

RISK MANAGEMENT NEWS

Lubbock ISD— Risk Management Newsletter

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What is My PIN Number for Ffenroll?

- When navigating through the Ffenroll website (your benefits enrollment portal), and it asks you for your PIN number—unless you have changed your PIN number to something different in/for Ffenroll, one’s general PIN is:

The last 4 digits of your social security number followed by the last 2 digits of your birth year

- You can access the Ffenroll website by the link below via our Risk Management website:

[Risk Management Webpage—Information](#)

Dependent Audit Coming Soon—2022

Members of the health plan will be receiving information soon about an upcoming dependent audit being performed by an outside company on behalf of the District’s health plan. A dependent audit is a verification of eligibility of dependents on the plan(s). This audit will require every employee member on the health plan to provide information/documentation regarding their enrolled dependents. An example is a spouse of a member/employee on the plan will require the member to provide a copy of their marriage certificate proving marriage and eligibility to be covered as a spouse on the health plan. Birth certificates of children will be required, etc.

Participation in the audit is mandatory and failure to respond may result in termination of the dependent from the health plan. Be on the lookout for more information over the coming months! Questions before the audit, please give Lisa a call.

Risk Management Department:

- Lisa Thompson, Executive Director—extension 0235
- Vaun Murphrey, Benefits Specialist—extension 0283
- Lucinda Lucero, Clerk—extension 0280
- Jamie Flores, Executive Secretary —extension 0282
- Ffenroll Assistance—Clerk—extension 0281

Dental Plan Reminder—Frequently Asked Questions (FAQs)

What is the difference between a dental reimbursement plan and dental insurance? *Dental insurance plans would most likely operate in a very similar way to medical insurance with a list of providers and covered services. The dental office would file the claim with the insurance provider and bill the patient for the amount the insurance won’t pay. Dental reimbursement with LISD has no list of providers – employees can see any licensed dentist and it covers most dental services.*

Where do I find a dental claim form? *Before your dental visit, go to: www.LubbockISD.org, Staff, Insurance Information, Claim Forms (button), Dental Expense Reimbursement Claim Form.*

How do I complete the dental claim form? *After the provider is paid, have them complete the bottom portion of the claim form, and attach a paid dental receipt with work performed, patient name, payment date and payment amount. The employee FULLY completes the top portion of the claim form. (Sometimes, if other dental insurance has not yet paid, you must wait to file the claim with Lubbock ISD). Claims have a 90-day filing deadline. Claims will be processed within 30-days of submission as long as the claim is complete.*

Reasons for claim rejections: *Missing employee signature; missing dental provider signature; missing receipt showing payment amount and payment date; claim submitted past the 90-day filing deadline; and claim submitted without primary insurance explanation of benefits.*

How do I submit the dental claim form and receipt? *By Fax to 806-766-1195; by email to Lucinda.Lucero@LubbockISD.org; by U.S. Postal Service to: Lubbock ISD Risk Management, 1628 19th St, Lubbock, TX, 79401; or by school mail to: Risk Management—Attn: Dental.*

How much will I get back of what I spent? *Each covered person can spend \$1750 every dental year to receive back \$1000.00; 100% of the first \$100 is reimbursed; 80% of the next \$250 is reimbursed; and 50% of the next \$1400 is reimbursed.*

When does the dental year start over? *Lubbock ISD’s dental year runs from January 1st through December 31st each year.*

Claims Processing Reminder:

Dental Claims go to: Lucinda.Lucero@LubbockISD.org

Living Better Diabetes & Bronze Maternity Reimbursement Claims go to: Vaun.Murphrey@LubbockISD.org

Gym Reimbursement Claims & Hospital Income Plan Claims go to: Jamie.Flores@LubbockISD.org

All claims processed within 30-days (for completed requests/forms)