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

<table>
<thead>
<tr>
<th>Campus Abbreviations</th>
<th>Example Codes</th>
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<tbody>
<tr>
<td>UT Dallas = UTD</td>
<td>UTMDACCH987654321</td>
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<tr>
<td>MD Anderson Cancer Center =</td>
<td>UTMDACCH</td>
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<tr>
<td>UT Southwestern = UTSWMCD</td>
<td>UTMDACCH</td>
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<tr>
<td>UT Health Tyler = UTHSCT</td>
<td>UTMDACCH</td>
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<td>UT Health Houston = UTHSCH</td>
<td>UTMDACCH</td>
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<tr>
<td>UT Medical Branch = UTMBG</td>
<td>UTMDACCH</td>
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<td>UT Health San Antonio = UTHSCSA</td>
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**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.