



NOTICE 5

IMPORTANT INFORMATION ABOUT YOUR **2020 BENEFITS OPEN ENROLLMENT**

2020 Benefits Open Enrollment – Enrollment Details

The 2020 Benefits Open Enrollment will begin on Wednesday July 15, 2020 at 8 a.m. and end at 5 p.m. on Friday August 21, 2020. Elections made during Open Enrollment will be effective September 1, 2020 unless underwriting is required. This Open Enrollment communication contains information about how to log in to the online enrollment website and how to obtain assistance with benefits questions and the online enrollment process. Please visit the [2020 Benefits Open Enrollment](#) page on the Employee Benefits Center to view prior notices.

Employees will make elections for plan year 2020-21 benefits online through FEnroll, the FFGA enrollment site for Garland ISD. FEnroll can be accessed through the [Employee Benefits Center](#). (You can also find the Employee Benefits Center by going to the Garland ISD Staff website and choosing Health & Benefits from the dropdown.)

Enrollment assistance for the 2020 Benefits Open Enrollment will be provided by FFGA Benefits Advisors by phone only. Due to COVID-19 concerns, enrollment assistance will not be provided in person by FFGA Benefits Advisors or Garland ISD Benefits staff. There will be no scheduled labs at the GISD Technology Center as in years past. FFGA is confident that they can offer the same level and quality of enrollment assistance in a virtual manner that they previously offered in person. Spanish speaking assistance will be available.

Log in to FEnroll

Employees can log in to FEnroll to view their current benefits and make enrollment elections. The following information is also on the FEnroll welcome page on the [Employee Benefits Center](#).

Instructions to Log In

1. Enter your Employee ID or Social Security Number (no dashes).
2. Enter your Personal Identification Number (PIN).
 - If this is your first time ever to log in:
 - Use the last four digits of your Social Security Number and the last two digits of the year you were born (six digits total).
 - The system will prompt you to change your PIN to a number of your choice.
 - Remember this new PIN. You will use it as your signature at the end of enrollment and you will use it each time you log in going forward.
 - If this is not your first time to ever log in:
 - Use the PIN you created previously.

Reset Personal Identification Number (PIN)

If you forgot the PIN you created previously you have two ways to continue:

1. Click “Forgot PIN?” on the FEnroll login page. You will receive an email with a temporary PIN. After entering the temporary PIN you will be prompted to change your PIN to a number of your choice. You will need to remember this new PIN to use as your signature at the end of enrollment and for future log-ins.

2. Call FEnroll Technical Support at 855-523-8422. The phone number will be listed on the FEnroll login page. They will assist you with obtaining a temporary PIN. After entering the temporary PIN you will be prompted to change your PIN to a number of your choice. You will need to remember this new PIN to use as your signature at the end of enrollment and for future log-ins.

Ask Questions and Obtain Enrollment Assistance

FFGA has set up a phone number and phone tree of English and Spanish speaking FFGA Benefits Advisors to answer questions about benefits and enrollment, and to offer assistance with online enrollment.

- Phone number to call: **855-765-4473, choose Option 1**
- The phone number will be answered from 8 a.m. to 5 p.m. Monday through Friday from July 15, 2020 through August 21, 2020.
- Remember, if you are having an issue with your log-in call the FEnroll Technical Support number, 855-523-8422, listed on the FEnroll log in page.

Should wait times become too long, the caller will be prompted to leave their phone number. A FFGA Benefits Advisor will return the call as soon as possible.

EMPLOYEE BENEFITS CENTER (EBC)

FOR BENEFITS PLANS & PREMIUMS, BENEFIT ELECTIONS & VIEW BENEFITS, MID-YEAR CHANGES:

<http://benefits.ffga.com/garlandisd>

GARLAND ISD BENEFITS DEPT:

benefits@garlandisd.net

P: 972-487-3047

FOR FFGA BENEFITS ADVISOR ASSISTANCE, CONTACT:

800-883-0007

