

# WHAT'S NEW IN 2024

- ▶ New Medical Carrier—BCBS
- ▶ New Disability Carrier—BCBS
- ▶ New Voluntary Life Carrier—BCBS
- ▶ MDLive Rate Increase

## ENROLLMENT DATES

07/29/2024—08/12/2024

## BENEFIT WEBSITE

[WWW.MYBENEFITSHUB.COM/CROSBYISD](http://WWW.MYBENEFITSHUB.COM/CROSBYISD)



**HIGGINBOTHAM PUBLIC SECTOR CALL CENTER**

**(866) 914-5202**

*\*SE HABLA ESPANOL*

**NOW IS THE TIME** to make your supplemental benefit elections for a 09/01/2024 effective date. During your annual enrollment period, you may enroll for additional benefits, change plan options, or change dependents. For supplemental benefits that require Evidence of Insurability, a later effective date may apply.

If you experience a special enrollment event outside of the annual enrollment period, call your benefits administrator within 31 days of event.

## MEDICAL UPDATE

**NEW MEDICAL CARRIER** For the 2024-25 Plan Year, medical benefits will be through Blue Cross Blue Shield, effective 9/1/2024. Plan options will include an BCBS HD Plan with in and out-of-network benefits and two BCBS HMO Plans with in-network only benefits.

**Blue Access for Members (BAM) Provider Finder** from Blue Cross and Blue Shield of Texas is a fast, easy-to-use tool that improves your experience when you are looking for in-network health care providers. It can also help you manage your out-of-pocket costs. Log into or create a BAM account at [bcbstx.com](http://bcbstx.com).

Review your Medical Plan options on the Benefit Website.

# RESOURCES

## IMPORTANT TIPS BEFORE YOU BEGIN ENROLLMENT

### For Existing Employees

1. Have your dependent's SSNs ready, if enrolling
2. It's a good idea to review your coverage and your beneficiaries

### For New Employees

1. You are required to log in to THE*benefits*HUB and enroll or decline medical coverage for yourself and/or eligible dependents within 31 days of employment.
2. You will need your dependent's SSN to complete enrollment.
3. If your date of employment is before August 1st, you will be required to complete 2 enrollments. The first is for New Hire Benefits through 8/31. The second enrollment is for benefits effective 9/1/24 to 8/31/25.

## FREQUENTLY ASKED QUESTIONS

**1. How do I get logged in?** Enter your Information:  
Last Name | Date of Birth | Last Four (4) of Social Security Number.

Once confirmed, the Additional Security Verification page will list the contact options from your profile. Select either Text, Email, Call, or Ask Admin options to receive a code to complete the final verification step.

**2. What happens if I can't get logged in?** This usually means something is missing on your profile, so you will need to contact the Benefits Office to get this resolved.

## HIGGINBOTHAM PUBLIC SECTOR CALL CENTER

**Need Assistance with enrollment in the HUB?**

Call (866) 914-5202

Monday—Friday, 8AM—6PM / CST

\*Calls are recorded

