NEW HIRE FAQs:

Q: Am I eligible for benefits?

You are eligible for benefits with Pima County if you currently work in a regular full-time or part-time (20 hours/week) position, classified as benefits-eligible (see Administrative Procedure 23-22 Attachment I for the list of classifications).

Q: When do I need to enroll?

When you are hired into a benefits-eligible position, you have a 31-day window from your start date to visit your benefits page and enroll in benefits. New Hire Enrollment Instructions

Q: What happens if I miss the enrollment deadline?

If you miss your enrollment window, please contact us at HRBenefits@pima.gov. We will show you how to submit an enrollment appeal, which if approved will open up your benefits window to make the requested changes.

Q: When does my insurance coverage begin?

Pima County benefits will activate on the 1st of the month after 30 days of employment. For example, if your start date is June 1st, your benefits would activate effective July 1st. If your start date is June 2nd, your benefits would activate August 1st.

Q: How do I choose a doctor/dentist/optician?

Each of our insurance carriers has a provider search directory on their web site. For contact and site information for our insurance and benefit providers, please visit our Benefits page, where you also can find a lot of good information about Pima County benefits.

Q: When/how do I receive my insurance member ID cards?

You should receive your member ID cards a week or two before your benefits are active. If you do not, first please confirm your address information in your ADP Portal is correct, and then contact the insurance provider's customer service to request cards. You can find contact information for the different insurance providers on our Benefits page. You are also welcome to contact us at HRBenefits@pima.gov for assistance.

Q: Where can I find information about the benefits Pima County offers?

You can find a good amount of information about the benefits Pima County offers on our Benefits page, as well as on our page created specifically for New Hires. Additionally, we will always have a link to our current Benefits & Wellness Guidebook posted for easy reference.

Q: Is participation in the retirement plan mandatory?

Pima County participates in a few pension retirement plans and the one for you may vary depending on your position. The Arizona State Retirement System (ASRS) is for civilian
employees, the Corrections Officer Retirement Plan (CORP) is for corrections officers, and the Public Safety Personnel Retirement System (PSPRS) is for commissioned peace officers. If you are unsure which plan you are eligible for, please contact your Department Benefits Representative (DBR) or us at HRBenefits@pima.gov for assistance. You can find more information on our Retirement Plans page. Participation is mandatory.

Q: What's the difference between an HSA and an FSA?

A Health Savings Account (HSA) is a pre-tax savings account for eligible medical expenses. Pima County offers the account free of fees, and will contribute to the account throughout the year. The level of contribution depends on the level of Pima County medical insurance coverage you carry. Both the county contributions and any additional contributions you elect to make belong to you, and will never expire. You may adjust your contribution level as you like throughout the year.

A Flex Savings Account (FSA) is similar to an HSA in that the contributions are made on a pre-tax basis. There are four different types of FSAs available, two for healthcare-related expenses, one for dependent care expenses, and one for parking permit reimbursement.

There are a few differences, however. The accounts work as funds for reimbursement, rather than up-front payment for expenses. The funds are more restricted than HSA funds, limiting the amount of funds than can roll over to the next plan year, and if expenses aren't planned for carefully, some funds may not be used by the end of the year and will be forfeited.

Q: How/when can I change my HSA contribution amount?

You can make changes to your HSA contribution amount throughout the year by reporting a Health Savings Account (HSA) Change life event on your benefits page (located in your ADP Portal.) Once the event is completed, the update will process for the following pay period.

Q: How do I know my benefits enrollment event has been completed?

The Confirmation of your benefits elections is the final step to completing an enrollment event. You will know you have successfully completed your event when you see a green checkmark and receive a Confirmation Number. If you have any questions, please contact us at #724-8464 or via email at HRBenefits@pima.gov for assistance.

Q: Where can I find my current benefits enrollment information?

You can find your current benefits information on the benefits page of your ADP Portal. Once you have logged in, you should see a Benefits pull-down tab along the top of your screen. If you have any questions, please call us at #724-8464 or email us at HRBenefits@pima.gov.

Q: What kind of supporting documentation do I need?

Different types of life events will require different kinds of supporting documentation. Once you have completed your enrollment event for the change you need to make, please be sure to send us copies of the documents needed for that event within 31 days. This required documentation and more can be found on our Qualifying Life Events page.
Q: How do the different types of life insurance work?

Pima County provides $50,000 Basic Life insurance for employees, automatically. If you would like to supplement that life insurance, you may also enroll in Supplemental life insurance and also Voluntary Accidental Death & Dismemberment (Vol AD&D) insurance, if desired. Both of these insure the employee. For family members, Spouse Life insurance and Child Life insurance are also available. The county pays for the Basic Life insurance, but employees pay for any additional enrolled life insurance.

As a new hire, you are guaranteed approval for up to 4x Supplemental Life insurance and $10K Spouse Life insurance, if you enroll. If you request higher levels of coverage, you would need to complete the Evidence of Insurability (EOI) process. If you enroll in Supplemental Life, Vol AD&D, or Spouse Life outside your initial New Hire event window, the EOI process would be required, also. The Child Life and Vol AD&D do not need an EOI process.

You can find more information on our Life Insurance page.

Q: How do I get my ID badge?

To request your Pima County ID badge, please contact the HR reception desk at #724-8028 or by email at HR.Reception@pima.gov to set an appointment.