



EMPLOYEE BENEFITS 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 and retiree employee benefits. Simply go to the Intranet homepage, click on **EXCEL Benefits** or click on 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** –
UAW: As a new employee you are eligible to enroll on your date of hire, and will receive information about your benefit options as part of the New Hire Orientation process.
SALARIED: As a new employee you will have a 90 day waiting period before benefits commence, however, you can enroll within the first 60 days. 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, July 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: [How do I change my address?](#)

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

(FAQ Continued)

- Q:** How do I update my beneficiaries for life insurance and/or my 401(k) account?
A: Log on to Ceridian Self Services (ESS), click the **Update Beneficiaries** link and follow the prompts. To update your 401(k) beneficiaries go to Vanguard 401K Provider thru ESS (or thru vanguard.com).

Medical, Dental and Vision

- Q:** I have a question regarding a claim, bill or Explanation of Benefits (EOB). Who can I speak with?

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

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

A: The contact info for Aetna Mail order 90 day prescriptions is 1-866-612-3862
Specialty Pharmacy is 1-866-782-2779

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

A: Delta Dental **DMO:** go to www.wekeepyou smiling.com or call 800-422-4234
Delta Dental **DPO:** go to Deltadentalins.com or call 800-932-0783

- Q:** Who is my Vision coverage with?

A: Salaried Employees: Your coverage is through Vision Service Plan (VSP)
UAW Employees: Your coverage is through Aetna

Health Spending Accounts

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

A: Contact Aetna via member services at 888-238-6211 or via Aetna Navigator at www.aetna.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 so to 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 Spending) Account?

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

- Q:** Does the **HSA** have a "use it or lose it" provision?

A: No. You keep any unused balance or 'rollover' at the end of year to increase future balance or pay for future expenses. Amount rolls over from year to year.

(FAQ Continued)

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

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

A: Salaried participants please contact Janet Livengood via email at jlivengood@triumphgroup.com or by phone with the date you'd like to retire (must be the first of the month). Hourly participants contact Brooke Burton via email at bdburton@triumphgroup.com or by phone with the same information.

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

A: There is a link on the benefits website that will take you to the retirement calculator where you can run an estimate using many different factors. 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.

Short Term Disability / Section 900 and FMLA

Q: How do I report a disability claim for Section 900/Short Term Disability, or FMLA for myself or to care for a family member?

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: tgibenefits@triumphgroup.com

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. Carrier contact information is located on the **benefits website**: <http://benefits.voughtaircraft.com/>, or on the back of your identification card.

For your convenience the carrier contact info is listed below:

CBU Provider Links:

Aetna (Medical, FSA)
PO Box 981106
El Paso, TX 79998-1106
Member services 888-238-6211
www.aetna.com - Aetna navigator

Aetna Cobra administration
Customer service: 800-429-9526

Aetna Mail order 90 day prescriptions
Customer service: 866-612-3862
Specialty Pharmacy: 866-782-2779

Aetna EAP
Customer service: 888-238-6232

Delta Dental DPO
Delta Dental of Pennsylvania
PO Box 2105
Mechanicsburg, PA 17055
Customer service number: 800-932-0783
Deltadentalins.com

DeltaCare USA (Delta Dental DMO)
Customer service: 800-422-4234
To find dentist: www.wekeepyou smiling.com

JP Morgan Chase – Health Spending Account (HSA)
Member services 800-821-6400

Vanguard – 401(k)
Customer service number: 800-523-1188
www.vanguard.com/
Plan #091795

Non-Union Provider Links:

Aetna (Medical, FSA)
PO Box 981106
El Paso, TX 79998-1106
Member services 888-238-6211
www.aetna.com - Aetna navigator

Aetna Cobra administration
Customer service: 800-429-9526

Aetna Mail order 90 day prescriptions
Customer service: 866-612-3862
Specialty Pharmacy: 866-782-2779

Aetna EAP
Customer service: 888-238-6232

Delta Dental DPO
Delta Dental of Pennsylvania
PO Box 2105
Mechanicsburg, PA 17055
Customer service number: 800-932-0783
Deltadentalins.com

Hyatt Legal Plans
Member services 800-821-6400
Monday - Friday, 8 am to 7 pm EST
To find an attorney: <https://members.legalplans.com/Home/>
Company code: 7750001

JP Morgan Chase – Health Spending Account (HSA)
Member services 800-821-6400

Vanguard – 401(k)
Customer service number: 800-523-1188
www.vanguard.com/register
Plan #091795

Vision
VSP
Member services 800-877-7195
www.vsp.com