Where do I go for Open Enrollment?

Answer: Visit <https://bmc.myfbmc.com>, click the Register button at the bottom by the New to FBMC line, and register for access to the Benefit Management Center. You cannot register until the first day of enrollment.

My Validation Code is not working.

Answer:   If you receive an error message after entering your validation code to complete your registration, it is possible the code did validate your registration.  You are encouraged to try and log into your account at <https://bmc.myfbmc.com>.  If you experience further difficulty, please call FBMC at 844-334-7848 for assistance.

My enrollment application is giving me an error when I click the “Checkout” button.

Answer:   You must make a selection for all benefits, including those benefits you wish to waive.  Follow the guided instructions to complete the select or waive process for each benefit to continue.

I’ve already submitted my enrollment selections. Can I make changes?

Answer:   If you wish to make an election change, please log into the system and make your change now.  If you experience further difficulty, please call FBMC at 844-334-7848 for assistance.  Remember, your application can be amended anytime during the open enrollment period, up until 11:59pm on the last day.  Your last submitted enrollment session will be considered final at that time.

How do I reset my password?

Answer: Click the “Forgot Password” link under the login instructions and enter your email address to send a password reset email.  If you have validated your login credentials, you’ll receive a temporary password.  After logging in with your temporary password, you will be asked to answer your Security Question and reset your password.  If you have not validated your login credentials, you will receive a link by email to click and reset your password.  Upon logging in, you will be prompted to assign a Security Question to continue.

If you have general questions about the benefits offered, please call FBMC at 844-334-7848.

Examples:

What are the deductions for my benefits?  FBMC’s Service Center can provide deduction information for the core benefits administered by FBMC.  If you are calling about a benefit that is not administered by FBMC, we will refer you to your HR Department.

Can I cancel a benefit outside of open enrollment?  If you experience a qualified Change in Status event, you are permitted to make appropriate changes to your benefits within 30 days.  Please contact your HR Department for more details.

I haven’t received, or I lost, my ID card.   You are encouraged to contact the provider directly to inquire on the status of your ID, or request a new card.

If you have questions about the provider network, please review your college website, if appropriate. If necessary, contact the insurance provider. For example:  (Florida Blue 1-800-255-4908)

Can you give me advice on which plan is better for me?  FBMC can provide general answers based on information provided in the benefits guide. We cannot provide information or advice related to benefit plan design.  You are encouraged to contact the provider directly to inquire about any benefit specific details.