



## County of Galveston Human Resources Department

# Human Resources Frequently Asked Questions:

### How do I update my address ?

Select the Personal Info tab from the home page of [Employee Online](#). Select the “EDIT” button on the bottom right corner of the page to make the appropriate changes. This will update your address with Payroll, Health Benefits, TCDRS & AUL.

### Can I make changes to my Health Benefits?

Yes, you can make changes to your health benefits each year **only** during Open Enrollment. You can also make changes during the year if you have a Qualifying Life Event (QLE). However, you must make the changes within 30 days of the QLE. Examples of a QLE are Marriage / Divorce, Birth or Adoption/ Death, You or a dependent lose or gain other Health coverage.

### What is the difference between BANKED and ACCRUED vacation ?

Each pay period employees accrue vacation time. Every year on your anniversary date, your remaining accrued time rolls over to your BANK. Banked Vacation is like a savings account for your earned time off. Remember, there is a limit to the amount of BANKED hours you can carry over on your anniversary. To view the Maximum Carry-Over limits, please review the [County HR Policy Manual](#).(page 29).

### How can I review coverage or get a replacement ID card for my Medical / Dental benefits:

You can review coverage either on the [FFEnroll Portal](#), visit a provider portal or contact a specific provider directly. For replacement cards for [Dental & Vision](#) (Click link)  
[Texas Association of Counties / BCBSTX](#) (Click link)

### How can I get a copy of my pay check stub or W-2?

Login to [Employee Online](#) by using your Employee ID and the password you created in Orientation. On the Home page, you will see options on the left menu bar to click and view your previous pay stubs and W-2.

### How do I reset my password to Employee Online ?

Select “Forgot Login” on the [Employee Online home page](#). Enter your e-mail address. Most of the time, it is your personal e-mail address rather than your County address. You will receive an e-mail with a temporary password.

## Frequently Used Contact Numbers:

American Fidelity Cancer Insurance:  
800-654-8489

Blue Cross Blue Shield of TX  
855-357-5228

24/7 Nurse Line (BCBSTX)  
800-581-0393

Ameriflex (FSA, HSA, COBRA)  
888-868-FLEX(3539)

Galveston County Health Clinics /  
Premise Health  
409-770-5878

Employee Assistance Program  
800-324-4327

First Financial (AUL Questions)  
800-523-8422

Guardian Dental & Vision  
888-600-1600

Lincoln Financial (STD, LTD)  
800-423-2765

MDLive – Telemedicine  
855-357-5228

Nationwide Retirement:  
281-409-6571

TCDRS  
800-823-7782

Texas Association of Counties (TAC)  
855-357-5228