

TLC Contacts Overview

This Job Aid provides instructions on how to update the TLC Contact Types.

Refer to the Job Aid titled BN361_TLC Data Sheet_Locality for instructions on how to complete your Plan Year TLC information. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

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Updating TLC Contacts

1. To update TLC Contacts, navigate to the **TLC Contacts** page by following this path:

Navigator > Menu > Benefits > Employer Information > TLC Contacts

The **TLC Contacts Search** page displays.

TLC Contacts

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ **Search Criteria**

Department

Contact Type

Include History Correct History

Limit the number of results to (up to 300):

[Basic Search](#)

2. Enter your TLC Department information into the **Department** field. Alternatively, use the **Department Look Up** icon to search for and select your TLC Department.
3. Click the **Search** button.

The page refreshes and the search results display at the bottom of the page.

TLC Contacts

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ **Search Criteria**

Department

Contact Type

Include History Correct History

Limit the number of results to (up to 300):

[Basic Search](#)

Search Results

View All

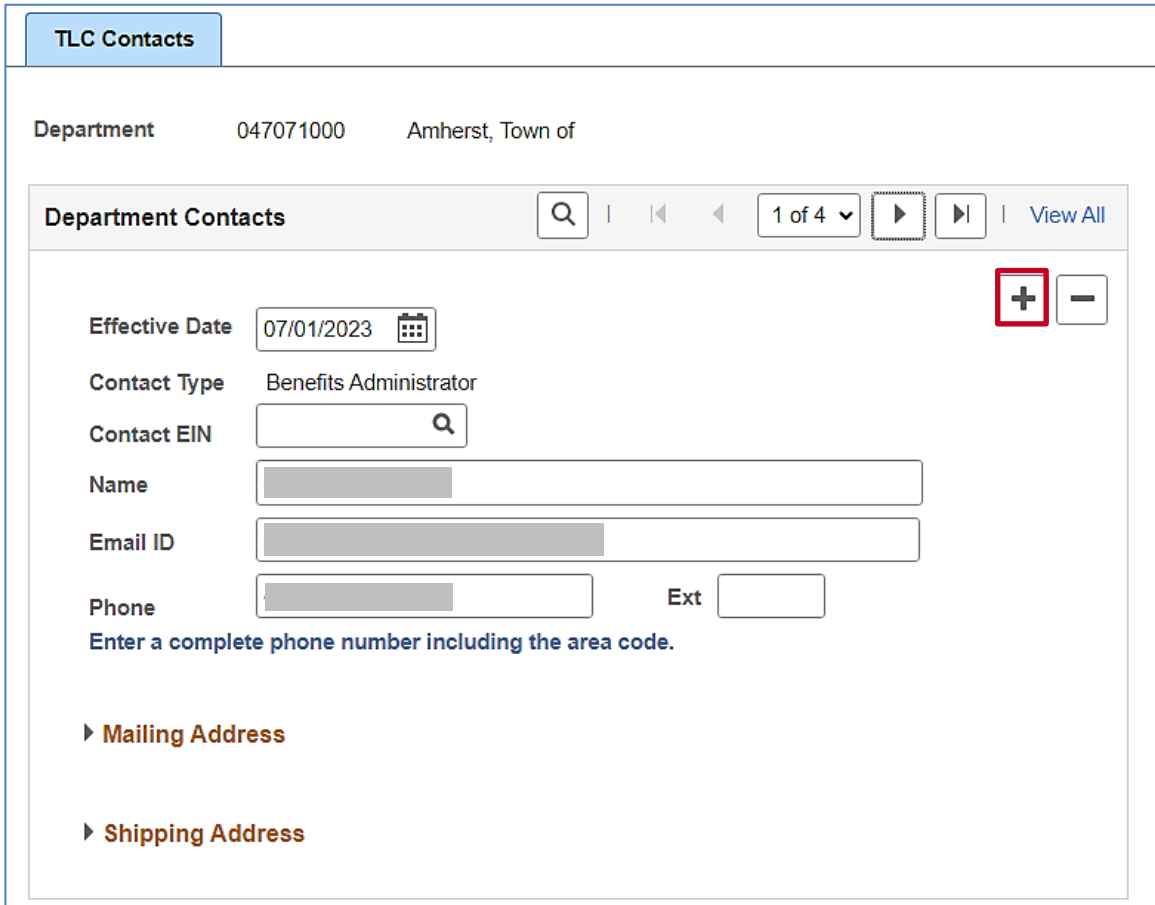
TLC Group	Department	Contact Type
047071000	047071000	Ben Admin
047071000	047071000	Ben Exec
047071000	047071000	Bill Admin
047071000	047071000	Bill Exec

BN361_TLC Contacts_Locality




4. Select the applicable Contact Type requiring update by clicking the corresponding link in the **Contact Type** column.

Note: Only one contact can be defined for each Contact Type (Ben Admin, Ben Exec, Bill Admin, or Bill Exec).

The **TLC Contacts** page displays for the selected Department and Contact Type.



The screenshot shows the 'TLC Contacts' page for Department 047071000, Amherst, Town of. The 'Department Contacts' section shows 1 of 4 contacts. The contact details are as follows:

Effective Date	07/01/2023			
Contact Type	Benefits Administrator			
Contact EIN	<input type="text"/>			
Name	<input type="text"/>			
Email ID	<input type="text"/>			
Phone	<input type="text"/>	Ext	<input type="text"/>	

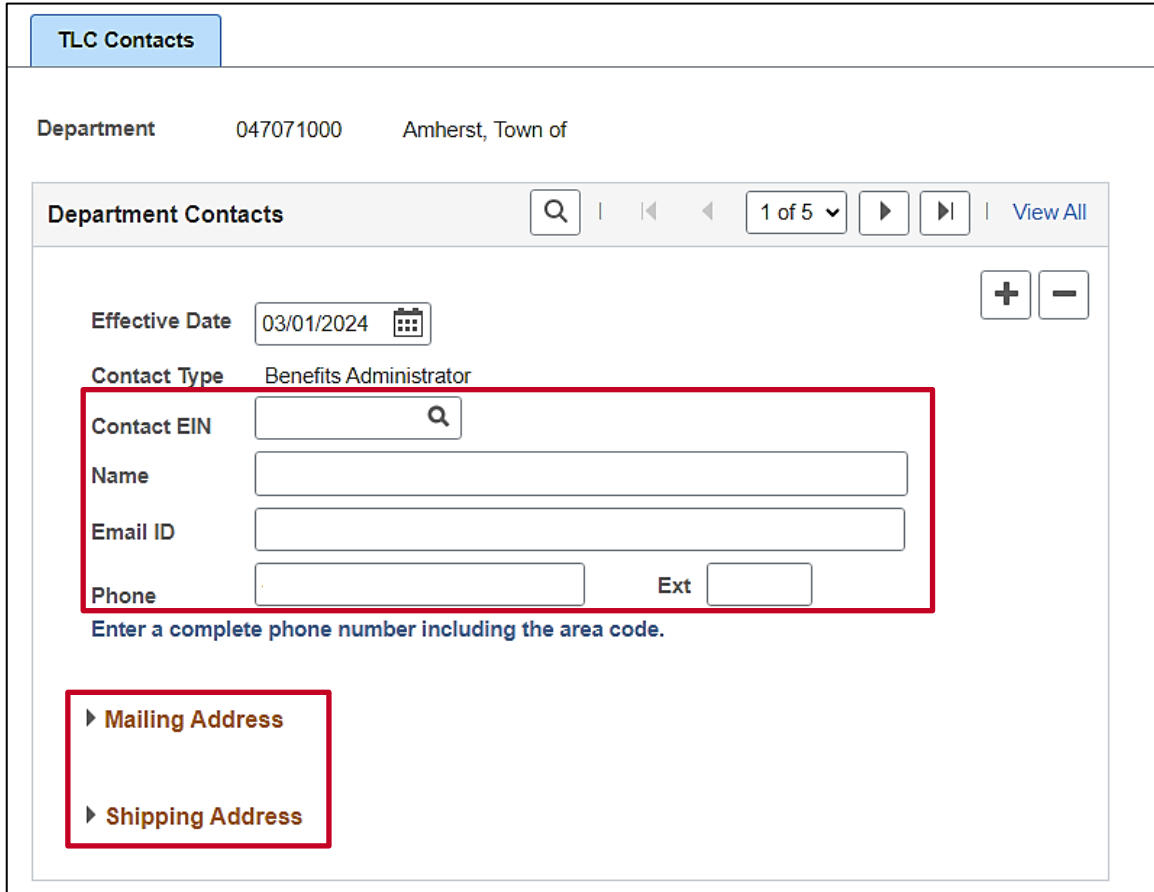
Enter a complete phone number including the area code.

▶ Mailing Address

▶ Shipping Address

5. Click the **Add a New Row (+)** icon.

The page refreshes with the new row.



TLC Contacts

Department 047071000 Amherst, Town of

Department Contacts | |

Effective Date

Contact Type Benefits Administrator

Contact EIN

Name

Email ID

Phone Ext

Enter a complete phone number including the area code.

▶ Mailing Address

▶ Shipping Address

6. The **Effective Date** field defaults to the current date but can be updated as needed.
7. Complete the **Contact EIN** field based on the following guidelines:
 - If the contact is an employee, use the **Contact EIN Look Up** icon to search for and select the applicable contact using their Employee ID. The **Name**, **Email ID**, and **Phone** fields will auto-populate once the contact is selected. The address information (Mailing Address and Shipping Address) will pull forward from the previous row but should be reviewed and updated as needed for the new contact
 - If the contact is not an employee, the **Name**, **Email ID**, and **Phone** (include the area code) fields need to be entered manually. In these cases, it is also recommended to click the **Mailing Address** and **Shipping Address Expand** icons and enter the applicable address information

Example of a completed **TLC Contacts** page:

TLC Contacts

Department 047071000 Amherst, Town of

Department Contacts | 1 of 5 | [View All](#)

Effective Date

Contact Type Benefits Administrator

Contact EIN

Name

Email ID

Phone Ext

Enter a complete phone number including the area code.

▶ **Mailing Address**

▶ **Shipping Address**

8. Click the **Save** button at the bottom of the page.
9. Repeat these steps, beginning with Step 4, to update any additional Contact Types as needed.