



Benefits Department:

General Inquiries email: InsuranceBenefits@haystack.net

Phn: 512-268-8975, ext. 46026

Fax: 512-268-1281

To view your current insurance benefit elections, you may login to the Employee Benefits Portal at: www.haystackbenefits.com



benefitsCONNECT Login Instructions:

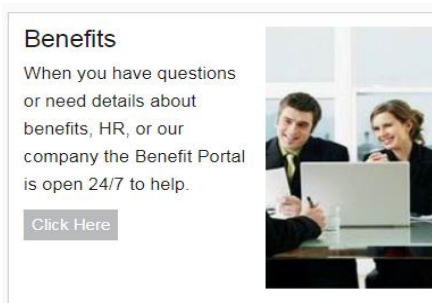
USERNAME: The **first** 6 letters of your last name (if your last name is less than 6 just use your full last name), **followed** by the first initial of your first name, **followed** by the last 4 digits of your social security number.

PASSWORD: The password you reset when you completed your initial enrollment. If you **forgot** your password, try using your full social security number **without** dashes or the *“forgot password”* link.

To review plan rates, plan details, access claim forms, get provider contact information, etc., go to [http://www.haystackbenefits.com/](http://www.haystackbenefits.com)

After accessing the site, open the link “Click Here” in the Benefits box (bottom right on window).

Looks like this:



On the next window, open the appropriate benefit link under the BENEFITS tab.

Identification Card Information

Plan / Product	Who is the Carrier?	Will I get an ID card?
Medical – TRS Active Care	Aetna/Caremark Scott & White Health Plan	Yes- If you are enrolling for the first time or switching plans you will receive an ID card(s).
Dental	MetLife	No- You must request an ID card from the carrier
Vision	MetLife	No- You must request an ID card from the carrier
Flex Spending Account (FSA)	NBS	Yes- If you are enrolling for the first time or your current FSA card has expired.

Medical ID Cards-

- **Aetna:** ID cards will be issued by Aetna for medical coverage and Caremark for prescription drug coverage. Please contact TRS ActiveCare Customer Service at 1-800-222-9205 for questions regarding Aetna/Caremark ID cards.
- **Scott & White Health Plan-HMO (SWHP):** ID cards will be issued by SWHP for medical and prescription drug coverages. Please contact SWHP Customer Service at **1-800-321-7947** for questions regarding SWHP ID cards.

Instructions on obtaining ID cards:

Aetna-Medical

- Go to <https://www.tractivecare.aetna.com/need-id-card/>
- Download iTRIAGE on your smart phone <https://about.itriagehealth.com/tractivecare>

Caremark-Prescription

- Go to <https://www2.caremark.com/tractivecare>
- Download iTRIAGE on your smart phone <https://about.itriagehealth.com/tractivecare>
- E-mail customerservice@caremark.com

SWHP-HMO

- Go to <https://portal.swhp.org/#/login>
- [MyBSWHealth](#) Online Patient Portal Tool
 - [MyBSWHealth App for Apple iOS](#)
 - [MyBSWHealth App for Android](#)

Dental and Vision Coverage(s).

MetLife does not issue dental or vision ID cards, they verify coverage for the covered employee and/or their covered dependent(s) through the employee's social security number. Providers and employees can call MetLife at 1-800-METLIFE to verify coverage.

To speak to a MetLife representative, contact the appropriate division for the dental plan in which the employee is enrolled:

- Dental HMO/Managed Care Plan (DHMO), please call 1-800-880-1800
- Preferred Dentist Program (Dental PPO), please call 1-800-942-0854
- Vision, please call 1-855-MET-EYE1 (1-855-638-3931)

Dental and Vision ID cards:

- Call the number above to order your dental and/or vision ID card, or
- Follow the instructions below to obtain an ID card online:

Step 1: Go to www.metlife.com

Step 2: Click on Log In

Step 3: Select create a new account

Step 4: Select MetLife benefits through an employer or association and hit NEXT

Step 5: Enter **Hays Consolidated Independent School District** and click Submit.

STEP 6: Click on the Register Now! link

Step 7: Enter the demographic information and hit Register.

After you have successfully set-up your MetLife user name & password you will be able to log in and print your Dental ID Card. You can also view & print your vision ID card by selecting the Vision Benefit Tab. If you need help registering please call 1-866-363-8669 (Monday to Friday).

Flex Spending Account (FSA)- You will receive a FSA credit card if you are enrolling for the first time or your current credit card has expired from National Benefit Services (NBS).

To register your FSA card or obtain information contact NBS at:

- Go to www.nbsbenefits.com
- NBS Employer ID NBS340168
- Call 1-800-274-0503
- Email Service@NBSbenefits.com