



August 6, 2013

## Introducing the New Frontier Online Benefits Service Center

Dear Employee,

We are very excited to announce a new, enhanced Employee Benefits Service Center administered by Empyrean Benefits Solutions. Beginning September 3, 2013, the Frontier Employee Benefits website will have a new look and new features. **Your benefits aren't changing**, but the tools, knowledge and level of customer service support are new and improved.

### Logging On For The First Time On or After September 3, 2013:

- You may access the Employee Benefits Website as you do today through the HR site on *the Link*, or go to:
  - New URL [www.frontierbenefitscenter.com](http://www.frontierbenefitscenter.com)
  - New Customer Service #: **1-855-FTR-2887**

### Here are some of the things you can do on the new site:

- View your benefits and coverage details
- Review detailed side-by-side comparisons of plan options during our annual Open Enrollment window
- Designate or update your beneficiaries
- Make mid-year changes when you experience a qualified change in employment or family status
- Access and review/print plan information such as summary plan descriptions (SPDs) and summary of benefits coverage (SBCs)
- Access and print forms
- Access your Flexible Spending Account information and submit claims
- Upload dependent verification documents when adding a new dependent to coverage
- Web chat with call center representatives who can access your benefits information online to assist you in real time
- And much more!

### Your First Login on or after September 3

Access the benefits website at [www.frontierbenefitscenter.com](http://www.frontierbenefitscenter.com) or through the HR site on the home page of *the Link*

**Your user ID** is the first two letters of your first name, first three letters of your last name (all lower case) and last four numbers of your Social Security Number (SSN).

**Your initial password** is your date of birth (MMDDYYYY). You are required to change your password after you log in for the first time.

**Keep your user ID and new password in a secure place** since you'll need this information each time you log on to the website.

Call the **Frontier Benefits Service Center at 1-855-FTR-2887** to speak with a representative for help in setting up your account. Representatives are available from 9:00 a.m. to 6:00 p.m. Eastern, M-F.

### Flexible Spending Account Participants:

- Your account balance(s) will transition from YSA to the new administrator
- You will receive two Debit Cards prior to September 3, 2013
- Visit [www.frontierbenefitscenter.com](http://www.frontierbenefitscenter.com) on or after September 3 to access your account balance(s) and submit claims
- You can call the **Frontier Benefits Service Center at 1-855-FTR-2887** to ask a representative for assistance in accessing your account and/or submitting claims

Be sure to log on to the benefits website on or after September 3<sup>rd</sup> to become familiar with its new features, tools and information. The more you know about your benefits the more value you will get from them.

**Please note- The new website and phone number are not available until we go live on September 3, 2013.** Until then, continue accessing your benefits information by logging on to the current site [www.yourbenefitsresources.com/frontier](http://www.yourbenefitsresources.com/frontier) or by calling the representatives at 1-877-FTR-2770, between 9:00 a.m. to 6:00 p.m. Eastern, Monday through Friday.

Thank you,



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