

Human Resources Newsletter

February 2022



In This Month's Issue:

- **ShoutOut: Student Health Services**
- **I-9 Required for New Employees**
- **Accessing Your Health Insurance ID Cards**
- **How To Use Your Healthcare Flexible Spending Account (FSA)**

And More!

Reminder for Departments: I-9s Required for New Employees

Please note that new hires must complete their I-9 before working OR training, including departmental training and online System trainings in TrainTraq. I-9s are by appointment only. To schedule an appointment, please call Rita Jones at 903-468-8741 or email Rita.Jones@Tamuc.edu.



Big Shout Out to Student Health Services!!

Human Resources would like to take the opportunity to recognize The Student Health Services Department. Thank you for all your hours of hard work and intense labor during this challenging year. We greatly appreciate your outstanding service and dedication to our community.



Accessing Your Health Insurance ID Cards

When you enroll in benefits for the first time, you should receive ID Cards for a Blue Cross and Blue Shield Medical plan, Express Scripts Prescription drug plan, Superior Vision plan, and Delta Dental plan. You are not required to carry the hard copy of any of these cards to receive services at most physicians' offices, unless the specific office requires it. However, we understand that you may like having your information readily available in one place.

Misplacing your insurance ID cards can be a pain when trying to go to an appointment or get a prescription! You can follow the steps for each insurance plan below to get a new ID card, and then keep them all in one place on MyEvide. [MyEvide](#) has the ability to save images of multiple ID cards, so all you need is your phone and the MyEvide app the next time you need your card.

Blue Cross and Blue Shield of Texas

You can request a paper copy using Blue Access for Members.

1. Log in to your Blue Access for Members account at <https://www.bcbstx.com/tamus>.
2. From your dashboard, click the image of the ID card on the left hand side.
3. You can print a paper copy of your ID card, or order one from this page!
4. If ordered, a new ID card will be mailed to the address on file within two weeks.

Express Scripts

Retirees on the 65 plus plan and their spouse will have separate ID cards.

- Log into your Express Scripts account.
- Select the Account tab from the main menu.
- Click Member ID Card.
- Download your card from this screen.

Superior Vision

Although you are not always required to present your vision ID card, it is good to keep for your records.

1. Go to <https://superiorvision.com/> and select "Member Log in" in the top right.
2. Log in using your username and password. From the home page, select Print ID Card from the menu.



Delta Dental

Although you are not always required to present your dental ID card, it is good to keep for your records.

1. Go to deltadentalins.com/tamus.
2. Click "ID cards".
3. Log in to Delta Dental primary website.
4. Click "Get ID Card"
5. Select Print ID Card or snap a picture of your digital copy!

You will automatically receive a new ID card if you have a qualifying life event, if the carrier or the A&M System choose to do a full reissue, or if you are enrolling for the first time. Your spouse should receive a copy of the medical ID card, and you will receive an additional copy of your vision ID card if your spouse is enrolled.

Navia Mobile Pay, Now Available

What is Navia Mobile Pay?

Are you interested in a more convenient way to pay for Flexible Spending Account expenses? Do you prefer to use contactless payments? With Navia Mobile Pay you can quickly and easily pay for eligible benefit account expenses, both in store and online, using your digital wallet app on your mobile device.

How do i set it up?

1. Open your digital wallet (Apply Pay, Google Pay, or Samsung Pay)
2. Enter your Navia debit card details
3. Accept the Terms & Conditions
4. Complete the authentication process, as prompted
5. Begin using your digital wallet to pay for eligible expenses



What are the benefits of using Navia Mobile Pay?

Navia Mobile Pay provides access to a convenient and secure contactless payment option for your FSA purchases. You may not always have your Navia debit account card with you, and your mobile device is all you need to make eligible FSA purchases. You can also take advantage of the tap to pay technology at pick up windows if the pharmacy or location offers it!

Using DentalQual and Dental's Provider Search

Searching for quality dental care in your area?

DentalQual is a quality of care rating system on Delta Dental's website. Scores are based on 5 measurement categories using treatment data:

- commitment to best practices
- treatment outcomes
- treatment recommendations
- patient retention
- cost effectiveness



Dentists are compared to their same specialty peers in the same local zip code. The results are updated automatically every month, based on DentalQual's review of deidentified, aggregate claims.

Visit the deltadentalins.com website to get started.

1. Click Find a Dentist, enter your Zip code, and select your plan (Delta Dental PPO or DeltaCare USA HMO).
2. Look for the DentalQual rating at the top of the listing box on the search results page.

Quality scores are not intended to be a guarantee of any dentist's quality and they are not a substitute for professional advice. At this time, DentalQual scores are only shown on the directory pages for dentists with enough available data to be rated. The A&M System does not verify the quality score ratings.

Cultivating Civility In the Workplace

What happens when eradicating negative behaviors is not enough? Campus executives and administrators are increasingly asking what they need to do to make institutions of higher education a more respectful and collegial environment.

In general, employees want to come to work and be treated with kindness and respect. Research recently reported in the Harvard Business Review, titled Make Civility the Norm on Your Team, Christine Porath confirms something we all have experienced rampant incivility in the workplace has increased dramatically over the past 20 years. One of the solutions she cites encourages managers to set workplace expectations early on even in the interview process when there is an opportunity to articulate the university's values to prospective employees. She advocates being explicit about your university's values and encouraging candidates to decide for themselves if they want to work in an organization where these values are paramount.



For evidence, the Harvard Business Review article references how one California law firm created a "civility code." A copy of these shared values now hangs in their front lobby. The firm's shareholders attribute that these shared values is the primary reason that their firm is ranked the number one place to work in Orange County (CA). Take a look at their civility code:

1. Greet and acknowledge one another
2. Say please and thank you
3. Treat each other equally and with respect, no matter the conditions
4. Acknowledge the impact of your behavior on others
5. Welcome feedback from each other
6. Be approachable
7. Be direct, sensitive, and honest
8. Acknowledge the contributions of others
9. Respect each other's time commitments
10. Address civility daily



A similar article written by the University of Tennessee Office of Employee and Organizational Development cites five (5) specific ways to promote civility in the higher education workplace. The authors maintain that by using these five steps their employees have experienced better communication, collaboration, and cohesiveness and when problems arose, the university saw less turnover and interpersonal conflict. Here are the University of Tennessee principles:

1. Pay attention
2. Acknowledge other people
3. Be inclusive
4. Respect even a subtle "no"
5. Be respectful of other's time

For more information, go to:

1. <https://hbr.org/2018/01/make-civility-the-norm-on-your-team>
2. <https://hr.tennessee.edu/posts/2015/05/12/civility/>

Talent Acquisition Welcomes: Jennifer Davis



Human Resources would introduce our new Employment Coordinator for Talent Acquisition, Jennifer Davis.

I was born in Commerce and

have lived here all my life; I am very fortunate to have all my family living close.

I started working for the University for now over ten years, and after eight years in the same department have recently made the change in my career to become an Employment Coordinator for the Human Resources Department. I am very dedicated to my new work family and enjoy helping others. I hope to grow and develop new skills in the department and retire one day.

I currently own several outside cats and have one senior indoor cat that I have had over sixteen years named Shadow, which was adopted from the animal shelter.

My passion outside of work is my glamping. I own a 1979 Airstream Argosy that we restored that we carry to vintage camper rallies and attend with sister Stacey. In addition, I enjoy crafting and going out with my family and friends in my spare time.

Talent Acquisition Welcomes: Mary Calderilla



Hey, Y'all! My name is Mary Calderilla, and well, I'm the new "Jayla"! Jayla was such a great resource (now a friend) when I started working at Campus Rec two years ago as an Administrative Assistant. I am thankful for her

and how patient she was with me, learning all the WorkDay tasks. I'm sure there were times she didn't want to answer another WorkDay question from me. With that being said, Jayla is a rockstar, and I learned from the best, and I desire to be the same resource and aid to you all as I transition into the Talent Acquisition Team. Speaking of rockstars, I am so thankful for this team and how they have helped with my transition coming in and Jayla's transition going out! Amy, Julie, Kristine, and Jennifer, we ALL would be lost without y'all these past couple of months! Thank you!

A bit of me, I was born and raised in Greenville, TX, in a Mexican –American household. I am a proud 4th generation Latina who gets to enjoy both of my cultures while helping others do the same. I often tell people I am a perfect example of Tex-Mex in every way. Working at TAMU-C has allowed me to finish my degree and grow my career. When I'm not working or doing homework, you will probably find me in my kitchen cooking and singing; depending on the day, it could be worship music or Selena!

I am a very passionate person, and I love helping others be their best as I strive to be mine! I can't wait to get to know you all better!