

Benefits Department
Frequently Asked Questions

1. I am having trouble logging into the WebStar site, could you help me?

You should be able to access the www.webstar.nova.edu benefits administration website after one week from your date of hire. When attempting to login the system, please adhere to the NOTICE at the top of the page, which reads:

If you are still unable to login, please contact the Benefits Department at ohrbenefits@nsu.nova.edu.

2. How long does it take for BCBS to recognize me, a new employee, in their system for medical insurance?

It takes at least 5-7 business days, after you enroll on the www.webstar.nova.edu benefits administration website.

3. What happens if I need to use my insurance, but I don't have a card yet?

- If within 5-7 business days since you enrolled, you would have to pay out of pocket and then submit a claim to the appropriate insurance company in order to receive reimbursement.
- After 5-7 business days you or any healthcare facility can verify your insurance by calling the following numbers:
 - Medical – BCBS Healthcare 1-866-470-2963
 - Dental – CompBenefits 1-800-342-5209
 - Vision – VisionCare/CompBenefits 1-800-749-5855

4. When will I receive my insurance cards?

After you enroll on www.webstar.nova.edu website, you should receive your medical and/or dental cards within 8-10 business days. For vision insurance you will not receive a card, but you will need to call 1-800-749-5855 to request a voucher.

5. I need to add/drop someone from my current insurance plan(s), how do I do this?

First contact your Benefits Department to ensure that you are eligible to make this change. If you are deemed eligible, you must submit supporting documentation, such as proof of termination of previous insurance coverage, marriage certificate, birth certificate, etc.

6. If I terminate from the University, how and when will I receive COBRA coverage information? Will I have a lapse in my health coverage?

You will receive your COBRA coverage information within 7-10 business days from your date of termination. There will not be a lapse in coverage, due to the fact your COBRA effective date is retro-active to the day after your date of termination. You will have 60 days from your date of mailed notification to enroll in COBRA.

7. What papers do I need to fill-out in order to join the TIAA-CREF retirement plan provided by NSU?

- If within your first year of service, you must complete a Group Supplemental Retirement Annuity Salary Reduction Agreement form and a GSRA enrollment form/application (GS).
- If you have one or more years of service, you must complete a Group Retirement Annuity Salary Reduction Agreement form and the Group Retirement Annuity enrollment form/application (G) and the Group Retirement Annuity with delayed vesting form/application (GV). If you would like to contribute over the 4% matching contribution, you must also complete a Group Supplemental Retirement Annuity Salary Reduction Agreement form and a GSRA enrollment form/application (GS).

If you do not have the TIAA-CREF enrollments forms, they can be obtained from the Office of Human Resources.

8. What are the procedures for requesting a Leave of Absence?

After you receive approval from your department, your departmental supervisor or your HR contact must send an e-mail memo to the Benefits Director which includes the following information:

- Employee's name
 - NSU ID#
 - Start Date
 - Type of Leave (e.g. medical, maternity, internship, etc.)
 - Expected date of return (if known)

9. Can my supervisor request a note from my doctor?

Your supervisor may request a doctor's note, but it should be sent to the attention of the Benefits Department in the Office of Human Resources due to privacy regulations.

10. Can an employee terminating from the University donate their sick and/or vacation time to me?

- Sick Time can only be donated to an employee that is on a Leave of Absence for medical purposes, but a terminating employee must be an active employee when the request is submitted and by the time the request is processed by the Benefits Department.
- Vacation Time cannot be donated to an employee.

11. What is/are the customer service number(s) for BCBS, CompBenefits, Flexible Spending Account, TIAA-CRED, AIG Valic and/or Employee Assistance Program?

BCBS (Medical) 1-866-470-2963

CompBenefits (Dental/Vision) 1-800-342-5209

ICUBA Flexible Spending Account 1-877-491-5979

TIAA-CREF 1-800-842-2733 (retirement plans)

AIG Valic 1-800-448-2542

Employee Assistance Program 1-800-416-0835

Benefits Staff:

Diane Emery, Director of Benefits, demery@nsu.nova.edu, ext. 7873

Charmaine Beckford, Benefits Specialist, bcharmai@nsu.nova.edu, ext. 7865
Leave of Absence (A-G)

Nancy Papernick, Benefits Specialist, papernic@nsu.nova.edu, ext. 7884
Leave of Absence (H-N)

Lindsay Zucker, Benefits Specialist, zlindsey@nsu.nova.edu ext. 7854
Leave of Absence (O-Z)

Krystle Anderson, Benefits Assistant, akrystle@nsu.nova.edu ext. 7865

Edford Gunter, Benefits Receptionist, edford@nsu.nova.edu ext. 7843