



City of Amarillo PT Plus Employees 2024 Benefits Guide



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Benefit Contacts

Resource	Phone in CST/Web Address
City of Amarillo Benefits Department City Hall, 601 S. Buchanan Street, Rm. 104	806-378-4235 (M-F, 8am to 5pm) Benefits@amarillo.gov
Pension Plan - TMRS (City of Amarillo Plan #00030)	800-924-8677 (M-F, 8am to 5pm) www.tmrs.com or TMRS App
Employee Assistance Plan (EAP) – Deer Oaks EAP Services	888-993-7650 (24/7) or iConnectYou App (Passcode is 131997) www.deeroakseap.com (Username & Password – Amarillo)
Dental – MetLife Takealong Dental	844-263-8336 – General Questions or Enroll by Phone metlifetakalongdental.com – Enroll Online Referral Code - RMTADSOUTH

Benefits Overview

When Coverage Begins:

On the first day of employment, Part-Time Plus employees will automatically be enrolled in the TMRS retirement and EAP benefit plans. You have the option to obtain dental coverage through our dental provider Metlife.

Dental Plans

This is a voluntary dental plan that offers an individual dental policy, and it is provided through **MetLife TakeAlong Dental**.

There are three great programs to choose from:

PPO	Dental HMO/Managed Care ³	MetLife Discount Dental ⁴
<ul style="list-style-type: none"> • Three benefit coverage levels to choose from: Low, Medium or High. • Flexibility to choose any licensed dentist, in or out of the network, and still receive benefits.¹ • In-network providers accept negotiated fees, which are typically 30% – 45% less than the average charges in the same area.² • No referral needed for specialty care. • Access to thousands of participating dental locations. 	<ul style="list-style-type: none"> • Available to residents of California, Florida, New York and Texas. • Two benefit coverage levels to choose from: Low or High. • Pre-select a dentist at time of enrollment, who participates in the network. • Broad network of carefully screened general dentists and specialists who provide dental care at a reduced cost. • No waiting periods, claim forms, deductibles or annual maximums. 	<ul style="list-style-type: none"> • This is a discount program and is not insurance. • Discount program for dental services from a nationwide network. • Save 5% to 50% on most dental procedures. • 5% to 20% savings on orthodontics including braces and retainers. • 5% to 20% reduction on specialist's fees. • Cosmetic dentistry included. • You may visit any dentist participating in the plan. • Not available in Washington, Utah and Vermont.

Dental Information

You can go to www.metlifetakealongdental.com and enter your Zip Code to review the different benefit options and premiums by plan.

If you choose to enroll in one of the dental plans, you will pay MetLife directly based on the dental plan chosen. Note, payroll deduct with the City of Amarillo is not an option with the part-time dental plans.

Pension Benefits

Texas Municipal Retirement System (TMRS)

As a Part-time Plus employee or if you are changing your status where you meet the eligibility requirements for this retirement plan, you are automatically enrolled in the TMRS plan as of date of hire or status change date.

You contribute 7% of your gross compensation each pay period on a pre-tax basis and your employer will make a 14.9% matching contribution into your TMRS retirement account. When you have 5 years of service credit you are 100% vested. You earn a month of service credit toward retirement each month you make a deposit while employed in an eligible position. As a vested member, if you leave TMRS-covered employment, you may leave your deposits (includes employee/employer matching contributions) with TMRS, and your deposits will continue to earn yearly interest credits until you retire. If you are not vested and leave TMRS-covered employment, you may leave your deposits (includes only employee contributions) with TMRS up to 5 years and your deposits will continue to earn yearly interest credits. Download the TMRS App and register your account for easy access to your personal information.

Service credit with other statewide retirement systems or government entities may also count toward your eligibility for service retirement. With combined service, you may be able to retire earlier. Contact the Benefits Department for more information on Prior Service Credit.

To be eligible to retire and receive a pension annuity you must meet the following eligibility requirements. You must have at least 20 years of service at any age or be at least 60 years of age with 5 years of service or receive approval for disability retirement through TMRS.

You will be mailed a TMRS packet to your home address on file. You will need to set up your account online at www.tmr.com or through the TMRS App and make your beneficiary elections. Any address, name changes or beneficiary elections will need to be updated through TMRS and instructions to perform these tasks are provided below. After you meet your vesting requirement of 5 years, TMRS will require you to update your beneficiary information.

TMRS – Log into your account at www.tmr.com or call TMRS Customer Service at 1-800-924-8677

- Address Change – Under Quick Links under Update, Click on “Contact Information” and Select “Edit”.
- Name Change – Under Quick Links under TMRS Forms, Click on “Download Forms”, Click on “Commonly Used TMRS Forms”, Click on “Address or Name Change Form.” Fillable form pops up and fill out required fields. Print out and sign form. Fax or mail form per instructions at the top of the page.
- Beneficiary Change – Under Quick Links under Update, Click on “Beneficiaries”, Click on “Update Retirement Beneficiaries.” Fill out the requested information.

You will also need to update your address or name change through Workday for City of Amarillo. See next section for information on these changes.

Other Benefits/Information

Name and Address Changes

Provided below is the information you will need to update your address or name change.

- **Address Change**
 - These changes can be updated in Workday either through your computer or on the App.
- **Name Change**
 - These changes can be updated in Workday either through your computer or on the App. Documentation for the name change will be required at time of request.

Employee Assistance Program (EAP)

The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you, your dependents, and household members that begins on your first day of employment. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family in resolving work and life issues in order to live happier, healthier, more balanced lives. From stress, addiction and change management, to locating childcare facilities, legal assistance, and financial challenges, their qualified professionals are here to help. These services are completely confidential and can be easily accessed 24/7, offering you around-the-clock assistance for all of life's challenges. Counseling services are available in person, over the phone, or via telehealth where you and anyone living in your household receive up to six free, confidential counseling sessions per issue.

- ✔ **Program Access:** You may access the EAP by calling the toll-free Helpline number, using our iConnectYou App, or instant messaging with a work-life consultant through our online instant messaging system.
- ✔ **Telephonic Assessments & Support:** In-the-moment telephonic support and crisis intervention are available 24/7 along with intake and clinical assessments.
- ✔ **Short-term Counseling:** Counseling sessions with a qualified counselor to assist with issues such as stress, anxiety, grief, marital/family challenges, relationship issues, addiction, etc. Counseling is available via structured telephonic sessions, video, and in-person at local provider offices.
- ✔ **Referrals & Community Resources:** Our team provides referrals to local community resources, member health plans, support groups, legal resources, and child/elder care/daily living resources.
- ✔ **Advantage Legal Assist:** Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; and interactive online Simple Will preparation.
- ✔ **Advantage Financial Assist:** Unlimited telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction, financial planning, and identity theft; supporting educational materials available; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).
- ✔ **Alternate Modes of Support:** Your EAP offers support alternatives in addition to traditional short-term counseling including telephonic life coaching, AWARE stress reduction sessions, and virtual group counseling. During your call with one of our counselors, ask if these programs would be right for you.
- ✔ **Work-life Services:** Our work-life consultants are available to assist you with a wide range of daily living resources such as locating pet sitters, event planners, home repair, tutors, travel planning, and moving services. Simply call the Helpline for resource and referral information.
- ✔ **Child & Elder Care Referrals:** Our child and elder care specialists can help you with your search for licensed child and elder care facilities in your area. They will discuss your needs, provide guidance, resources, and qualified referral packets. Searchable databases and other resources are also available on the Deer Oaks member website.
- ✔ **Take the High Road Ride Reimbursement Program:** Deer Oaks reimburses members for their cab, Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per participant, with a maximum reimbursement of \$45.00 (excludes tips).



CONTACT US:

Toll-Free: (888) 993-7650
Website: www.deeroakseap.com
Username/Password: **amarillo**
Email: eap@deeroaks.com

Access your EAP 24/7 by downloading the iConnectYou app that instantly connects you with professionals for instant support and help finding resources for you and your family. To access iConnectYou, download the app from the App Store (iPhone) or Google Play (Android) and register using the iConnectYou Passcode: 131997.

