Qualifying Event Instructions for the TEAMS Employee Service Center

1. You will need to have completed, scanned and saved any relevant documents to your computer. (Example: Medical Plan Change Form, Dental Plan Change Form, HSA Contribution Form, etc.) Open Google Chrome as your browser to begin. Go to www.lubbockisd.org. Choose the ‘Popular Links’ menu option then select ‘Employee Svc. Center’.
2. Log in to the TEAMS Employee Service Center.
3. Go to ‘My Benefits Information’ then ‘My Qualifying Events.’
4. This screen gives an explanation of what constitutes a ‘Qualifying Life Event’ outside of an open enrollment period. If you haven’t yet completed and scanned the form(s) you’ll need to complete your change this is the perfect time. Click on the link that will direct you to the Risk Management Insurance Forms page. Print off, complete and scan your form to your computer. It can be attached to your Life Event later on in the process.
5. All fields with a red asterisk, (*), must be completed before the ‘Add’ button is clicked. Adds and drops can only be made at the beginning of the month. (**Unless it is a newborn addition or a spouse addition for reason of marriage; then you can add the dependent as of the actual date of the occurrence. Premiums are not prorated.)
6. Please see the example below of how to complete each field on the Qualifying Event Screen. When you have completed the fields then you may click on the ‘Add’ button.

*NOTE: Attaching the forms to complete the change is the next step. Please do not stop here. Entering a Life Event without a form attached will result in no change being made.
7. Once you have added the Qualifying Life Event information click on it where it is listed below ‘Life Events’ and it will turn yellow to show it has been selected. Then click on the ‘Attachments’ button.

Once the “ADD” button is clicked the event should show up under “Life Events.”

Click on the event so that it runs yellow and then click on the “ATTACHMENTS” button to attach your scanned form to the event.

**NO changes will be made without the proper forms.**
8. The ‘Life Events Attachments’ screen has a Plus box, (➕), that you will need to click to display the ‘Choose File’ menu.

Use the "Upload" button or the "Drop Files Here" function to add the required document(s) and then click the "SAVE" button.
9. When the ‘Choose File’ option appears click on it to browse your computer for the scanned and completed form(s) you’ll need. Once the file is found, click on it and then click on the ‘Open’ button.
10. The file name should appear in the ‘Choose File’ field. Click on the ‘Save’ button.
At this point you have successfully attached a form, congratulations! Now if you need to attach more than one just click on the ( ) and go through the attachment process again. When you have added all the attachments you need, click on the ‘Close’ button to return to the ‘Qualifying Life Events’ page.

If you have added all of the forms you need, then click the "Close" button and you will return to the "Qualifying Life Event" screen.
12. At this point you can log out of the TEAMS Employee Service Center. Risk Management should receive an email regarding your Life Event submission.

Benefit Web Qualifying Event Submitted Notification

donotreply@lubbockisd.org donotreply@lubbockisd.org via amazonses.com
to me ·

Employee: Murphrey, Veun Marie
Qualifying Event Date: 01-31-2019,
Qualifying Event Name: Marital Status (Divorce or Marriage) Requested QE Effective Date: 02-01-2019
Qualifying Event Submit Date: 02-04-2019

This automated email was produced by TEAMS System ID 14.
13. Should you want to check on your ‘Qualifying Life Event’ to see if it has been entered wait a few days and then log on to the TEAMS Employee Service Center, click on ‘My Benefits Information.’ Click on ‘My Benefits’ OR call or email Risk Management.

Go to www.LubbockISD.org, Staff, Insurance Information, Forms & Documents.
*If the form is received after the relevant pay period has run an adjustment will be made on the next month’s paycheck.*
**Please submit all changes by the 10th of each month if possible.**