

April 10, 2013

**To:** Faculty and Staff

**Re:** New Benefits Service Delivery Model

UCR is implementing a new benefits service delivery model to optimize faculty and staff support in the years ahead. This model has been thoughtfully developed to ensure a similar level of service continues to be provided to faculty, staff, and retirees despite resource (budget) reductions and reduced staffing levels. The new approach leverages technology but also continues to offer in-person support when appropriate. Details on this new “blended service” delivery model can be found below.

### **Healthcare Facilitation**

In-person healthcare facilitation services will continue to be offered. Information can be found on the [Benefits website](#).

### **Redesigned Benefits Website**

The redesigned Benefits website focuses on guiding faculty and staff to actionable information, from easy-to-access information on how to enroll in benefits for new employees to step-by-step directions on benefits for current employees, while providing links to the At Your Service website for routine benefit policy information and a dedicated section for [Department Benefits Representatives](#).

### **Retirement Services**

Effective June 1, 2013, responsibility for retirement processing, inquiries and counseling is being transferred to the UC Retirement Administration Service Center (RASC) in Oakland. Detailed information regarding this change is available via the Human Resources website under [Retirement Services](#).

Those Faculty and Staff planning to retire from UC Riverside on July 1 should email [benefits@ucr.edu](mailto:benefits@ucr.edu) as soon as possible for an appointment.

### **Disability Benefits Processing**

Disability processing services are now provided via online resources. A new [Disability Benefits webpage](#) has been developed to allow faculty and staff independent access to apply for and manage their disability claim and arrange for benefits continuation. The new [Disability Benefits webpage](#) contains:

- Descriptions of the various disability benefits offered by UC
- A five-step process for initiating and managing a disability claim
- Return to work information
- Long-term disability options
- Links to booklets, forms, checklists, and policies to assist faculty and staff in applying for and managing their disability benefits

Questions regarding disability claims should be directed to Liberty Mutual at (800) 838-4461; questions regarding benefit premiums should be directed to Payroll at 827-1962; and, all other disability related questions should be submitted by email to [benefits@ucr.edu](mailto:benefits@ucr.edu).

### **Financial Planning**

In-person financial planning will no longer be offered; however, general online information and guidance on seeking a financial planner can be obtained via the Work/Life section of the Human Resources website under [Financial Planning](#). Fidelity does offer in-person counseling on all UC Retirement Savings plans through their guidance counselors. You can make an appointment with one of Fidelity’s guidance counselors through Fidelity’s [website](#) or by calling them at 800-558-9182.

For questions, please email [benefits@ucr.edu](mailto:benefits@ucr.edu).

Marilyn Voce  
Associate Vice Chancellor, Human Resources