



New Employee Benefits Enrollment Information

You have 30 days from your Actively at Work Date (hire date) to complete the enrollment process. You will receive a welcome email from the Benefits Office. Once you have received this email, you may log into THEbenefitsHUB to complete your enrollment.

Medical is effective the first of the month following your hire date. However, TRS also allows you to elect medical insurance to be effective on your hire date. If you choose the hire date option, the full monthly premium will be due. If you exercise this option, you must contact the Benefits Office x5782, or by email.

ALL other plan elections will be effective the first day of the month following 30 days employment.

BISD deducts premiums on a current month basis, not in advance. Be sure to review your paycheck and notify the Benefits Office of any discrepancies ASAP. If a premium is missed, BISD will deduct it from your next check.

TRS does not allow dual coverage in their medical plans. If you are coming from another district with TRS Active Care coverage, please make sure the your TRS ActiveCare medical plan in your previous district terminates before your medical starts with BISD. This does not apply to any other ancillary benefit.

Plan Information:

- The New Hire Benefits website provides step by step instructions and information, including the Benefits Guide, Medical Plan Highlights, rates, and more. Go to the Birdville ISD website/For Staff (log in)/Benefits and scroll down to New Hires and Eligibility.
- The Employee Benefits Portal provides login access to enroll in benefits, as well as detailed plan certificates and vendor contact information. Go to the Birdville ISD website/For Staff (log in)/Benefits/ THEBenefitsHUB.
- The TRS website provides detailed explanations and videos for all the ActiveCare medical plans. Go to <https://www.bcbstx.com/trsactivecare/enrollment>.

To Enroll: Please wait until you receive the New Hire Benefit Orientation Email

- After 7/20/26, go to the Birdville ISD website/For Staff/Benefits/THEbenefitsHUB Log In in the top right corner. For enrollment or password assistance, please contact The Benefits CareLine (English and Spanish) at 833-832-6632, or the Benefits Office at 817-547-5782.
- Annual enrollment for current employees begins 7/20/26. If you have a July start date and complete new hire enrollment before 7/20/26, you will need to log in again to complete your annual enrollment elections after 7/20/26. You will then be required to go through the new hire AND annual enrolment elections as two separate elections.
- Make sure you enter your eligible spouse and dependent information. Even if you do not plan to enroll them in voluntary benefits, they are still eligible for district paid benefits at no cost to you but must be in the system to be enrolled (this includes EAP and Telehealth benefits). Social Security Numbers or ITN's are required for dependents over 1 year of age.



Resources, FAQs, and Tips

- **Need enrollment or password assistance?** Please contact The Benefits CareLine (English and Spanish) at 833-832-6632, or the Benefits Office at benefitsweb@birdvilleschools.net.
- **System not recognizing you?** You may not be in the system yet, or we may have an incorrect date of birth or Social Security Number. Contact the benefits office at benefitsweb@birdvilleschools.net.
- **Don't see all of the available benefits?** We may have you in the system as a part-time employee. If you are moving to a full-time position, please wait until you receive the New Hire Benefit Orientation email or contact the benefits office at benefitsweb@birdvilleschools.net.
- **Demographic information (address, phone, email, etc) incorrect?** You cannot make corrections directly in THEbenefitsHUB. To correct demographic information:
 - Name Social, DOB, email hr@birdvilleschools.net
 - Address, phone #, email, W-2 corrections, log into Munis Self-Serve:
 - <https://selfservice.birdvilleschools.net/ess/login.aspx>
 - Username: employee #, no b; Password: last 4 of social security number
- **Why do I need to add my spouse and dependent children?** Even if you do not plan to enroll them in voluntary benefits, they are still eligible for district paid benefits at no cost to you but must be in the system to be enrolled (this includes EAP and Telehealth benefits).
- **Can I make changes to my enrollment?** You can continue to make changes through your 30 days enrollment period. However, in THEbenefitsHUB you can not press back or click on a benefit in the right menu to skip to it. To make changes to your elections, you will need to continue through the whole process, then go to the Main Menu> Benefit Plan Information> Benefit Plan Enrollment, then click on any benefit to re-start your enrollment process.
- **I am stuck on the Medical/Dental page, the system won't let me continue.** You likely selected an HMO medical or dental plan and the system requires you to enter a PCP or Practice ID. A pop-up box to enter the information should come up. If you don't see it, check your pop-up blocker in your web browser, or minimize your screen, the box may have come up behind it. The pop-up box has a link to the provider directories, but they can also be found at the following:
 - Medical: <https://www.bcbstx.com/trsactivecare/doctors-and-hospitals>
 - Dental: <https://www.cigna.com> - for the HMO network, select Cigna Dental Care DHMO - Access Plus.
- **I am stuck on the beneficiary page, the system won't let me continue.** When adding your beneficiary names, make sure you click add at the bottom of the entry screen, not sign and continue. If you are on the percentage designation page, make sure the primary column totals 100%. You don't have to enter a contingent beneficiary, but if you do, that column also needs to total 100%. You will automatically be the beneficiary for policies you take on your spouse or dependents. You can not be the beneficiary on policies covering you.
- **Didn't I already complete this screen?** Sometimes you will be required to complete a screen twice (ex. beneficiaries), or some benefits look very similar (ex. Health Flexible Spending and Dependent Care Flexible Spending). As long as there is a continue button at the bottom of the screen, you are not done. Keep going until you reach the CONGRATULATIONS and Main Menu button at the bottom! Upon completion of your enrollment process, print a copy of the Consolidated Enrollment page. Keep this for reference and to verify your payroll deductions.