

## NCFlex Benefit Change Instructions

NCFlex benefit elections are typically made during the NCFlex Annual Enrollment period and may not be changed during the year. However, the IRS recognizes several *Life Status Change Events* that allow employees to make changes to pre-tax benefits such as those in the NCFlex program. These events include:

- Marriage
- Birth or adoption
- Gain or loss of child eligibility due to age or student status
- Spouse employment change
- Divorce or Legal Separation
- Dependent or employee death

For more information regarding Life Events and available options, employees may visit [http://www.osp.state.nc.us/ncflex/LifeEvents/LifeEvents\\_Landing.htm](http://www.osp.state.nc.us/ncflex/LifeEvents/LifeEvents_Landing.htm)

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### Requesting a Change:

All NCFlex benefits for UNC Health Care employees are administered online, so there are no forms to complete. Furthermore, the Benefits Office will not process paper change forms for NCFlex changes.

To process a change, employees should:

- Log onto [www.NCFlexOnline.org](http://www.NCFlexOnline.org)
- Click on *My Account* (top right corner).
- Select *Add Life Status Change Event* (on the left).
- Select the appropriate event from the drop down menu.
- Follow the instructions displayed to complete the transaction. This transaction opens the website for benefit changes for 30 days from the date of the life event.

If more than 30 days have passed since the Life Status Change event, employees may have to wait until the next NCFlex Annual Enrollment period to enroll or make changes. Employees may contact the Benefits office at [Benefits@unch.unc.edu](mailto:Benefits@unch.unc.edu) for details.

Employees should contact the NCFlex Support line at 1-888-860-6118 if they have problems with the NCFlex Web site or require additional assistance.