

Employment Status Transfer FAQ

Q: I recently changed from Part-Time to Full-Time or from Full-Time to Part-Time. What should I do?

A: You will receive a phone call and email from the Benefits Service Center (BSC) within 10 days of your status change. If you would like support more quickly, you may contact the BSC directly at **833-483-7863** or by email **hello@cartersptbenefits.com**

Q: When do my current benefits expire?

A: Your current benefits will be terminated the last of the month of your status change. You are eligible to continue coverage through COBRA or by porting products directly with the insurance company. To do so, you must respond to the correspondence from the COBRA Administrator and insurance companies within 60 days of your benefits expiration date. Even if you plan to enroll in your new benefits offering, we encourage you to consider your coverage continuation options in order to avoid any gaps in coverage.

Q: How long do I have to enroll in the new Part-Time benefits plan? And when are the benefits effective?

A: If enrolling in the Part-Time benefits plan, you have 60 days plus until the end of the month to enroll. For example, if you changed from Full-Time to Part-Time on August 10th, you would have until October 31st to enroll. Your benefits will be effective the 1st of the month following your enrollment window. Using the previous example, your benefits would be effective on November 1st.

Q: How long do I have to enroll in the new Full-Time benefits plan? And when are the benefits effective?

A: If enrolling in the Full-Time benefits plan, you have 30 days from your status change to enroll. For example, if you changed from Part-Time to Full-Time on August 10th, you would have until September 10th to enroll. Your benefits will be effective the day after your enrollment window ends. Using the previous example, your benefits would be effective on September 11th.

Q: If I do not enroll, will my current benefits rollover to the new plans?

A: No, current benefits elections will not automatically rollover. You must actively elect the benefits you wish to have, or you will not have coverage in your new plan.

Q: If I miss my enrollment window, when will I be able to enroll?

A: Unless you experience a Qualifying Life Event, you will not be permitted to enroll until the next Open Enrollment period.

Q: How do I enroll in Part-Time benefits?

Phone: 833-483-7863 (PTME)

Online: www.cartersptbenefits.com (click "enroll now")

Q: How do I enroll in Full-Time benefits?

Phone: 855-614-0186

Online: <https://carters.benefitsnow.com> (click "Are you a new user?")