

Why are retiree direct bill services transitioning from Optum to MetLife/GIS?

In spring 2023, the university's contract with MetLife, our dental and vision administrator (Davis Vision), concluded, which prompted the Human Resources department to initiate a comprehensive Request for Proposal (RFP) process. The RFP was completed fall 2023, and MetLife has been retained for retiree dental and vision services. This transition allows the university to offer dental and vision plans to retirees upon retirement. It also enhances our retirees' experience by giving them access to plan details, eligibility, claims, and life insurance beneficiaries.

Which of my plans will transition to MetLife/GIS and be directly billed through MetLife/GIS?

If you are currently enrolled in a retiree dental, vision, and/or life policy and are directly billed through Optum, your dental, vision and/or life plans will transition to MetLife/GIS. Go to <https://boonchapman.benselect.com/uofl> to review your benefit plans and set up your ACH with MetLife/GIS.

Will my university medical plan transition to MetLife/GIS?

No. Your university medical plan will continue to be billed through Optum. However, if you have retiree dental, vision, and/or life plans, they will transition to MetLife/GIS and be billed directly through MetLife/GIS. If you are currently enrolled in a retiree dental, vision, and or life policy and pay direct bill through Optum, go to <https://boonchapman.benselect.com/uofl> to review your benefit plans and set up your ACH with MetLife/GIS.

When will my direct bill for retiree dental, vision and/or life plans transition from Optum to MetLife/GIS?

Your plans will transition July 1, 2024. You will be able to review plans and set up ACH on or after June 10th.

Will I receive new ID cards?

No, you will not receive new ID cards as your plans aren't changing.

How do I login into MetLife/GIS to review my benefit plans?

After June 10, 2024, go to <https://boonchapman.benselect.com/uofl> and enter your UserID and Pin. UserID will be your full social security number. Your pin is the last four digits of your social security number plus the last two digits of your birth year. For example, SSN is 123-45-6789 and DOB is 2/10/1952, your pin would be 678952.

When can I review and/or update my beneficiaries in MetLife's system?

Effective July 1, 2024, you can review and/or update your beneficiaries on www.mybenefits.metlife.com.

How do I pay MetLife/GIS for my plan coverage?

By July 1, 2024, you must have your ACH account set up as payments can only be made by ACH. Paying direct bill via ACH is industry standard and best practice.

How do I set up my ACH account with MetLife/GIS?

After June 10, 2024, go to <https://boonchapman.benselect.com/uofl> and set up your ACH account.

Can I make one annual payment for the entire year of coverage?

Yes, you can request to make one annual payment for the entire year of coverage ahead of time through ACH. To request to make annual payments, email uoflservice@gisbenefits.net and let them know you are requesting to make an annual payment.

When will my payments be withdrawn from my bank account?

Payments will be withdrawn from your account on the 10th of the month by **DFS,Inc.Flex**.

What if I already paid Optum for the entire year of coverage for 2024?

Optum will send you a refund check for coverage after June 30, 2024.

Do I need to call Optum to cancel my plan coverage or ACH payments with them?

No, Optum will stop your coverages and ACH.

What will future Open Enrollments look like for me?

If you have a retiree dental, vision, and/or life insurance plan, Open Enrollment will be completed through MetLife/GIS, with the exception of a university medical plan. If you are enrolled in a university medical plan, Open Enrollment for your medical plan will be completed through Workday.