

### Retirement News

#### **Division of Florida Retirement System (FRS) Implements New Self Service Call Features**

The Division of Retirement's Contact Center is implementing a new phone system to reduce call wait times and improve customer service. Beginning Friday, August 28, the new Interactive Voice Response (IVR) phone system will offer customers self-service options to quickly resolve issues without having to speak to a representative, such as:

- Requesting an estimate at their normal retirement.
- Reporting an early DROP termination date.
- Requesting a copy of an IRIS Form 1099-R or Pension Income Verification Letter.

These items and more will be delivered by mail to a caller's address on file or delivered electronically through a caller's FRS Online inbox depending on the delivery preference selected.

The IVR phone system **1-844-377-1888** will also include an innovative call back feature, providing callers the option to schedule a call back from a representative at a specific later time or receive a call back as soon as a representative becomes available.

#### **Exciting New Way to Set up a Voluntary Retirement Plan**

Pinellas County Schools continually strives to provide enhanced benefits for employees. One such benefit is the voluntary 403(b) retirement savings plan that employees can elect to participate in for their future financial security. Within minutes, you can complete and start voluntarily saving for your future retirement.

Employees have the option of doing their own research and meeting with a local advisor who can provide one-on-one planning and enrollment assistance QuickENROLL option. (See our [Retirement website page](#) for more information).

However, for those who aren't able to schedule a meeting or to do research, we have partnered with authorized Investment Providers in our Plan to provide the QuickENROLL option that offers the ability for employees to enroll in a 403(b) plan in less than 2 minutes with their chosen authorized investment provider company.

Opening a 403(b) account through QuickENROLL allows you to quickly start saving for your future retirement needs. Simply select from the list of participating investment provider companies, complete the required fields in the online application process, submit, and you are done. Deductions should start within 1-2 paychecks.

**Available beginning September 1<sup>st</sup>.** Click [here](#) for step-by-step instructions.

To take advantage of this benefit, visit the QuickENROLL website: [www.myquickenroll.com](http://www.myquickenroll.com)

## **Considering Retirement in the next few months...**

If you are thinking about retirement, contact the Risk Management Retirement Team at [risk-retirement@pcsb.org](mailto:risk-retirement@pcsb.org) or at 588-6214 to determine the forms that you will need to submit to Risk Management to retire from The Florida Retirement System. Two months prior to your retirement date is the ideal time to start the process.

Risk Management has compiled a [Retirement Roadmap Checklist](#) to assist you in the process of preparing for retirement. The Retirement Roadmap Checklist is a valuable tool that employees can use from hire to retirement.

## **Benefit News**

### **MetLife Pet Insurance (New Plan Design)**

Pet insurance offered by MetLife is simple, flexible, and helps ensure that you can care for your pets.

- Flexible products with straightforward pricing options and customizable limits
- Deductible savings – your deductible decreases if you go claim-free in a policy year
- Quick 3-step enrollment and hassle-free claims experience– most claims are processed within 10 days.
- Multichannel support options – Caring and passionate pet advocates who have been serving pet parents and their communities for more than 15 years
- Rates are individualized as they are determined by the plan options that an employee chooses. It is much like Property & Casualty insurance whereby the plan is customized. Rates are then quoted based upon the customization of services that the employee chooses.
  - Note that there is a special enrollment window that will take place through September 15, 2020.
  - Pre-existing conditions may apply.
  - There is the ability to maintain payroll deductions (there is also the option to move to direct bill as well).

Please visit [www.petfirst.com/switch2met](http://www.petfirst.com/switch2met) or call 866-SWCH-MET (866-792-4638) between now and September 15<sup>th</sup>.

## **Wellness News**

### **Resources for Living Employee Assistance Program**

Listen to live webinars on topics such as communication, stress, self-improvement and more.

- How small changes can lead to big results
  - Thursday, September 3, 2020
  - 3:00 EST 1 hour
  - [Register](#)
- Making Time for “Me”: Work-Life Balance
  - Thursday, September 17, 2020
  - 3:00 EST 1 hour
  - [Register](#)

**You Still Have Time to Earn Your 5 or 8 Credits for The Aetna Health Promise Incentive!**

Employees have until 12/31/2020 to earn all 5 or 8 credits to earn the \$250 or \$350 Aetna Health Promise Incentive. To learn more about the program, please visit [pcsb.org/wellness](https://pcsb.org/wellness).

**Get Your Flu Shot!**

Now more than ever, it is important to get the flu vaccine. As flu season quickly approaches and the forecast of COVID-19 remains unknown, experts warn Americans to take extra precautions to reduce the burden on our healthcare systems. The flu shot is the best way to reduce your risk of getting sick with the flu and spreading it to others.

For more information about the flu shot and additional incentives from pharmacies, please visit [pcsb.org/wellness](https://pcsb.org/wellness).