

# HSHS-Mercer Benefits Central

## Frequently Asked Questions (FAQs)



**Hospital Sisters**  
HEALTH SYSTEM



**MERCER BenefitsCentral™**

### 1: What is HSHS-Mercer Benefits Central?

HSHS-Mercer Benefits Central is a newly designed, customized online portal for HSHS pension plan participants.

### 2: Why is HSHS changing how we access our HSHS pension benefit information?

As part of our continuous effort to provide our colleagues with the best possible services, HSHS has partnered with Mercer to provide a one-stop, enhanced source for all your HSHS Pension information; providing you with a wealth of data at your fingertips.

### 3: Who is eligible to use HSHS-Mercer Benefits Central?

All HSHS Pension plan participants (active and term-vested) will have access to HSHS-Mercer Benefits Central. In addition, alternate payees, surviving spouses, and beneficiaries in pay status will also have access. **Please note, Colleagues who have not been employed at an HSHS ministry for a minimum of 12 months and/or have yet to work 1,000 hours or more in a calendar year will not have access to the online pension portal.**

### 4: Will I be notified when I become a Plan participant and can access HSHS-Mercer Benefits Central?

Yes. A welcome letter will be mailed to your home mailing address once you have met plan participant requirements.

### 5: Am I required to use HSHS-Mercer Benefits Central?

No. You still have access to a dedicated HSHS Pension Service Center team who can help you with any questions or needs that you may have. You can contact your Pension Representatives at 1-855-FYI-HSHS (1-855-394-4747 – Option #2) Monday – Friday 8:00am – 5:00pm (CST).

### 6: How can I access HSHS-Mercer Benefits Central?

You can access HSHS-Mercer Benefits Central anytime from anywhere using any device (including mobile) with internet access. Login and register at <http://benefits.hshs.org/pension>

### 7: What is required to register my account?

As part of the registration process, you will be prompted to set up a username and password. Your username must be an active email address that you are able to access, and your password will need to meet a minimum set of requirements, which will be specified during the registration process. As

part of our Multifactor Authentication process, you will also be asked to provide at least one secondary contact method. This can either be another email address or a phone number that can be used to send a temporary numeric code to validate your identity.

### 8: What is Multifactor Authentication?

As part of our efforts to keep your personal information secure, we have adopted Multifactor Authentication (MFA), which uses a two-step process to better protect your account from unauthorized access. MFA combines a username and password with an additional security factor - a temporary numeric code sent to you using a phone number or email address you provide. You will enter the numeric code when logging in to confirm your identity. MFA is a widely accepted security measure used by banking and social media platforms that ensures an additional level of identity verification and data protection.

### 9: Will I be able to access information regarding my HSHS 403(b) Retirement Savings plan on HSHS-Mercer Benefits Central?

Currently, the HSHS-Mercer Benefits Central portal only contains information regarding your HSHS Pension benefits. You will have the ability to access to Transamerica's website from HSHS-Mercer Benefits Central, but your personal Retirement Savings plan account information is maintained separately.

### 10: How is my personal information protected?

Your personal and financial information is important and should be kept confidential, which is why Hospital Sisters Health System and Mercer have a strict policy in place to protect your privacy rights. More information on the Privacy Policy can be found at <https://hshs-cso.mercerbenefitscentral.com/media/%7B5F4CDA19-6943-4B5B-BF05-02CFA42134D6%7D>

### 11: Will I still have access to HSHS-Mercer Benefits Central if I retire or leave employment from HSHS?

Yes. If you are a vested participant in the HSHS Pension Plan (Traditional or Cash Balance), you will continue to have access to your HSHS Pension benefits after employment with HSHS ends.

### 12: How often are the amounts on my personal dashboard updated?

The numbers shown on your personal pension dashboard page are updated once a year. If you are interested in different amounts, you can run estimates based on beginning your pension benefits at different ages, or you can choose your own. You may also enter in additional assumptions which could impact your pension benefits. Such as annual pay increases. These options can help you determine the most appropriate benefit commencement date and payment form for your situation.