

Frequently Asked Questions (FAQs)

General Overview of Benefits

Q: How can I learn more about my benefits?

A: The **Excel Benefits for Employees** website has a wealth of helpful information regarding all active employee benefits. Simply go to the Intranet homepage, click on **EXCEL Benefits** or type the link: <http://benefits.voughtaircraft.com>.

Q: When can I enroll in my Health and Welfare Benefits?

A: For most benefits there are two (2) enrollment periods when you can elect coverage:

- **New Hire Enrollment** – As a new employee you will have a 90 day waiting period before benefits commence. You must submit all required dependent documentation and enroll within that 90 day period otherwise; you will have to wait until the annual enrollment for the next plan year. You will receive information about your benefit options as part of the New Hire Orientation process.
- **Annual Open Enrollment** – Each year you will have an opportunity to reassess your benefit choices and make changes. Any changes you make take effect January 1st, the start of the benefit plan year.

Q: How do I enroll?

A: You have access to make your benefit elections on-line via **Ceridian Employee Self Services (ESS)**. Use this URL: <https://sourceselfservice2.ceridian.com/dynamic> OR from the self service link on your intranet site. (For more details refer to the ESS User Guide or ESS Quick Guide found on the ESS Home Page under “Ceridian Help”).

Q: How do I view/edit/update my benefit elections?

A: You have access to view/update your benefit elections on-line via **Ceridian Employee Self Services (ESS)**. Use this URL: <https://sourceselfservice2.ceridian.com/dynamic> OR from the self service link on your intranet site. (Follow instructions found on the ESS User Guide or ESS Quick Guide found on the ESS Home Page under “Ceridian Help”).

Q: When can I add additional dependents to my benefits if I get married or have a child?

A: If it is a qualifying event (marriage, loss of other coverage, birth/adoption of a child, etc.), you can add dependents within 30 days of the event date otherwise you will have to wait until the annual enrollment for the next plan year. Required documentation must be provided to the benefits office for your dependents to be approved before you can enroll them.

Q: What are the required documents needed to add dependents?

A: Required documents vary depending on the type of event

Child Proof of Eligibility

- Birth Certificate – Original – Must have State Seal or Stamp

Step-child Proof of Eligibility

- Birth Certificate – Original – Must have State Seal or Stamp
- Proof of financial responsibility
 - Document sent to the home in the child's name with same address
 - Letter from school showing the child's name and address

Marriage Proof of Eligibility

- *Most Recent Tax Return – Must have both names on the form*
- *First two pages with financial information marked out*

OR

- *Marriage License – Original – Must have State Seal or Stamp **and***
 - *A recent Mortgage document that reflects both names*
 - *A recent Utility bill that reflects both names*
 - *A recent Rental/Lease agreement that reflects both names*

Q: How do I change my address?

*A: Log on to Ceridian Self Services (ESS), click the **Change of Address** link and follow the prompts.*

Q: I forgot my username for Ceridian Self Service. How can I get it?

A: Your username is the first initial of your first name, your full last name and the last 4 digits of your social security number. For example: Emp. Name: John Doe; SSN: 123456789; username would be jdoe6789.

Q: How do I reset my Ceridian Self Service Password?

A: On the Ceridian Self-Service Home Page, enter your user ID and click on the “Forgot your password” link.

- ***If you have an email address listed in Ceridian:** Payroll Support will email you a new password within 24-48 hours.*
- ***If you do not have an email address listed in Ceridian:** Your password will automatically be reset the following morning to the default password. The default password is the First 5 digits of your SSN + 000 (the number zero three times).*

Q: How do I update my beneficiaries for life insurance and/or my 401(k) account?

*A: For life insurance, employees can log on to Ceridian Employee Self Service (ESS), click the **Update Beneficiaries** link and follow the prompts. To update your 401(k) beneficiaries salaried employees need to go to the Vanguard 401K Provider thru ESS (or thru vanguard.com), hourly employees need to contact Prudential.*

Medical, Dental and Vision

Q: I have a medical question regarding a claim, bill or Explanation of Benefits (EOB). What do I do?

A: Review the medical plan summary available on the Excel benefits website (hourly employees can also review the summary in the Collective Bargaining Agreement). If the summary does not answer your question, contact Aetna via member services at 888-238-6211 or via Aetna Navigator at www.aetn navigator.com.

Q: I've misplaced my medical ID card. How can I request a replacement card?

A: Contact Aetna via member services at 888-238-6211 or via Aetna Navigator at www.aetn navigator.com.

Q: Who do I contact regarding Mail Order Prescriptions and other Prescription inquiries?

A: You can reach the Aetna Mail order pharmacy at 866-612-3862 Specialty Pharmacy is 866-782-2779.

Q: How do I find a Dentist under my dental plan?

A: Go to www.deltadentalins.com or call 800-932-0783.

Q: Who do I contact if I have dental claim questions, need a replacement card or get claims information?

A: Review the dental summary available on the Excel benefits website (hourly employees can view the summary in the Collective Bargaining Agreement). If the summary does not answer your question, you can reach Delta Dental at 800-932-0783 or via the web at www.deltadentalins.com.

Q: Who is my Vision coverage with?

A: Salaried Employees: Your coverage is through Aetna. Your optional coverage is through Vision Service Plan (VSP). You can view plan summaries on the Excel Benefits website.

Hourly Employees: Your coverage is through Aetna. You can view the coverage summary on the Excel Benefits Website or in the Collective Bargaining Agreement (CBA).

Health Spending Accounts

Q: Who can I contact for assistance with my FSA (Flexible Spending Account(s))?

A: Contact Aetna via member services at 888-238-6226 or via Aetna Navigator at www.aetnanavigator.com.

Q: Does the FSA have a “use it or lose it” provision?

A: Yes. Since amounts that remain in employees' accounts at the end of the plan year are forfeited under the "use-it-or-lose-it" rule, employees should plan conservatively and not fund their accounts with amounts greater than the expenses they expect to incur.

Q: Who can I contact with assistance with my HSA (Health Savings Account)?

A: Contact JP Morgan Chase at 866-675-5693 or via Aetna Navigator at www.aetnanavigator.com.

Q: Does the HSA have a “use it or lose it” provision?

A: No. The balance rolls over from year to year.

Q: I am over age 55. How do I elect the catch-up contribution to my HSA?

A: You would have to elect the maximum AND the catch-up contribution in Ceridian.

401(k) / Retirement

Q: Who do I contact for assistance with my 401(k), such as updating my 401(k) beneficiary, increasing my contributions, or requesting a loan or hardship withdrawal?

A: Salaried employees: Please contact Vanguard at 800-523-1188 or via the website at www.vanguard.com.

Hourly Employees: Please contact Prudential at 1-877-778-2100.

Q: I want an estimate of my pension benefit. How do I do that?

A: You can access the Retirement Calculator at:

*<https://dbconnect.excelleratehro.com/vought/employeeaccess> or via the intranet homepage by clicking on the **Excel** link in the upper left corner of the page. Select the Employee link and then the **Salaried, Hourly P&M** or **Covered by Collective Bargaining Agreement**. Scroll down to the retirement section and click on the highlighted **Retirement Calculator** link.*

Q: I want to retire, how do I go about beginning this process?

A: Contact the Triumph Group Pension Benefits Center at 1-800-577-2145.

Q: How can I get my 401k money when I retire or leave the company?

A: Once your termination is entered into Ceridian, the carrier (Vanguard for salaried employees, Prudential for hourly employees) will be notified and they will send you a letter advising of your options within two (2) to three (3) weeks.

Q: How can I get my unused vacation or paid personal days when I leave the company?

A: Unused vacation days and PPD (hourly employees only) is usually paid out within two pay periods after your last day worked in the form of a check being mailed to your address on file.

Short Term Disability / FMLA

Q: How do I report a disability claim for Short Term Disability or FMLA?

*A: Report your claim/leave via www.libertyclaim.com and enter **TRIUMPH** in the Claimant Services ID field. Or you can call **888-404-5123**. Please have the following information available when you report your claim/leave:*

- Your Physician or medical care provider's name, address and fax and telephone numbers*
- Your supervisor's name, telephone number and email address*
- Reason you are out of work (diagnosis/symptoms)*
- Your last day worked, first day absent from work and anticipated return to work date.*

For Help in Ceridian Self Service (ESS):

- Payroll Questions Email: payroll_support@triumphgroup.com*
- Benefits Questions Email: tjbenefits@triumphgroup.com or nashbenefits@triumphgroup.com*

Excel Benefits Website

<http://benefits.voughtaircraft.com>

Provider Information

The primary point of contact for questions regarding your medical, dental, vision, prescription drug coverage, HSA/FSA or 401(k) should be the appropriate carrier/provider. For your convenience the carrier contact info is listed below:

Aetna Medical and Pharmacy

Member services: 888-238-6211
www.aetn navigator.com

Aetna Cobra Administration

Customer service: 800-429-9526

Aetna Mail Order Prescriptions

Customer service: 866-612-3862
Specialty Pharmacy: 866-782-2779

Aetna EAP

Customer service: 888-238-6232

Aetna Flexible Spending Account (FSA)

Member Services 888-238-6226

Delta Dental of Pennsylvania

Customer service number: 800-932-0783
www.deltadentalins.com

JP Morgan Chase – Health Spending Account (HSA)

Member services: 800-821-6400

Liberty Mutual – Life Insurance, Short-term/Long-term Disability and FMLA

Member services: 888-404-5123
Company ID: 03-464360

Vanguard – Non-CBU 401k

Customer service: 800-523-1188
www.vanguard.com/ Plan #091795

Prudential – CBU 401k

Customer services: 877-778-2100

Vision VSP – Non-CBU only

Member services: 800-877-7195
www.vsp.com

Hyatt Legal Plans – Non-CBU only

Member services: 800-821-6400
<https://members.legalplans.com/Home/> Company code: 7750001