

Benefits Frequently Asked Questions

How do I verify what benefits I have?

You can verify your coverage by visiting the “Current Benefits” section in Kronos Self-Service.

[Health Plan](#)

How can I order a health insurance card? Our health plan customer service department at WebTPA can mail a new card to your home. To request one, please call customer service at 855-479-3453.

How can I search for pediatricians and specialists who accept our plan? Create your profile on www.webtpa.com. Once you are logged in, select Rosen Hotels & Resorts Group Health Plan as the network to search providers.

Who can help me with questions about my health benefits and copays? The WebTPA customer service team will be your main point of contact for questions about your health plan. You may contact their customer service at 855-479-3453.

[Dental Plan](#)

How do I verify which dental plan I have? Visit the “Current Benefits” section in Kronos Self-Service. This page will specify whether you have the HMO or PPO plan.

How do I find a dentist? Use the Delta Dental mobile app or visit the website www.deltadentalins.com. If you have the DHMO plan, click on “Find a Dentist” then select DeltaCare USA as the plan network. If you have the PPO plan, select Delta Dental as the plan network. You may also call Delta Dental for assistance.

I have found a dentist. What should I do next? If you have the DHMO, you must register the dentist through Delta Dental online or by phone. Registration is not required for the PPO.

Can I change my dentist? Yes, follow the steps above. If you have the DHMO, plan you must be assigned to the new dentist through Delta Dental before your first visit.

[401\(k\)](#)

How often can I change my weekly contribution? You can make changes as often as you like throughout the year. You may log on to your account at www.empowermyretirement.com, use the mobile app, or call Empower customer service at 844-465-4455.

Does Rosen Hotels & Resorts match my contribution? Rosen Hotels & Resorts will match 50% of your contribution, up to the first 6% of your compensation. The company match can change from year to year at the company’s discretion.

I am at least 50 years of age. How do I participate in the catch-up contribution? Complete a PAF (form available in Human Resources). In the 401(k) section write in “catch-up contribution” and specify the percentage. You must attain the maximum allowable contribution prior to participating in the catch-up contribution.

[Lincoln Supplemental Benefits \(Disability, Life Insurance\)](#)

How do I file a disability claim? Call the Lincoln Financial customer service department at 800-423-2765 to begin filing your claim. Please refer to the Lincoln Financial Group section of this guide for details about your policy.

[Allstate](#)

How can I learn more about filing my claim with Allstate? The Allstate Benefits section on this guide contains information and instructions for filing your claim. A representative will be on property monthly to explain your coverage and to provide guidance on filing your claims.

[Vision](#)

How do I find a provider? Visit the website at www.vsp.com, use the VSP mobile app, or call 800-877-7195.

Do I need an ID card to visit a provider? ID cards are not required for service and are not provided by VSP. Please inform your provider’s office that you have coverage with VSP and they will verify your benefits.