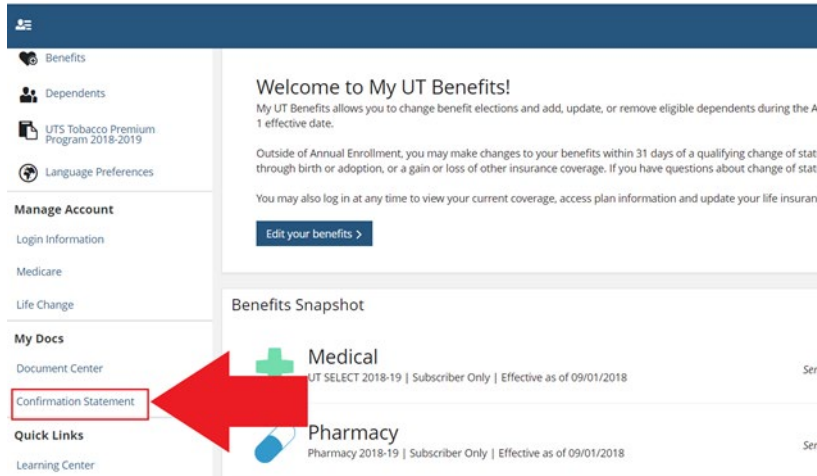
For questions about using the plans, benefits and human resources questions, you continue to contact the insurance vendors or your institution's [HR/Benefits Office](#).

4. Q: *What do I do if I see incorrect information in the system that I'm not able to edit?*

A: You need to contact your institution's [HR/Benefits Office](#) if information that is pre-populated in the system is incorrect.

5. Q: How do I get my confirmation statement?

A: Login to My UT Benefits. On your home page, go to the left hand menu/navigation under My Docs, and select Confirmation Statement.



6. Q: How do I change information I entered during online enrollment?

A: If you are still within the Annual Enrollment window (July 15 – 31) or within 31 days from your date of hire or change of status, select *Edit* on the Benefit Summary page for the item you want to change. You are guided through the enrollment process until you have finished making your selections, and then the *Summary* page displays. Late enrollment changes are not allowed.

7. Q: I entered information incorrectly for one of my dependents. How do I correct it?

A: From the *Home* page, select the *Dependents* link, and then select *Edit* under the *Actions* button for the dependent. Make necessary changes and select *Save*. Select the *Next* to return to the appropriate step in the workflow.

8. Q: When will my benefits become effective?

A: An effective date for each of your benefits displays on the Benefit Summary page. If you have questions about when your benefits begin, please contact your institution's [HR/Benefits Office](#).

9. Q: How much will my benefits cost?

A: Your benefit costs will display throughout the enrollment process. You can review your *Shopping Cart* to see your costs, and you can review detailed information on the *Benefit Summary* page before you save your benefits.