

Frequently Asked Questions (FAQ)
iTalent Benefits

Will we have access to the presentation shown in the Open Enrollment meeting?

The presentation and recording is available on iConnect: [2024 Open Enrollment](#).

Is Kaiser Permanente plans only available for CA residents?

Yes, our Kaiser plans are only available to California residents. However, we do offer 4 UHC plans. To assist with choosing which plan may fit your needs, please reach out to italentbenefits@filice.com or view the ALEX tool in the [iTalent Benefits Guide](#).

How do I get information about Kaiser coverage if my dependent is out of state?

For information about coverage out of state, please reach out to italentbenefits@filice.com.

Can we select different plans for different members of the family, or does the entire family have to be on the same plan?

All family members need to be on the same plan. If you need more information, please reach out to italentbenefits@filice.com.

Is oral surgery and implants included in the high deductible plan?

Please visit benefit website at [iTalent Benefit Guide](#) to access more detailed summary on what High plan covers. If you have more questions regarding your benefit plans, please email us at hr@italentdigital.com.

Can we just select the pharmacy benefit? Or do we have to buy the whole health insurance plan?

There is no option to just select pharmacy benefit.

How are prescription tiers designated?

Carriers have specific lists for their tiers. This information can be found on the carrier's website.

If you have a question regarding a specific Rx, please reach out to italentbenefits@filice.com.

If I have questions regarding when my insurance kicks in for prescriptions, who do I reach out to?

Please reach out to italentbenefits@filice.com for more information.

How many cleanings are included for periodontal maintenance?

You may review the [Benefit Website](#) and click on Dental to view the medical summaries, or reach out to italentbenefits@filice.com

Where would we find the list of in-network providers for vision?

To find a list of in-network providers, we urge you to visit the [Guardian VSP](#) website to search for an in-network provider. If you are looking for a specific specialist, please reach out to italentbenefits@filice.com for assistance.

Does the UHC medical insurance cover an eye exam or do we need to have vision insurance for that to be covered?

UHC includes eye-exam but not the materials. Eye exam is covered every 24 months. But materials such as lenses and frames are not included with the medical plan. Co-pay/Coinsurance/deductible might apply.

Is eye surgery covered by the Vision plan?

Please visit <https://mybenefits.cc/italent24/> to access more detailed information regarding your vision plan. If you have further questions, please email us at italentbenefits@filice.com.

Why is my basic life insurance for 2024 show 50k?

If you are a field employee, your basic life has increased to 50K. This is an employer sponsored benefit and no cost to the employee.

Is the Health Savings Account (HSA) amount fixed or can it be changed?

HSA can be changed throughout the year and changes are made through Paycom. Submitted changes in Paycom will reflect in the next pay period.

Do FSA funds rollover?

Yes. For the 2023 and 2024 FSA, you may rollover up to \$610. Rollover is not applicable to Dependent Care FSA.

What if I lost my FSA card, how do I get a new one?

You can submit a request for another card through [Health Equity/WageWorks](#). If you have any issues, please reach out to italentbenefits@filice.com

Can employees enroll in HSA and FSA?

Employees can't enroll in both plans. For HSA, you would need to be enrolled in High Deductible plans.

Are the Short-Term Disability and Long-Term Disability insurance voluntary and would need to enroll for coverage?

Long-term and Short-Term disability are voluntary plans and need to be enrolled for coverage. If you have state specific questions regarding disability, please reach out to italentbenefits@filice.com.

What happens to my commuter benefits from 2023?

For information about your commuter benefits, please reach out to italentbenefits@filice.com.

What's the contact information for Acrisure?

Email: italentbenefits@filice.com

Phone: 408-350-5724