

## Benefits Fact Sheet

UCPath is a systemwide project launched by the University of California to modernize its current payroll system. UCPath introduces new technology that will unify and standardize payroll, benefits and human resource (HR) systems for all UC employees. UCPath enables employees to have access to the same system and the ability to view payroll information, enroll in benefits, manage time off and more through the UCPath portal. Employees will also have access to the UCPath Center, the shared services hub which provides dedicated and responsive customer service support.

The UCPath Training Team is offering courses about new features and processes that can make a difference in your daily work. Ask your manager which training courses you should take and be sure to sign up early.

Here's a sneak peek at some, but not all, of the important differences you'll see when UCPath launches at UC ANR

### *Benefits Administration*

Routine benefits activities are managed by the UCPath Center, such as enrollment and claims submissions. Employees can also find benefits information in the portal or get help using the **Ask UCPath** feature.

Employees who have questions or need help with benefits should work directly with the UCPath Center. Local benefits teams no longer process enrollments, resolve enrollment issues, or request benefits transfers or reinstatements. However, all locations have on-campus services to provide assistance to those employees without ready access to a computer.

The UCPath Center also notifies employees about issues affecting benefits, such as involuntary loss of benefits. Local benefits teams no longer need to create or send these notifications.

### *Benefits Enrollment*

To sign up for UC benefits, employees log into the UCPath portal. Tutorials and web-based trainings are available to employees, and UCPath Center staff can also guide employees through the enrollment processes.

- During the open enrollment period, benefit elections can be changed once per day until the period ends.
- During the period of initial eligibility (PIE), employees must be certain about their benefit elections before clicking the **Submit** button in the UCPath portal. When PIE benefit elections are submitted in UCPath, the elections cannot be changed until the next open enrollment period.

### *Life Events*

Employees who have a life event can log into the UCPath portal and follow the steps to update benefits information. They may also be directed to update additional information, such as tax withholdings.

**Benefits Claims**

The claims process is managed by the UCPath Center and can vary based on type of insurance and vendor. Local benefits teams no longer submit or process employee benefit claims. However, on-campus services will be available to assist those employees without regular access to a computer.

To submit life insurance claims, employees can log into the UCPath portal while surviving family members can contact the UCPath Center by phone. UCPath Center staff is available to provide employees with assistance. Local benefits teams can help by directing employees to the portal.

For disability claims, employees will submit claims to the vendor. The vendor evaluates the claim and manages the process directly with the UCPath Center.

All paychecks issued by the UCPath Center list benefit deductions in a consistent order. As a result, some employees may see a change in the order of their deductions. The order of benefit deductions is standard across all UC locations.

**Benefits Deductions**

For questions about benefit deductions, employees can submit a request using the portal's **Ask UCPath Center** feature or contact the UCPath Center. Local payroll departments can also notify the UCPath Center to initiate resolution of deduction errors.

Employees who have been rehired or transferred between UC locations can contact the UCPath Center for help with benefits. To open a request, employees can use the portal's **Ask UCPath Center** feature.

**Rehires and Transfers**

The UCPath Center is the first point of contact for many employee and location departmental questions and concerns, including:

- Employment Verification
- Payroll adjustments
- Overpayment and corrections
- Regulatory Reporting
- Deductions and calculations
- Leave balances
- Extended absences
- Benefits billing

**Getting help from the UCPath Center**

The UCPath Center coordinates across relevant departments as needed and tracks the resolution process through closure.

Questions about UCPath? Email [ucpath@ucanr.edu](mailto:ucpath@ucanr.edu)