

Q: Is enrollment in medical coverage required to enroll in dental and/or vision coverage?

A: No, all coverages are standalone with the exception of the prescription coverage which is embedded in the medical plan.

Q: Who is our prescription plan through?

A: The prescription plan is embedded with the medical plan and both coverages are through BlueCross BlueShield of Tennessee (BCBST). The information for prescription coverage is located on your medical coverage ID card.

Q: Where do I get extra copies of my medical, dental and vision ID cards?

A: You can obtain extra copies of your medical and dental cards by either downloading the mobile app or going to the website for the appropriate vendor and setting up an account. Cards are accessible once you are registered. You can also download each card to your phone.

Note: The vision plan provider VSP does not offer ID cards of any type. Your coverage will be verified by the eye care provider of your choice before treatment.

Q: What happens if I miss the 31-day New Hire Benefit Enrollment window?

A: You must wait until Annual Enrollment to add or make changes to any benefit coverage unless you have Qualifying Life Event (QLE), in which case you are eligible for a Special Enrollment window.

Q: What is considered a Qualifying Life Event (QLE)?

A: Examples are marriage, divorce, birth/adoption of a child, loss of coverage etc. You have 31 days from the date of the event to make changes.

Q: What is an EOI?

A: An EOI is an acronym for Evidence of Insurability, which is medical questions asked for the implementation of specific policies such as life insurance.

Q: What will happen to my benefits if I leave UCOR?

A: Your coverage will continue through the end of the month of your termination date. (For example: Your termination date is 10/12/2024, so your benefits will end 10/31/2024).

Q: How do I contact the Benefits Program for a DOE Displaced Worker?

A: Contact Emyprean by calling 1-800-451-8964

Q: What are the rates for COBRA coverage?

A: Please contact UCOR Benefits at benefits@orcc.doe.gov or by calling 865-241-1721