ERS Online – Navigating your Member Home Page

Visit the ERS Online login screen at www.ers.state.tx.us/login and sign in to your online account.

Once you are signed into your ERS Online account, you will see the Member Home Page, shown below.

Employees can do several things from their Member Home Page:

My Personal Information
Employees change their personal information from these links

Name
Employees can update their name.

Address and Eligibility Basis
Employees can update their address and Eligibility Basis (resident county).

During the plan year, moving from one county to another is considered a Qualifying Life Event (QLE), and the employee can make changes consistent with that event. At this time, the employee can drop someone from coverage or enroll someone in coverage if Evidence of Insurability (EOI) is not required and the change is consistent with the QLE.
Email Address and Password

Employees can do three things:
1. Change their email address. The system provides Email Validation Rules so employees can be sure they are entering their email address in the correct format.
2. Change their ERS OnLine password.
3. Set up the ERS OnLine forgotten password feature. To set this up, employees choose from system-generated questions and provide an answer. If an employee forgets his or her password, the system asks the question, the employee provides the correct answer, and the system emails the password to the employee.

Phone Numbers
Employees can add and update their contact phone numbers.

My Beneficiaries
Employees click ‘Beneficiary Summary’ from the homepage, and use this page to set up or change beneficiaries for various group benefit plan (GBP) programs.

My Retirement Information
Stephen F. Austin State University is a member of the Teachers Retirement System (TRS), not ERS retirement. Unless you previously worked for an ERS retirement agency, you will not have retirement information in ERS Online.

You will see a message like this if you have not previously worked at an ERS retirement agency:

Visit your myTRS or Optional Retirement Program (ORP) account to view your current retirement information.
My Insurance Information
Employees can manage their benefits using these links.

Family Status Change
Employees may enter a Family Status Change within 30 days of a Qualifying Life Event (QLE)

Event Information
Please enter the Reason and the Event Date of your Family Status Change. After you've entered this information, click Save to save the event. Once this information is saved, you'll be able to prepare your benefit options for this event and make your benefit elections on the pages that follow.

Note: The benefit changes related to this Family Status Change will become effective on the 1st of the month following the Event Date.

*Family Status Change Reason: ▼

*Family Status Change Event Date: ▼

Save

Reasons for a family status change include:
- Birth of a child
- Change in employment status
- Child loses eligibility
- Child gets married
- Death of a dependent
- Dependent eligibility changes
- Dependent leaves HMO area (if enrolled in HMO)
- Dependent eligible after waiting period
- Employee/Retiree divorced
- Employee/Retiree gains medical support order (MSO)
- Employee/Retiree loses medical support order (MSO)
- Gain adopted/foster/ward child
- Medicare/Medicaid eligible
- Medicare/Medicaid ineligible
- Significant change in cost

Post-Hire Change
Entering a Post Hire Change Action allows employees to make changes to their benefits within 30 days of their most recent Hire, Rehire, or Return from Leave date.

Election Update
Higher Education employees are not allowed to initiate Election Update transactions.
Benefits Enrollment
Benefit enrollment coverage can only be changed during annual Summer Enrollment or if an employee has a qualifying life event (QLE) during the year.

Actions will become available during SFA’s designated summer enrollment phase or if a qualifying life event is entered using the family status change link.

Benefits Summary
Employees can view their benefit elections as of a selected date. The current date is used by default.

Tobacco Certification
Employees click this link to certify tobacco use or non-use for themselves and their dependents.

Health Savings Account
Employees enrolled in Consumer Directed HealthSelect can view Health Savings Account (HSA) information.

Power of Attorney Information
Employees can choose someone to act for them concerning any interests in the retirement and insurance programs administered by ERS. This is called Power of Attorney (POA). This POA does not authorize anyone to make medical or other health-care decisions for you.

If an employee wants to request a joint POA, he or she will need to call ERS directly. Employees cannot set up a joint POA using ERS OnLine.

Information sourced from ERS Benefit Coordinator Procedure Manual: Chapter 1.5 – Member access to ERS OnLine

Questions about your benefits??? Contact SFA Human Resources at (936) 468-2304 or benefits@sfasu.edu

Or contact ERS directly at (877) 275-4377 toll-free.