

## UPMC DirectLink provides access to the following representatives

<b>Retirement</b> . . . . .	9:30 a.m. to 6 p.m. Monday through Friday
<i>Retirement accounts can be accessed through My HUB without entering another password.</i>	
<b>UPMC Health Plan</b> . . . . .	8 a.m. to 8 p.m. Monday through Friday
<i>Medical benefits</i>	
<i>Flexible spending accounts</i>	
<i>Commuter parking accounts</i>	
<i>UPMC Health Plan accounts can be accessed through My HUB without entering another password.</i>	
<b>United Concordia Dental</b> . . . . .	8 a.m. to 8 p.m. Monday through Friday
<a href="http://www.ucci.com/tuctcc/clients.jsp?id=6">www.ucci.com/tuctcc/clients.jsp?id=6</a>	
<b>Vision Benefits of America</b> . . . . .	8 a.m. to 7 p.m. Monday through Friday
<a href="http://www.visionbenefits.com">www.visionbenefits.com</a>	
<b>UPMC WorkPartners</b> . . . . .	7 a.m. to 7 p.m. Monday through Friday
<b>Employee Service Center</b> . . . . .	8 a.m. to 5 p.m. Monday through Friday
<b>Payroll</b> . . . . .	8 a.m. to 4:30 p.m. Monday through Friday
<b>LifeSolutions (EAP)</b> . . . . .	8 a.m. to 5 p.m. Monday through Friday
<i>24-hour emergency service</i>	
<a href="http://eap.infonet.upmc.com">http://eap.infonet.upmc.com</a> (Evening hours by appointment)	

## Optional Voluntary Benefits

<b>AFLAC</b> . . . . .	8 a.m. to 8 p.m. Monday through Friday
<b>ARAG Legal Insurance Plan</b> . . . . .	8 a.m. to 8 p.m. Monday through Friday
<b>Interest-Sensitive Whole Life Unum</b> . . . . .	8 a.m. to 5 p.m. Monday through Friday

*Voluntary benefits can be accessed through My HUB without entering another password. For processing questions, contact EBenefits Solutions at 1-866-203-8051.*

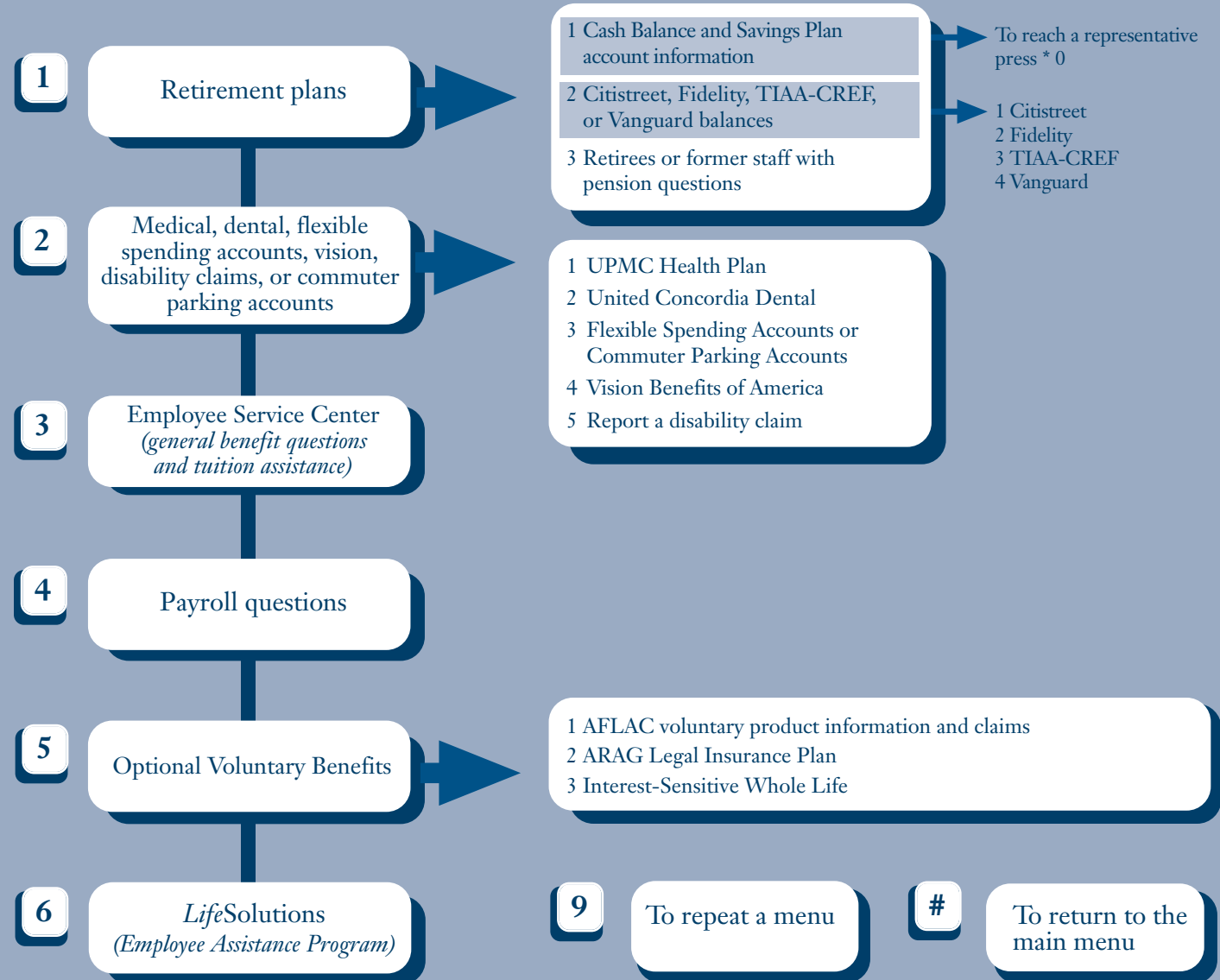


At the touch of a button or a click of a mouse

My HUB and UPMC DirectLink provide staff with easy access to benefit information

## Welcome to UPMC DirectLink

UPMC DirectLink can be accessed when you dial 1-800-994-2752 toll-free from any touch-tone telephone. Follow the recorded instructions to reach representatives in the UPMC Employee Service Center, UPMC Health Plan, UPMC Retirement Center, and voluntary benefit providers.



UPMC is an equal opportunity employer. Policy prohibits discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or veteran status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.



## Welcome to My HUB

My HUB is a self-service website accessed through Infonet (<http://infonet.upmc.com>). This secure, protected site is available 24 hours a day, seven days a week and can be accessed from home or work computers with Internet capability. The Human Resources area of My HUB allows you to view important information such as your pay advice, or paid time off (PTO) balance, and to update payroll and benefits information with a few keystrokes. Staff also can use My HUB to access Your Benefits Resources™ (UPMC Savings and Cash Balance Plans), MyHealth OnLine and MyFlex Advantage (UPMC Health Plan), and My Voluntary Benefits (AFLAC, ARAG, and Unum) without having to remember another password.



## Getting started with My HUB for the first time

- Log on to Infonet (<http://infonet.upmc.com>) and click on the My HUB icon.
- Click on the First Time Users link to register for My HUB.

Note: As a first-time user, you will need to enter your Employee ID number, Social Security number, and date of birth. You can obtain your Employee ID from your manager or by looking at the top of your benefit enrollment notice. The earliest you can access My HUB is two weeks before your first day of work.

- Once you have established a password and received your user ID, you can log on to My HUB. If you forget your password or user ID, or want to change your password, click the UPMC Password/Account Maintenance link. Any issues with access and log-on should be directed to the UPMC ISD Help Desk at 412-647-HELP (4357) or your local ISD Help Desk.

## What does My HUB do for you?

The various features within the Human Resources area of My HUB are organized as follows:

### My Payroll

Staff use My Payroll to select and review their federal tax withholding (W-4), local wage tax withholding, and quarterly state and federal tax balances. Also, access My Payroll to:

- review leave summary
- review and print out current and previous pay advices
- select and review bank account information for direct deposit
- sell PTO (paid time off)
- request a bus pass

### My Benefits

The My Benefits feature provides staff with the ability to enroll in benefits, complete annual Open Enrollment, update life insurance beneficiary information, and review medical, dental, and vision benefits and flexible spending account information. Also use My Benefits to access:

- MyHealth — Medical, flexible spending, and commuter parking
- MyFlex Advantage
- My Voluntary Benefits
- My Retirement

### My Profile

Using My Profile, staff can submit changes to their personal information, including change in name, address, marital status, telephone number, e-mail, and emergency contacts. You also can view job information such as service date and hourly rate, and update your Disaster Preparedness Profile.

### My Total Compensation

This resource enables staff to review the total value of their compensation, benefits, and retirement savings.

### View UPMC Jobs

Staff can view job postings and recruitment information by selecting this resource.

### uLearn

The uLearn feature enables staff to review and enroll in required and optional classes offered by UPMC.

### Alerts and Announcements

Reminders about various work-related activities and items you need to complete as part of your employment are communicated using these features.

## All staff use My HUB to complete benefits enrollment

You must enroll in your benefits within *30 days of your hire or status change date*. Follow these steps to ensure that you have completed the enrollment process:

- Review your enrollment options through Infonet (<http://benefits.infonet.upmc.com>) or call UPMC DirectLink at 1-800-994-2752, option 2, for specific carrier questions.
- Log on to My HUB to make your elections and designate your life insurance beneficiaries through the online enrollment system. Select the Human Resources tab, then the Benefits Enrollment link under My Benefits.
- Submit your enrollment and follow the printable summary link to print out a copy of your Election Summary Statement.
- After you print your Election Summary Statement, you will be given the option to enter your voluntary benefits enrollment.
- Staff enrolling a spouse, domestic partner, or dependent child between the ages of 19 and 25 for benefit coverage must supply documentation qualifying eligibility status within 30 days of enrollment. Submission forms are available online in My HUB during the enrollment session.
- Watch for your confirmation statement in the mail and review it for accuracy.
- Review your pay advice to ensure that your benefit elections are accurate.
- Contact UPMC Health Plan toll-free at 1-800-994-2752, option 2, to select a primary care physician if enrolling in the UPMC Advantage HMO.
- While all staff are eligible for MyHealth wellness services, staff electing medical coverage have 30 days to complete the MyHealth requirements. For more information about these requirements, access Infonet at <http://benefits.infonet.upmc.com/MyHealthRequirements.htm>. To begin using the online wellness tools and complete the MyHealth questionnaire, log on to My HUB, select the Human Resources tab, then click on MyHealth under My Benefits.

