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Compensation Services

## Compensation Services

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3600 Wake Forest Road, Raleigh, NC 27611-8041

"Our mission is to provide quality service and support to all employees"

## Benefits

The Benefits Section of Compensation Services can assist employees with insurance enrollment, changes and benefits-related payroll deductions:

- Inquiries may be made by email to [benefits@wcpss.net](mailto:benefits@wcpss.net)
- Email should include employee name
- Employee number or last 5 digits of SSN
- Questions regarding investment options, insurance coverage or claims may be directed to the insurance carrier

Forms received after the 10th of each month will process with the following month's payroll.

## Payroll

The Payroll Section of Compensation Services can assist employees with the following:

- |                                   |                            |
|-----------------------------------|----------------------------|
| • Compensatory Time               | • Payroll Deductions       |
| • Direct Deposit transactions     | • Salary Overpayments      |
| • Duplicate W-2 tax forms         | • Timesheets               |
| • Duplicate Statement of Earnings | • Updating Tax Information |
| • Overtime                        | • Wage Garnishments        |

Inquiries may be made by email that should include the following information:

- Employee name
- Employee number or last 5 digits of SSN
- Employee school or department location
- Address to [payroll@wcpss.net](mailto:payroll@wcpss.net)

## Voluntary Payroll Deductions:

- Arts Council
- NCAE Dues
- NCAE Voluntary Deductions
- PENC Dues
- SENC Dues
- Teamsters Dues
- United Way
- Wake Education Partnership

The State Employees' Credit Union is also available to all employees. WCPSS has been authorized by the Board of Education to allow payroll deductions for financial arrangements made with the credit union.

NCSECU website: <http://www.ncsecu.org>

Employees making changes to their voluntary payroll deductions should contact their vendor or financial institution directly.

## Health Insurance

The NC State Health Plan offers several insurance plans that are available to the following:

[top](#)

- Permanent full-time employees working 30 or more hours per week
- Permanent part-time employees who are employed at least 50%
- Employees in a job-share position

## State Health Plan

The following health insurance plans are available and administered by Blue Cross Blue Shield of NC:

- Smart Choice PPO Basic 70/30
- Smart Choice PPO 80/20
- Smart Choice PPO Plus 90/10

Enrollment:

- Eligible employees and dependents may enroll with thirty (30) days of hire
- LATE enrollment is subject to a twelve (12) month waiting period with pre-existing conditions
- Payroll deductions available on a pre-tax basis
- Annual Enrollment is to be determined

Detailed Information: <http://statehealthplan.state.nc.us>

Customer Service: (888) 234-2416

All forms, except claim forms, may be submitted to Compensation Services via mail, courier or fax (919) 713-0680

## Long Term Care Insurance

An insurance plan offered by the NC State Health Plan that is administered by Prudential and available to the following:

[top](#)

- Permanent full-time employees working 30 or more hours per week
- Permanent part-time employees who are employed at least 50%
- Employees in a job-share position

Enrollment:

- Eligible employees may enroll by contacting Prudential directly
- Payroll deduction is not available

Online Access and Enrollment: [www.gltc.prudential.com](http://www.gltc.prudential.com)

- Group Plan - stateplan
- Password - stateplanltc

Detailed Information: [www.gltc.prudential.com](http://www.gltc.prudential.com)

Customer Service: (800) 732-0416

Forms may be submitted directly to Prudential.

## Dental Insurance

A self-funded dental plan that is administered by Wells Fargo TPA and available to the following:

- Employees enrolled in the Teachers' and State Employees' Retirement System
- Permanent full-time employees working 30 or more hours per week
- Employees in a job-share position

Enrollment:

- Eligible employees and dependents may enroll with thirty-one (31) days of hire
- LATE enrollment is subject to restrictions
- Annual Enrollment Period currently held during the month of October
- Payroll deductions on a post-tax basis\*
- Conversion to pre-tax is available on an annual basis

Detailed information: [www.wellsfargo.com/tpa](http://www.wellsfargo.com/tpa)

Customer Service: (800) 624-8605

**\*Conversion to pre-tax is available during Colonial's Annual Enrollment**

Enrollment and change forms may be submitted to Compensation Services via mail, courier or fax (919) 713-0680

## WCPSS Flexible Benefits, IRS Section 125

This plan is administered by the Colonial Life and Accident Insurance Company and is available to the following: [top](#)

- Employees enrolled in the Teachers' and State Employees' Retirement System
- Permanent full-time employees working 30 or more hours per week
- Employees in a job-share position

**Enrollment:**

- Eligible employees and dependents may enroll during Colonial's Annual Enrollment
- Participation requires employee hire date to be no later than September 1
- Annual Enrollment Period currently held during the months of September, October and November
- Online Enrollment available: <https://harmonyenroll.coloniallife.com>
  - Log On User Name is WCS + 6 digit Employee Id (ex. WCS000123)
  - Log On Password is first letter of first name + last name + 4 digit year of birth (ex. jdoe1990)
  - Harmony Help Desk (866) 875-4772

Pre-Tax Plans	
<b>Flexible Spending Accounts</b>	<b>Premium Conversion Plans</b>
Dependent Day Care	Cancer Insurance/Intensive Care
Medical Reimbursement	Dental Insurance
	Vision Insurance
Post-Tax Plans	
Non-Qualified Insurance Plans	
Accident	Disability
Critical Illness	Identity Theft & Legal Plan
Medical Bridge	Universal & Term Life

Detailed Information: <http://www.piercergroupbenefits.com/clients/wakecountyschools/>

NC Service Center: (888) 662-7500

Annual Enrollment: (919) 577-0700

website: <http://www.coloniallife.com>

Colonial Customer Service: (800) 325-4368

Claims: (800) 9325

Annual Enrollment/Coverage Questions may be addressed to the Pierce Group at (919) 577-0700.

## Flexible Spending Accounts

Benefit members should contact Ameriflex, LLC with questions regarding:

- Forms
- General Information
- Claims
- Lost debit cards

Detailed Information: [www.flex125.com](http://www.flex125.com)

Online Personal Account Information: [www.mbicard.com](http://www.mbicard.com)

Employer Id: amfwcpss

Customer Service: (888) 868-3539

Fax: (856) 631-1020

Email: [service@flex125.com](mailto:service@flex125.com)

Accounts expire each December 31st. Funds placed in a flexible spending account & not used during the plan year will be lost.

## Vision Insurance

Two Vision Care Plans are offered that is administered by National Guardian Life Insurance Company and available [top](#) to:

- Permanent full-time employees working 30 or more hours per week
- Employees in a job-share position

Enrollment:

- Annual Enrollment available during Colonial's Annual Enrollment
- Participation requires employee hire date to be no later than September 1
- Online Enrollment available: <https://harmonyenroll.coloniallife.com>
  - Log On User Name is WCS + 6 digit Employee Id (ex. WCS000123)
  - Log On Password is first letter of first name + last name + 4 digit year of birth (ex. jdoe1990)
  - Harmony Help Desk (866) 875-4772

Detailed Information: <http://www.superiorvision.com>

Purchase Contact Lenses Online: <http://www.svcontacts.com/>

Customer Service: (800) 507-3800

Qualifying Event Change Forms may be submitted to Compensation Services via mail, courier or fax (919) 713-0680

## Qualifying Events

Employee elections for insurance plans will remain in effect throughout the plan year and may be changed when one [top](#) of the following events occur:

- Change to legal marital status
- Birth, death or adoption
- Termination or commencement of employment
- Change to hours of employment involving loss or addition of insurance benefits
- Dependents cease or commence to satisfy requirements for coverage due to age
- Dependents cease or commence to satisfy requirements for coverage due to student status
- Entitled to Medicaid, Medicare Part A or Medicare Part B
- Return from unpaid leave of absence or military leave
- Mandate by court order involving insurance provisions

Qualifying Event Changes should be reported within (30) days of an event. Proof of event may be required.

## Metropolitan Life Insurance

Group Universal Life Insurance is available on a voluntary, self-paid basis and available to:

[top](#)

- Permanent full-time employees working 30 or more hours per week
- Employees in a job-share position
- Employed for ninety (90) days

Enrollment:

- Thirty (30) day enrollment period begins after ninety (90) days of employment
- Pre-existing conditions do not apply
- If hospitalized within this period, evidence of good health must be received prior to beginning coverage
- Payroll Deduction available on a post-tax basis
- LATE enrollment is subject to review of medical history

Enrollment Packets are also available by contacting Compensation Services:

- Email: [benefits@wcpss.net](mailto:benefits@wcpss.net)
- Phone (919) 850-8950

Detailed Information: <http://www.metlife.com>

Customer Service: (800) 438-6388

Changes & updates may be made directly with MetLife.

## Retirement

### NC State Retirement System

The Teachers' and State Employees' Retirement System allows for contributions to an account for each permanent full-time and job-share employee:

[top](#)

- Contributions are withheld at 6% of gross wages
- Payroll deductions available on a pre-tax basis

Detailed information: <http://www.treasurer.state.nc.us>

Active Employees: (919) 807-3050

Retired Employees: (919) 919-733-4191 or (877) 733-4191

E-mail Address: [nc.retirement@nctreasurer.com](mailto:nc.retirement@nctreasurer.com)

Employees contemplating full retirement may contact the WCPSS Human Resources Retirement Specialist during normal business hours.

## Supplemental Retirement 401(k) Plan

A retirement plan, administered by Prudential, is available to the following:

- Employees enrolled in the Teachers' and State Employees' Retirement System
- Permanent full-time employees working 30 hours or more per week
- Employees in a job-share position

Enrollment is available to eligible employees by contacting Prudential directly

- Payroll deductions available on pre-tax basis
- No employer matching contributions
- Loan provisions available with loan payment by payroll deduction

Detailed information and forms: [www.nc401k.prudential.com](http://www.nc401k.prudential.com)

Member Services: (866) 624-0151

E-mail: [nc401k@prudential.com](mailto:nc401k@prudential.com)

Catch-up Deferred Contribution & One Time Deferral Forms must be submitted prior to November 15th of each calendar year.

## Tax Sheltered 403(b) Annuities

Tax sheltered annuities are available from vendors approved by the Board of Education:

[top](#)

- Arrangements should be made directly with the vendor
- Payroll deductions available on pre-tax basis

Approved Vendors

The Equitable AXA Advisors (919) 954-1854	General American Life Insurance (800) 237-8872 (800) 684-1880
Great American Life Insurance (800) 854-3649	Horace Mann Life Insurance Co. (217) 789-2500
IDS Life Insurance Company American Express (612) 671-3131	Life Insurance of the Southwest ValuTeachers (214) 638-7100
Lincoln National Life Insurance (800) 454-6265	MetLife Resources (800) 492-3553 ext. 1226
NEA Valuebuilder Investment Svc Security Benefit (800) 325-6434	Northern Life Insurance Company ING Northern (877) 884-5050
Pioneer Family of Mutual Funds (800) 622-0176	Transamerica Life Ins. & Annuity (800) 237-8872 (800) 684-1880
VALIC The Variable Annuity Life Ins. Co. (800) 448-2542	

Catch-up Deferred Contribution Forms must be submitted to Benefits prior to November 15th of each calendar year.

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Wake County Public School System, 3600 Wake Forest Road, Raleigh, NC 27609 | 919-850-1600