

FAQ: Your Dental Benefits

Am I eligible?

If you are an active NEISD employee in a benefit-eligible position, you are eligible to enroll.

How can I enroll?

Using Lawson Employee Self Service (ESS), you can sign up for dental benefits for yourself and your eligible dependents within 31 days (from and including your hire date) of employment or during the district's annual open enrollment period. During this time you can enroll for the first time; add, drop or change your dental plan coverage; or add or drop eligible dependents. Your choices will become effective on the first day of the month following your date of hire if you are a new employee, or Jan. 1 if you sign up during open enrollment.

Can I enroll my family members?

Yes, eligible dependents include your spouse and children under 26. Coverage for dependent children ends at the end of the month in which they turn 26. However, you may continue their coverage through COBRA without a break in coverage or loss of benefits. For more information, contact Employee Benefits.

If I enrolled last period, how can I continue my coverage?

If you want to continue your dental coverage with no changes, simply log into Lawson ESS during the open enrollment period to confirm your coverage election and rate.

How can I change or cancel existing coverage during open enrollment?

To cancel or modify coverage for any of the eligible dependents covered under your current dental plan, log into Lawson ESS, select the open enrollment option and review your current coverage. You may then select the option to make the necessary changes.

What if I need to change my plan after open enrollment is over?

Certain "qualifying events," such as a change in family status (getting married, having or adopting a child, loss of coverage due to divorce or separation of employment), allow you to modify or cancel your plan. Changes must be made within 31 days of the qualifying event. Contact the Employee Benefits office for instructions on how to make your change and what supporting documentation is needed. Please note that if your 31st day falls on a weekend or school holiday, you must submit your forms on the last working day before the 31st day.

When does my coverage start?

If you enrolled in benefits during open enrollment, your coverage will start Jan. 1. If you enroll as a new hire, your benefits are effective first of the month following your hire date. For family status changes, your effective date will be the first day of the month following the date of the qualifying event.

Where is my ID card?

You don't need a Delta Dental ID card when you visit the dentist. Just provide your name, birth date and enrollee ID (or social security number). Prefer to take a paper or electronic ID card with you? Simply go to deltadentalins.com/neisd to access your online account.

I still have questions about my benefits. Who should I contact?

For information on your dental plan, eligibility or how to enroll, contact NEISD's Employee Benefits Office. Call **210-407-0187** or send an email to eb@neisd.net.

For information on claims, processing and explanations of benefits (EOBs), visit deltadentalins.com/neisd or call Delta Dental's Customer Service at **800-521-2651**.