Benefits Updates | December 16, 2024

2025 Benefits Reminder | Insurance ID cards

Insurance ID cards are expected to be mailed closer to the coverage start date. Please ensure your home and mailing address are up to date in the PantherSoft employee self-service system.

Online accounts provide access to digital ID cards, claims details, prescription refills, provider search, and more. To create an online account with the insurance provider as of the coverage start date of your elected plan, contact the insurance carrier for assistance.

For any questions regarding coverage or member ID cards, directly contact your selected plan carriers using the provided contact information.

Dependent Eligibility Verification Reminder

People First conducts on-going dependent eligibility verification audit on all employees with newly added dependents. This process applies to new hires, marriages, births, and other life events during the year as allowed by a qualifying status change (QSC) event, including during the annual open enrollment period.
All enrollees who add new dependents during these events will receive the documentation request.

To avoid coverage interruption for applicable dependents, the employee must review the Dependent Eligibility Verification information and provide appropriate documentation in a timely manner.
For any questions regarding the type of documentation required, how to submit the documentation or any other questions related to the dependent verification process, please contact the **People First Service Center directly at 866-663-4735** and ask to speak to a dependent eligibility verification representative.

Address Review & Emergency Contact Reminder

Ensure you receive updates on your State-Sponsored Benefits by maintaining accurate contact information in PantherSoft. Review and update your mailing address, email, and phone numbers**.
If your address has changed, promptly update it in PantherSoft.**

In addition, you are encouraged to review and keep your **emergency contact** details current in Panther Soft. It is important to provide an emergency contact and keep this information up to date in the PantherSoft Employee-Self Service System.

To update your **Emergency Contact** in the PantherSoft Human Resources System, follow these steps:
- Access **MyFIU** Employee Portal
- Log in using your MyAccounts credentials (Two- Factor Authentication)
- Select *Human Resources Self Service > Personal Details > Emergency Contacts*
- Add/Edit your information and click on "Save."

Questions? Contact Benefits Administration at benefits@fiu.edu.