





# GET COVERED! STAY COVERED

## City of Fort Worth

[www.cfwbenefits.com](http://www.cfwbenefits.com)  
 2022 Open Enrollment (Oct. 11 - Oct. 29) 







**Welcome to Your City of Fort Worth Health and Benefits Portal**

This easy-to-use application places the power to manage your benefits at your fingertips. Here you'll find detailed information and helpful guidance regarding all of the benefits available to you. Browse your coverage options, select the plan that's right for you and your family, and enroll in your benefits with just a few clicks. Come back to review your selections and update your information at any time.

This portal is available 24/7, providing convenient access to your personal information, election history, beneficiary designations, and more.


Already registered? Enter your User ID and Password below to login.  
 First time visiting? If you do not have a User ID or Password, please click Register to create one.


User ID

Did you forget your User ID?

Password

Did you forget your Password?

**LOG IN** 

**REGISTER** English (US) 

- Go to [cfwbenefits.com](http://cfwbenefits.com)
- Click on Register
- Click on "Next"



### Welcome

Please enter your information below to help us identify you.

FIRST NAME\*

LAST NAME\*

DATE OF BIRTH\*  ?

SOCIAL SECURITY NUMBER\*  ?

**NEXT** PREVIOUS

Enter your first name, last name, date of birth and Social Security number

And click "Next"



### Welcome

This one-time registration provides a secure way to create a User ID and Password for anytime, anywhere access to your benefits. Please complete the form below to register your new account.

User Id \*

NEW PASSWORD\*  ?

CONFIRM NEW PASSWORD\*

SECURITY QUESTION\*  ▼

SECURITY ANSWER\*  ?

**NEXT** PREVIOUS

- It auto fills User ID with work e-mail, but you can change it to anything you would like.
- Create a password (1 number, 1 special character, 8-20 alpha characters)
- Pick a security question and answer
- Click on "Next"

**FORT WORTH**

HOME HELP CALCULATORS EN MAIN MENU LOGOUT

### Agreement and Authorization - Terms of Service

The following Terms of Service shall govern my transactions transmitted via this Web site and any and all of my uses of the information, tools and other content accessible via this Web site (the "Web Services"). With respect to these Terms of Service, credentials shall mean, without limitation, my personal user ID, password, security answers, and/or any other identifier ("Credentials"). These terms and conditions shall survive any termination of my access to this Web site.

By entering my Credentials, I represent that I have properly identified myself and understand and agree that the entry of my Credentials is the method this Web site uses to verify my identity for access to this Web site and to other third party web sites using this Web site's single sign on functionality.

If I do not agree to the terms and conditions of this agreement, then I may not access the Web site or use any of the service.

By signing or logging in to this Web site, I agree to the following:

**PROVISION OF THE SERVICES**

- I understand that I must provide all internet, telephone and other equipment and services necessary to access and use the Web Services.
- If I violate any of these terms and conditions, my access to the Web Services may be terminated.
- I acknowledge and agree that the form and nature of the Web site may change from time to time without prior notice to me.
- I agree that I will not engage in any activity that interferes with or disrupts the Web Services and/or the operation of this Web site (or the servers and networks that are connected to this Web site).

**USE OF THE SERVICES**

- Any instructions, choices, or requests I make on this Web site will be considered my written permission to City of Fort Worth to provide information or conduct transactions on my behalf in accordance with City of Fort Worth policies, programs and benefit plans.
- In the event of any conflict or inconsistencies between the information on this Web site and the plan document or administrative practices, I understand that the applicable plan document or administrative practices of the relevant City of Fort Worth plan will control.
- I am responsible for reviewing any confirmation statements provided to me (in paper or electronic form) regarding any instructions, choices, or requests that I make through this Web site and for reviewing all such information transmitted to me for inaccuracies. If there are any inaccuracies, I am responsible for correcting them using the tools available to me on this Web site or by contacting City of Fort Worth to point out such inaccuracies.
- I am solely responsible for any loss of privacy or confidentiality of any personal information if I disclose my user ID, password, security questions and/or other identifier to a third party other than as permitted by my acceptance of these terms and conditions. For these purposes, I acknowledge that "personal information" means, without limitation, data that is unique to an individual, such as a name, address, Social Security number, e-mail address, benefit elections, dependent information, bank account number or telephone number. I agree to contact City of Fort Worth if I have reason to believe that someone has gained unauthorized access to my password, security answers, or any other identifier.
- I understand that this Web site may not perform as intended at all times. I agree that City of Fort Worth, its plans, and Employers are not responsible for any error, omission, interruption or delay in operation of or transmission through this Web site, communication line failure, or other circumstances beyond their control.
- I acknowledge that I may consent to receive benefit plan communications electronically by providing my consent within this Web site.
- I acknowledge that e-mail, like most, if not all, non-encrypted Internet communications, may be accessed and viewed by other Internet users, without my knowledge and permission, while in transit between me, City of Fort Worth, and Employer. For that reason, to protect my privacy, I will not use e-mail to communicate personal information to City of Fort Worth and/or Employer that I consider confidential.
- This website provides links to other third party web sites, not owned or controlled by City of Fort Worth and/or Employer, that may be useful or of interest to me. By

- Read the Agreement & Authorization
- Click on "I agree"

**FORT WORTH**

Welcome Test Active

### OPEN ENROLLMENT EVENT

**You must complete your enrollment by 11/30/2016**

Completing this event allows you to review your information, your dependent information (if applicable) and review or make benefit elections.

**CONTINUE**

[CANCEL AND CONTINUE TO MY DASHBOARD >>](#)

**ENVIRONMENT: CTEST**

- This is the landing page
- Click "continue"
- Go through your profile, follow the prompts, click on "Done reviewing"
- Choose your beneficiary
- Review dependents
- Click on "Done reviewing"
- Use the Pilot feature if you need help deciding which plan is best for you.

**Fort Worth**

HOME HELP CALCULATORS EN MAIN MENU LOGOUT

**Select Your Benefits**  
 Scroll to view the benefits that you are eligible for and your current benefit elections. To make changes to your elections, click the **CHANGE** button, and choose a new plan.  
 For details about benefit information please click here to view the Resources page of this website.

**MEDICAL**  
 Plan: Health Center Plan  
 Cost: \$238.37  
 TIER: Employee + Spouse  
 Effective Date: 09/16/2020  
 Covered: One  
**CHANGE** MORE DETAILS

**HEALTH CARE FLEXIBLE SPENDING**  
 Plan: Decline Coverage  
 Cost: \$0.00  
 Effective Date: 09/16/2020  
**CHANGE** MORE DETAILS

**DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT**  
 Plan: Decline Coverage  
**CHANGE** MORE DETAILS

**DENTAL**  
 Plan: Dental DPPO Low  
**CHANGE** MORE DETAILS

**ENROLLMENT**  
 My Information  
 My Dependents  
**Select Benefits**  
 Review  
 Confirmation

**UNCHANGED ELECTIONS**  
**I'M DONE SELECTING BENEFITS**  
 BACK TO PREVIOUS PAGE  
 \$259.93  
 BIWEEKLY

- After pilot you are at the page where you can choose your plans.
- Click “Change” to make a change to each plan.
- Click “I’m done selecting benefits” to move on.

**Fort Worth**

urgent care services, emergency room visits, surgeries and procedures, hospital stays, and more.

Once you make your choice click on **I'M DONE WITH MY SELECTION**

**Health Center Plan**

Tiers	Biweekly Cost
Employee Only	\$48.18
Employee + Spouse	\$238.37
Employee + Child(ren)	\$177.85
Employee + Family	\$333.47

Compare Plan

**Consumer Choice Plan**

Tiers	Biweekly Cost
Employee Only	\$0.00
Employee + Spouse	\$161.66
Employee + Child(ren)	\$115.77
Employee + Family	\$242.50

Compare Plan

Decline Coverage Select this plan to waive coverage.

**COMPARE PLANS**

For a side-by-side comparison, select at least two plans, and then click the **COMPARE PLANS** button. If you are having trouble viewing the comparison chart, make sure you have disabled any pop up blockers.

**I'M DONE WITH MY SELECTION** **BACK TO PREVIOUS PAGE**

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COMPASS 2020.17.3

- Clicking on “change” under Medical brings you to the plan page.
- The compare plans button shows the plan summaries
- Make your selection and click “I’m done with my selection.”



**Medical: Health Center Plan**

Choose the dependent(s) that will be covered by this plan and click **I'M READY TO PROCEED**.

**Choose Dependents**

<input checked="" type="checkbox"/>	Clive Test
BIRTH DATE	09/15/1989
RELATIONSHIP	Spouse
VERIFICATION	Pending

**TIER DETAILS**

Employee Only	\$48.18
Employee + Spouse	\$238.37
Employee + Child(ren)	\$177.85
Employee + Family	\$333.47

**I'M READY TO PROCEED**    **BACK TO PREVIOUS PAGE**

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**FREQUENTLY USED RESOURCES**  
TIAA - 457 Deferred Compensation - [www.tiaa.org/fortworth](http://www.tiaa.org/fortworth)  
FSA & HSA - WageWorks - [www.wageworks.com/employees](http://www.wageworks.com/employees)  
Wellness Center - Virgin Pulse - [www.join.virginpulse.com/ctw](http://www.join.virginpulse.com/ctw)  
City of Fort Worth Employee Health Centers - <https://fortworthtexas.gov/benefits/health-centers/>

**NEED HELP?**  
**Human Resources Benefits Division at City Hall**  
Phone: 817-392-7782  
Fax: 817-392-7674  
Email: [benefits@fortworthtexas.gov](mailto:benefits@fortworthtexas.gov)

- Your dependents will be listed on this page. Check the box next to the dependent(s) you want to cover.
- If you are missing dependents, you have to go back to the dependent page to add them.
- When you've made your selection click "I'm ready to proceed."
- If everything looks correct on the summary screen click "Save my election"

**Medical: Health Center Plan**

Cost: \$238.37 / BIWEEKLY

Tier: Employee + Spouse  
Effective Date: 09/16/2020  
Covered: Clive

**Plan: Decline Coverage**

Cost: \$0.00 / BIWEEKLY

Tier: Employee + Spouse  
Effective Date: 09/16/2020  
Covered: Clive

**DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT**

Plan: Decline Coverage  
Cost: \$0.00 / BIWEEKLY

Effective Date: 09/16/2020

**DENTAL**

Plan: Dental DPPO Low  
Cost: \$21.56 / BIWEEKLY

Tier: Employee + Spouse  
Effective Date: 09/16/2020  
Covered: Clive

**UNCONFIRMED ELECTIONS**

**I'M DONE SELECTING BENEFITS**

**\$259.93** / BIWEEKLY

**ACCEPT**    **DENY**

- Once you've completed your changes click "I'm done selecting benefits"
- A box will pop up. You can accept or deny the changes, but you cannot move on until you "accept" the changes.
- Next you will move on to beneficiaries

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ENVIRONMENT: CTEST

HOME HELP CALCULATORS EN MAIN MENU LOGOUT

### Verification

At this time, we will review the requirements of your elections to ensure no additional action is needed on your part.

**Election Validation**

There are no issues with your elections.

**Dependent Verification**

These Elections Require Dependent Verification

UPLOAD DOCUMENTATION

Benefit	Plan	Dependent	Relationship
Medical	Health Center Plan	Clive Test	Spouse
Dental	Dental DPPO Low	Clive Test	Spouse

UNCONFIRMED ELECTIONS

I'M READY TO FINALIZE MY ELECTIONS

BACK TO PREVIOUS PAGE

\$259.93  
BIWEEKLY

- Once you've accepted your beneficiaries, you move on to dependent verification.
- If you have added new dependents to the plan, you will need to verify their relationship to you and upload documentation.
- Once you've done that click "I'm ready to finalize my elections."

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ENVIRONMENT: CTEST

HOME HELP CALCULATORS EN MAIN MENU LOGOUT

### Review Elections

Please take a moment to review all of your benefit selections to ensure they are correct. Click **Edit** next to any benefit that you wish to change.

**Your Benefit Selections**

YOU HAVE BENEFITS PENDING APPROVAL

<b>Medical</b>   Health Center Plan   Effective 09/16/2020   Tier: Employee Only	
VIEW PENDING APPROVAL	
DEPENDENTS COVERED: None	\$48.18 Biweekly Cost
COST BREAKDOWN: EMPLOYER COST: \$285.10, PARTICIPANT COST: \$14.18	
<b>Health Care Flexible Spending Account</b>   Decline Coverage   Effective 09/16/2020	
	\$0.00 Biweekly Cost
<b>Dependent Care Flexible Spending Account</b>   Decline Coverage   Effective 09/16/2020	
	\$0.00 Biweekly Cost
<b>Dental</b>   Dental DPPO Low   Effective 09/16/2020   Tier: Employee Only	
VIEW PENDING APPROVAL	
DEPENDENTS COVERED: None	\$11.35 Biweekly Cost
COST BREAKDOWN: PARTICIPANT COST: \$11.35	
<b>Vision</b>   Decline Coverage   Effective 09/16/2020	

UNCONFIRMED ELECTIONS

SUBMIT MY ELECTIONS

BACK TO PREVIOUS PAGE

\$259.93  
BIWEEKLY

- You will be taken to a review elections page.
- It will show as some benefits pending approval. THIS IS OKAY. Once your proof documentation has been accepted, your coverage for your dependents will be accepted.
- You must click "Submit my elections" to finish your enrollment.
- You must do this even if your dependents are still pending approval.

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ENVIRONMENT TEST

HOME HELP CALCULATORS EN MAIN MENU LOGOUT

Welcome to your City of Fort Worth Health & Benefits Portal

Test, you can manage all of your health, wellness and retiree benefits right here

CHANGE YOUR CURRENT BENEFITS

CURRENT BENEFITS

BENEFIT HISTORY

Open Enrollment Event - Confirmed  
You can make changes until 11/06/2020

ADDITIONAL ITEMS TO EXPLORE

ADDITIONAL BENEFITS | DIRECT BILL

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FREQUENTLY USED RESOURCES

TIAA - 457 Deferred Compensation - [www.tiaa.org/fortworth](http://www.tiaa.org/fortworth)

FSA & HSA - WageWorks - [www.wageworks.com/employees](http://www.wageworks.com/employees)

Wellness Center - Virgin Pulse - [www.join.virginpulse.com/cfw](http://www.join.virginpulse.com/cfw)

City of Fort Worth Employee Health Centers - <https://fortworthtexas.gov/benefits/health-centers/>

NEED HELP?

Human Resources Benefits Division  
at City Hall  
Phone: 817.392.7782  
Fax: 817.392.7624  
Email: [benefits@fortworthtexas.gov](mailto:benefits@fortworthtexas.gov)

- “Change Your Current Benefits” button leads to the Family Status Change Page
- “Current Benefits” button leads to your profile and current benefit selections
- “Benefit History” is your election history with Empyrean.
- If you click on “Help” this gives you the HR/Benefit phone number and e-mail address
- If you click on calculators you get the Life insurance, FSA, and Dependent Care calculators
- If you click on “EN” at the top you can change from English to Spanish

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HOME HELP CALCULATORS EN MAIN MENU LOGOUT

YOUR TO-DO LIST

You have 0 to-do items

YOUR PROFILE

- Current Benefits
- Dependents
- Benefit History
- Your Beneficiaries
- Change Password
- Change Security Question

ITEMS TO EXPLORE

- My Profile
- Resources
- Contact Us
- Video Library
- (Additional Benefits)

ADDITIONAL ITEMS TO EXPLORE

ADDITIONAL BENEFITS | DIRECT BILL

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FREQUENTLY USED RESOURCES

TIAA - 457 Deferred Compensation - [www.tiaa.org/fortworth](http://www.tiaa.org/fortworth)

FSA & HSA - WageWorks - [www.wageworks.com/employees](http://www.wageworks.com/employees)

Wellness Center - Virgin Pulse - [www.join.virginpulse.com/cfw](http://www.join.virginpulse.com/cfw)

City of Fort Worth Employee Health Centers - <https://fortworthtexas.gov/benefits/health-centers/>

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- When you click on “Main Menu” at the top the drop down box offers many options
- You can view your profile, change your password or security question

The screenshot shows a web browser window displaying the City of Fort Worth Employee Benefits website. The page features a blue header with the 'FORT WORTH' logo and a longhorn silhouette. Below the header is a navigation bar with a 'MENU' button. The main content area is titled 'Resources' and contains a section for 'Health & Welfare Contacts'. This section includes a table with four columns: Benefit Type, Carrier Name, Phone Number, and Website. The table lists various benefit types such as Medical, Prescription, UHC Medical Nurse Liaison, Flexible Spending Accounts, Health Savings Account, City of Fort Worth Employee Health Centers, Dental, Vision, Basic and Supplemental Life & AD&D, Long-Term Disability (LTD), 457 Deferred Compensation, and Musculoskeletal Care, each with its corresponding carrier, phone number, and website.

Benefit Type	Carrier Name	Phone Number	Website
Medical	United Healthcare	844-634-1233	www.myuhc.com www.uhc.com
Prescription	Optum RX	800-807-5996	www.optumrx.com
UHC Medical Nurse Liaison	United Healthcare Amy De La Cruz	817-392-2668	www.myuhc.com www.uhc.com amy.delacruz@uhc.com
Flexible Spending Accounts	WageWorks	877-924-3967	participant.wageworks.com
Health Savings Account	HealthEquity	1-844-341-6998	my.healthequity.com
City of Fort Worth Employee Health Centers	Southwestern Health Resources	800-574-0606	www.fortworthemployeehealthcenter.com
Dental	Delta Dental	DDPO, 800-521-2653 DHMO, 800-422-4234	www.deltadentalins.com
Vision	EyeMed	866-804-0982	www.eyemed.com
Basic and Supplemental Life & AD&D	Securian Financial	817-392-7782	www.lifebenefits.com
Long-Term Disability (LTD)	Unum	800-858-6843	www.unum.com
457 Deferred Compensation	TIAA	888-583-0291	www.tiaa.org/fortworth
Musculoskeletal Care	Airrosti	800-404-6050	www.airrosti.com

• If you click “Resource” you will see all of our benefit vendors and their phone numbers and websites