

University of Idaho Benefits Center – FAQ's

The University of Idaho made some changes to how you pay for your University of Idaho Retiree Medical Plan. Since January 1, 2012, we have partnered with the University of Idaho Benefits Center to collect your payments. We understand that this has caused some questions and concerns and we would like to address those at this time. This handout is meant to answer some of the common questions we have received about this change.

Q.) Why did the University of Idaho outsource its Benefits Administration?

The University has outsourced much of the benefits administration for the active employee plan since 2007; however, at that time the University chose to shield the retirees from that process. In order to make sure that the University was getting the best services, the benefits administration contract was put out for competitive bids in 2011. As part of this process, all of the services available were reviewed. There were two large factors in the decision to outsource the retiree billing:

- 1.) The University of Idaho Payroll and Benefits Services department was reorganized three years ago due to budget cuts, so this transition allows our very limited Benefits staff to focus on other tasks and provide better service to the everyday concerns. For example, during annual enrollment alone, the University of Idaho Benefits Center received over 660 phone calls that otherwise would have overwhelmed our department.*
- 2.) An internal audit of the Retiree billing was done and the practice of intermingling the Retiree accounts with student accounts was not good business practice. From an audit standpoint, transitioning the Retiree billing to our benefits administrator helped us comply with audit recommendations.*

Q.) How will I know how much is due?

You now have the option to log into a secured personalized profile online at www.universityofidahobenefits.com to view your billing history.

*You will receive monthly invoices in the mail, and you will only receive an invoice **if there is a balance due**. For example, if you make one payment that pays for the entire year, you would not receive another invoice until the credit balance is exhausted.*

Q.) What payment options do I have?

You can now make payments by:

- Pay online at www.universityofidahobenefits.com under your secured personal profile. Your login is your Vandal ID Number, or V# (will be printed on your billing statement).*
- You may set up direct withdrawal from your checking or savings account, also known as ACH withdrawal for monthly payments (please take note of the mailing address – it is different than where you mail your check).*
- Mail payment to the address listed on the envelope provided with your statement. This payment goes directly to a secure bank lockbox, so please do not send any other correspondence with your payment, as it will be shredded.*

Contact Information for the University of Idaho Benefits Center

Phone Numbers:

(208) 885-3697

(800) 646-6174

(412) 922-6619 (fax)

Addresses:

Pre-Authorized Checking Registration Form (automatic payment) & Correspondence:

University of Idaho Benefits Center

P.O. Box 25429

Pittsburgh, PA 15220-9932

Mail checks for payment of Retiree medical benefits to:

University of Idaho

P.O. Box 644447

Pittsburgh, PA 15264-4447

Website:

www.universityofidahobenefits.com

As always, for issues outside of billing, our University of Idaho benefits staff is here to help:

A current list of Benefit Staff members is located on the following web page.

<http://www.uidaho.edu/human-resources/benefits/meet-our-people>