



Benefit FAQ for New Hires to the Sumner County Board of Education

When am I benefit eligible? 1st of the month following 30 days of employment. For example, if you started your position July 25, you are benefit eligible September 1.

What if I am not sure of my actual start date? Please contact Human Resources at 615-451-5207.

When do I make my benefit elections? You have 30 days beginning from your effective date of hire. Please follow the steps in your Employee Benefit Guide to take you through the enrollment process. The Benefits Guide can be found at www.sumnerschools.org/benefits.

ENROLLMENT DEADLINES

QUESTION	Answer
When am I eligible?	1 st of the month following 30 days of employment
When do I make my elections?	30 days beginning from effective date of hire
What happens if I do nothing?	All benefits will be waived

Please check your first payroll check after enrollment to ensure accuracy.

Where do I make my elections? Once you receive an email from the Sumner County Benefits Department, please click on the link (www.InfinityHR.com), also known as ARCORO to create an account and begin your enrollment/waiver process. After you have made the decision to either enroll or waive benefits, please make sure you save and confirm your elections and print the confirmation benefits summary page. If you do not save and confirm all benefits will be waived by default. Note: Your benefits portal will close 30 days following receipt of the benefits email.

Where will the email to elect benefits be sent to? The email to elect benefits will be sent to the email used or given to the Human Resources Department when you initially applied for your position. The subject line will be sent from the Sumner County Benefits Department and the email will be from donotreply@arcoro.com. Please check your spam or junk folder, as the email may be received outside of your inbox.

What if it is close to the deadline and I still have not received an email? If you have not received an email within one week from your hire date, please call the Benefits Department at 615-451-5214 or email the Benefits Department at benefits@sumnerschools.org.

What happens if I do not elect benefits in the first 30 days? All benefits will be waived, and you will not have another opportunity until Open Enrollment or if you experience a Special Qualifying Event. Details located in your Employee Benefit Guide.

What if I am rehired by the SCBOE within 30 days of termination of benefits? If the Benefits Department is notified that you were rehired by SCBOE within 30 days of termination of benefits, all previous benefit(s) elections shall automatically be reinstated with no break in coverage. Please disregard your COBRA notification. If the rehire transaction is received and/or processed after payroll is completed and benefit premiums were unable to be deducted, you will see those missing deductions in the following payroll. This means you may be impacted by double premium deductions for one pay period.

What if I want to attend a benefits orientation? Please call 615-451-5214 or email benefits@sumnerschools.org to make an appointment to meet with a Benefits Representative. You can schedule an in-person meeting or we can answer your questions by phone. We encourage you to watch the New Hire videos and review the Benefit Guide before scheduling an appointment.

Where can I find more information about the BOE benefits package? Please visit the BOE Benefits website at www.sumnerschools.org/benefits to learn more about the BOE benefits available to eligible new hires or refer to the Employee Benefit Guide and videos.

What if I have more questions after reviewing the benefit package? Please call the Benefits Department at 615-451-5214 or the Employee Benefits Assistance office at 855-804-6303. You may also email your question(s) to benefits@sumnerschools.org.

What if I have payroll questions? As a reminder, always check your paystub each month to ensure the correct elections are being deducted. If you have any payroll questions or concerns, please contact payroll@sumnerschools.org.

How will I receive ongoing communications from the Benefits Department? The Benefits Team makes every effort to ensure all employees of SCBOE receive benefits information. We send out important information relating to benefits, discounts, wellness requirements and opportunities via text, email, as well as post online at www.sumnerschools.org/benefits. Please be sure to utilize the text messaging feature as you enroll in your benefits.

If you are not receiving emails from the Benefits Team, please contact the Technology Help Desk at X77704 or 615-451-6513 or email benefits@sumnerschools.org to be added to the “Everyone Grouping” address listing to ensure you receive future emails to your work email. Please check your junk email first and we encourage you to check your work email at least once a week. If you are not receiving text messages, contact our Employee Benefits Assistance office at 855-804-6303 or email benefits@sumnerschools.org.

Again, Sumner County School Board of Education is excited to have you join our team and look forward to working with you! Please do not hesitate to contact us with any questions or concerns at 615-451-5214 or benefits@sumnerschools.org.