# **F***requently* **A***sked* **Q***uestions*

County of Galveston, Human Resources

## Applicants

***Q. Can I check on the status of my application?***

A. Unfortunately, due to the high volume of applications received, we are unable to advise applicants on the status of their applications.

***Q. How long will it take to hear whether or not I will be interviewed?***

A. All departments handle their own hiring process in their own unique way. There is no specific time frame and you may or may not hear from them regarding an interview.

***Q. Can I contact the department myself to inquire about my application?***

A. This is highly discouraged and Human Resources will not provide the contact information for the person handling applications and interviews.

***Q. What is the contact information to the Human Resources department?***

A. Physical address: 722 Moody Avenue, 3rd Floor, Galveston, TX 77550
Phone number: 409-770-5418
Fax: 409-770-5351
E-mail: HumanResources@co.galveston.tx.us

## New Hires

***Q. I have just been offered a position with Galveston County. What happens next?***

A. Congratulations! Now that you have been offered a position you must complete new hire orientation. All orientations are scheduled with Human Resources by the department that you will be working for.

***Q. When are orientations conducted?***

A. All orientations are conducted in a group setting and are held every Monday at 1:00pm.

***Q. How long will orientation take?***

A. Depending on the size of the group, orientation can take anywhere between 1 ½ to 3 hours.

***Q. What will I need to bring with me in order to complete orientation?***

A. During orientation you will complete all benefit enrollment forms. You will need to come prepared with beneficiary information *(full legal name, date of birth, address, social security number)*. Galveston County is mandatory direct deposit. You will need to provide complete banking information *(bank name, routing and account number)* as well as proof.

***Q. What happens if I come to orientation unprepared?***

A. If you do not have your complete information, your orientation will be rescheduled as enrollment and payroll cannot be processed with incomplete information. This could potentially lead to a delay in employment.

## Benefits

***Q. I forgot which plan I enrolled in. How do I find out this information?***

A. This information can always be found on your check stub. All mandatory and voluntary products will be listed under "pre-tax deductions" and "after-tax deductions."

***Q. How much vacation and sick time do I have available to me?***

A. This information can also be found on your check stub on the top right hand corner under "leave record."

***Q. What is the difference between the base and buy-up medical plans?***

A. There are several differences between the two plans. Please consult the summary below:

| | Base | | Buy-Up | |
|---|---|---|---|---|
| **Summary of Medical Plans**<br>PPO Network: Aetna | **PPO** | **Non PPO** | **PPO** | **Non PPO** |
| Calendar Year Deductibles | | | | |
| -Per Individual | $2,000 | $4,000 | $1,000 | $2,000 |
| -Per Family | $4,000 | $8,000 | $3,000 | $6,000 |
| -Per Hospital Confinement (Additional) | $100 | $500 | $100 | $500 |
| -Non-Compliance Penalty (Per Confinement) | $500 | $500 | $500 | $500 |
| Prescription Drugs | | | | |
| Retail Co-pays: (30-day max) | | | | |
| Generic | $10 | $10 | $10 | $10 |
| Brand/Generic Available | $35 | $35 | $35 | $35 |
| Brand/No Generic Available | $45 | $45 | $45 | $45 |
| Specialty/Injectibles | 10% up to $100 | 10% up to $100 | 10% up to $100 | 10% up to $100 |
| Mail-Order Co-pays: (90-day max) | | | | |
| Generic | $ 25 | $ 25 | $ 25 | $ 25 |
| Brand/Generic Available | $ 88 | $ 88 | $ 88 | $ 88 |
| Brand/No Generic Available | $112 | $112 | $112 | $112 |
| Office Visit Co-Payment (Applies to office visit only) | N/A | N/A | $25 | N/A |
| Percentage Payable | | | | |
| -Diagnostic | 80% | 50% | 80% | 50% |
| -Wellness - 100% Up to $250 Annual | 100% | N/A | 100% | N/A |

***Q. I have an issue or questions about my medical plan. Who can I contact?***

A. Boon-Chapman customer service is always available to you. They can be reached at 1-800-252-9653.

***Q. I know that a Health Risk Assessment (HRA) is required of the employee to participate in the medical plan. What is the deadline to have my HRA completed?***

A. All new hires that enroll in one of the medical plans *(base or buy-up)* must have their HRA completed within 30 days of their insurance effective date.
All current employees will have from January 1 – October 31 of every year to have their HRA completed.

***Q. Do my dependants (spouse and children) have to have a HRA completed?***

A. No, the HRA is only required of the employee.

***Q. What happens if I do not get my HRA completed?***

A. Any employee who does not have their HRA completed will be dropped from the medical plan for one full year and will not be eligible to re-enroll until the following year. This will affect the coverage of dependents as well.

***Q. If I am on the Medical Waiver Plan can I still utilize the CareHere clinics?***

A. No, the CareHere clinics are only available to those employees and dependants that are enrolled in either the base or buy-up medical plans.

***Q. Can I change my benefits throughout the year outside of open enrollment?***

A. No. Unless you meet very specific guidelines, benefits and enrollments can only be changed during open enrollment.

## Separation from Employment

***Q. I have decided to leave employment with Galveston County. What happens next?***

A. Your last paycheck will be direct deposited into your bank account(s) currently set up for payroll as long as you have been cleared by your department and have no outstanding County property.

If you are not cleared and have outstanding County property, your last check will be mailed to you once everything has been satisfactorily resolved.

All information and paperwork needed to withdrawal money from both TCDRS and AUL retirement accounts, if you desire to do so, will be mailed to your last address on file in Human Resources.