

1. Who do I call for...?

Although Human Resources is always available to answer questions, you can find most information regarding pay, taxes, and benefits on the [Employee Dashboard](#) and the Employee Portal. The Portal contains benefit information and plan documents and can be accessed through the Employee Dashboard.

Human Resources: (515) 286-3200

Payroll: (515) 286-3067 or (515) 286-3075

2. When Do I Need to Sign Up for benefits?

Signing up for benefits must be completed within 31 days from the date of hire. If you miss the window, you will be enrolled in any mandatory benefits and will not be able to enroll in voluntary benefits until the next annual open enrollment or if you experience a change of status during the plan year.

It's best to do it right away as you may be busy with other responsibilities. Plan ahead since dependent information such as date of birth and social security numbers are required.

3. When does my insurance coverage start?

Most insurance coverages will begin the first of the month following your date of hire. A few such as the deferred compensation program and the voluntary indemnity plans do not begin until the first of the month following 30 days of employment.

4. I can't log in to elect my benefits?

If you are experiencing issues logging into the benefit application system, please contact the IT helpdesk at 515-286-2299.

If the benefits icon is "greyed out" and will not allow you to select it, please contact Human Resources at 515-286-3203 for assistance.

5. I have elected my benefits but have not received my insurance cards?

Employees who sign up for health, dental and vision plans will receive three separate cards.

Health – Wellmark (800) 355-2031

Dental – Delta Dental (800) 544-0718

Vision – Eyemed (888) 899-3747

Cards usually take about 2-3 weeks to receive after you submit your elections. You can also contact the carriers directly for additional cards or create online accounts with the carriers to access electronic cards.

Reminder: Dependents **do not** receive individual cards.

6. Which Doctors Can I Visit?

Please visit wellmark.com to find in-network providers for the health insurance and deltadentalia.com to find providers for both dental and vision.

7. What is the Deferred Compensation Program and how do I enroll?

Although IPERS will likely be your main vehicle for saving up for retirement, Polk County also offers you the ability to enroll in a voluntary retirement program which allows you to save even more. The Deferred Comp program is comprised of two accounts, a 457b and a 401a account. You can contribute to the 457(b) up to the IRS calendar year maximum each year.

8. Is there an employer match?

Yes, the County matches 50% of what you contribute up to the stated maximums based on your benefit group and annual salary. Additional information can be found in your new hire packet provided to you at benefit orientation or on the Employee Portal.

9. How Do I Set Up My Deferred Comp?

You can create an account at www.principal.com/welcome.

10. Can I Change My Benefit selections?

After your 31-day window of initial eligibility expires, you cannot make changes to your selections unless you have a change in "status" like getting married, getting a divorce, having a child, etc.

If you experience a change in status, contact HR to update your benefit elections. You will only have 31 days to make changes. If you do not experience a change in status, you will need to wait until annual open enrollment to update benefit selections.

11. When Is Annual Enrollment?

Polk County's open enrollment is typically held during the month of November. Benefit updates will be effective January 1st.

12. When can I request time off?

You will earn vacation, personal and sick leave accruals each pay period. After 30 days of employment, you can use any earned personal and sick leave. Vacation cannot be used until your six-month anniversary.

Sick leave should only be used for medical reasons, but can be used for medical appointments as well. All vacation and personal leave are subject to management approval.

13. How Do I Report a Change of Address, phone number, update my bank information?

Please make all updates through the Employee Dashboard.

14. Will I Get Help With Commuter Costs?

If you work downtown and pay for parking, you are eligible to receive a monthly subsidy of \$85.00. Contact Human Resources at humanres@polkcountyiowa.gov for more information regarding the program and possible parking management companies

All County employees can ride the DART bus free by showing their Polk County ID badge upon boarding.

15. Does Polk County provide assistance with education cost?

If you are full time and have been employed at least 6 months, you can apply for tuition assistance (up to \$1,200 per fiscal year) through Polk County's tuition reimbursement program. Additional information on what qualifies can be found in the county policy located at <https://www.polkcountyiowa.gov/human-resources/internal-policies/>

In addition, as a government employee you may qualify for the Federal Student Loan Forgiveness program. Information can be obtained either through your lender or at <https://studentaid.gov/manage-loans/forgiveness-cancellation>

16. How Do I Get Paid?

You will receive a paycheck every two weeks. Pay schedules are published on the Employee Portal and you will receive an email notifying you that your paystub is available for viewing. As a reminder, if you have questions about hours or accruals contact your department payroll specialist.