



PARTNERS PERSONNEL
ASSOCIATE
BENEFITS
FAQ

Partners Personnel Associate Benefits Frequently Asked Questions

1. When can I enroll in benefits?

You can enroll in benefits the week following your first paycheck. You have 30 days from your first paycheck to enroll in coverage for you and your eligible dependents.

2. How do I enroll in benefits?

To enroll yourself and your eligible dependents, you must call the enrollment line at 805-323-3700 Monday through Friday 8 AM - 8 PM Eastern. An enrollment representative will guide you through the process and help you complete your enrollment over the phone. You can also visit www.mybiac.com/partnerspersonnel to enroll, view plan documents, required notices, and more.

3. Who can I enroll under my coverage?

You can enroll eligible dependents to include: your spouse, children under 26, and stepchildren or legally adopted children.

4. What information will I need to have available if I want to enroll in the elected benefits?

The following information must be provided to enroll any legal dependents and yourself:

- Legal Name
- Date of Birth
- Social Security Number
- Mailing Address
- Phone / Email

5. What plans can I enroll in?

- Stay Healthy MEC FreeRx (including Telemedicine) – IMA
- Stay Healthy MEC Enhanced – IMA
- 3 Hospital Indemnity Plans – American Public Life
- Virtual Primary Care – Benefits in a Card
- Dental – American Public Life
- Vision – MetLife
- Behavioral Health – Benefits in a Card
- Term Life and AD&D – American Public Life
- 24-Hour Group Accident – American Public Life
- Critical Illness with Cancer Benefits – American Public Life
- FreeRx - Pharmacy and Virtual Urgent Care
- Short Term Disability (Employee Only Benefit) – American Public Life
- IDX Social Plus - ID Experts
- MVP Medical Plan – IMA

Please review additional plan information within the guide for more detailed information, including the required weekly rates.

6. When will my coverage become effective?

Coverage begins 2 weeks after your first paycheck deduction for all plans, except for the Minimum Value Plan (MVP) which begins the 1st of the month following 59 days.

7. Can I drop coverage or add coverage at any point throughout the year?

You can only make plan changes during Open Enrollment, within 30 days of receiving your first paycheck as a New Hire, or within 30 days of a Qualifying Life Event (marriage, divorce, birth, death, or employment status change).

8. When is Open Enrollment?

Open Enrollment takes place in October for benefits effective in January of the following year.

9. What other benefits are available through PartnersCare Health and Wellness?

401(k) Plan through Ascensus: The 401(k) plan has an eligibility period of 90 days and 400 hours of work before an employee can enroll. The employee is eligible to enroll as of the 1st day of the next quarter following the completion of their eligibility. Once you are eligible, you can visit <https://secure.ascensus.com/login/participant> to enroll. Additional contribution, eligibility, and plan information can be found by visiting <https://www.partnerspersonnel.com>, where you can log in as employee, and then go to "Employee Resources."

BenefitHub is a discount marketplace available to you at any time throughout the year! Enjoy discounts, rewards, and perks on thousands of the brands you love in a variety of categories. Please find details regarding access to the discount marketplace at <https://partners.benefithub.com>.

10. What happens to my benefits coverage if my assignment ends or if I leave Partners Personnel?

After 4 weeks of nonpayment, either through payroll or direct pay, your elections will be marked for COBRA benefits. The COBRA administrator will mail you a COBRA notice along with a payment booklet if you wish to continue your benefits. If you do not choose to elect COBRA, your coverage will end two weeks after your last payroll deduction.

11. Who do I contact for help regarding my benefits questions?

An enrollment representative will assist you with your benefits questions by calling 805-323-3700 Monday through Friday 8 AM - 8 PM Eastern.