



One-on-One Virtual Appointments

Benefit assistance with an FBS Representative, on-demand

Plan

1

Have questions about your benefits? Need help enrolling? Visit the booking website to setup a virtual appointment with an FBS Representative.

Book

2

Choose which times work best for you and complete the booking steps to schedule your appointment. An FBS expert will call you at the chosen time.

Chat

3

You're all set! An FBS Representative will call you to discuss any questions you have about your benefits and even help you enroll. Simply have your phone in hand and be ready to pick up.

How to get started:

Birdville ISD employees can schedule 1 on 1 appointments on: 7/20/20, 7/28/20, 8/5/20

Booking Site:

Benefit Website

Need help?

FBS Call Center

(866) 914-5202

Monday - Friday

8AM - 7PM CST

EMPLOYEE ENROLLMENT PREPARATION CHECKLIST

Use this checklist as your guide to help make sure you're ready
for your annual open enrollment!

Have your Spouse and Dependent Information Ready— Social Security
Number and Date of Birth.

Have your Designated Beneficiary Information Ready— Date of Birth,
Phone Number, State

Have your Primary Care Physician (PCP) Ten-Digit ID— Required for
TRS ActiveCare Primary+ plan and HMO plan options.

Provider Search: <https://www.bcbstx.com/trsactivecare/doctors-and-hospitals>

BCBSTX Number: 866-355-5999

PCP ID: _____ PCP ID: _____

Know your Login Username and Password— Required to login and
complete your annual open enrollment.

Username: _____

- The first six (6) characters of your last name, followed by the first letter of your first name, followed by the last four (4) digits of your Social Security Number.
- If you have six (6) or less characters in your last name, use your full last name, followed by the first letter of your first name, followed by the last four (4) digits of your Social Security Number.

Password: _____

Last Name (lowercase, excluding punctuation) followed by the last four (4) digits of your Social Security
Number.



CALL CENTER INFORMATION

Number: (866) 914-5202

Hours: Monday - Friday 8:00 A.M. - 7:00 P.M.

Se Habla Español

LOGIN TO ENROLL



www.mybenefitshub.com/birdvilleisd

One-on-One Scheduler FAQ's

Can I book an appointment using my cell phone or computer?

Yes, the scheduler tool is hosted on a responsive website meaning the site can be accessed through both your cell phone or computer.

How long will my appointment take?

Appointments are available by type of service. You must select the type of service to determine the amount of time. We offer (1) Benefits Q&A session for 15 minutes and (2) Enrollment Walk-through Assistance for 45 minutes.

Do I have to call in for my appointment or will an FBS Representative call me directly?

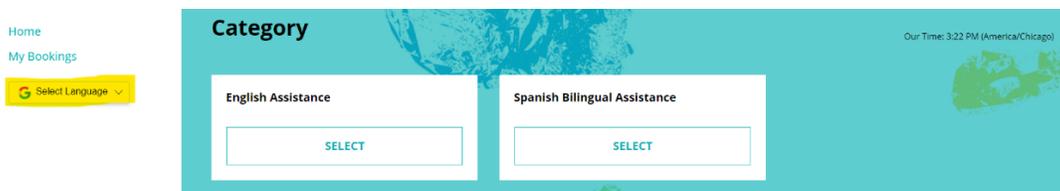
Employees will not have to call in. An FBS Representative will call the employee at their appointment time using the call-back information provided during the scheduling process.

Are calls recorded?

Yes, if you receive a call-back from an FBS Representative for a scheduled appointment or if you call the FBS Call Center, your call will be recorded for auditing purposes.

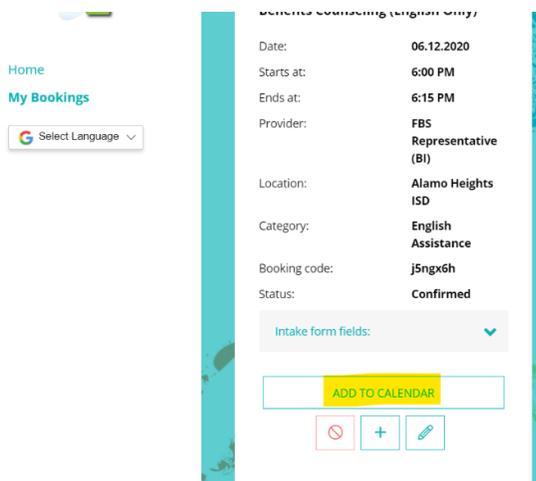
Is the Scheduler available in Spanish?

Yes, the scheduler has built-in Google Translate functionality which can be controlled with the toggle switch (see below). Spanish Bilingual FBS Representatives will also be available for booking.



Can I add my appointment to my calendar?

Yes, upon booking your appointment, you can add the event to your calendar by clicking "Add To Calendar" (see image below). You will have a second opportunity to add the event to your calendar from your confirmation email.



How far in advance can I schedule my appointment?

Employees can schedule appointments on the date the scheduler goes live. The scheduler goes live 2 weeks before enrollment begins. An employee can schedule an appointment up to 2 hours from the desired time, if still available.

How can I cancel my appointment?

Employees can cancel appointment by accessing the cancellation link in the initial confirmation email or through the reminder email (see image below).

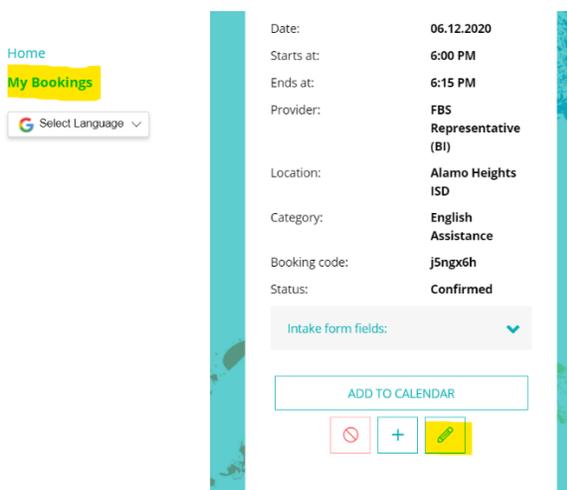
If you need to cancel the appointment please press the following link <https://financialbenefitservices.simplybook.me/v2/client/cancel-booking/id/1/hash/bc8b4d94c4401092b3d4eeffb84db90/>

Can I reschedule my appointment?

Employees can reschedule appointment by **1)** accessing the “reschedule” link in the initial confirmation or reminder email or **2)** Select “My Bookings” to edit (see image below).

- 1) If you need to reschedule appointment please press the following link <https://financialbenefitservices.simplybook.me/v2/client/booking/id/1/hash/bc8b4d94c4401092b3d4eeffb84db90/>

2)



Home
My Bookings
Select Language

Date: 06.12.2020
Starts at: 6:00 PM
Ends at: 6:15 PM
Provider: FBS Representative (BI)
Location: Alamo Heights ISD
Category: English Assistance
Booking code: j5ngx6h
Status: Confirmed

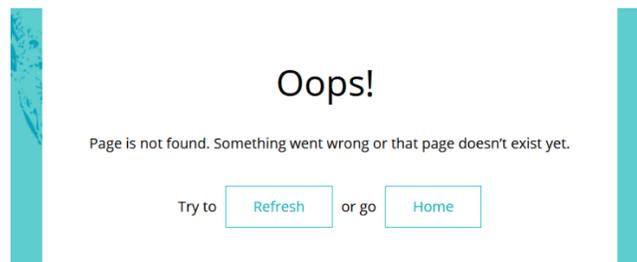
Intake form fields: [v]

ADD TO CALENDAR

[no] [plus] [pencil]

If the scheduler link is not active, can I still schedule my appointment?

FBS account teams will work with your district to determine scheduler availability. If employees try to access the scheduler before active status, the following error message will display.



Oops!

Page is not found. Something went wrong or that page doesn't exist yet.

Try to [Refresh](#) or go [Home](#)

For further questions please contact FBS at (800) 583-6908

