

OSU Corestream FAQs

1. How do I sign up?

To access this site, you will first need to log in to the OSU Lifestyle Benefits portal and follow the prompts. As a first-time user, you will be asked to verify your employment details. Once confirmed, you will be automatically redirected to this site. If you need assistance, contact customer care at osusupport@corestream.com or call (541) 229-5999.

2. How do I change my personal information?

Once signed in, if your personal information is registered, choose "Profile" from the avatar icon in the upper right-hand corner. If you would like to change your personal information with a vendor or carrier you will need to contact that vendor or carrier directly.

3. Can my friends and family use the site?

Friends should not have access to this site. Your family may be able to take advantage of the offers but for products that require payroll deduction, the employee will need to be enrolled or elect coverage for eligible family members.

4. I just signed up for a program through one of the insurance carriers. How long will it take before I see the deduction on my paycheck?

Depending on the program, your deduction will begin within the next 2 pay cycles. All programs that are available on the website will be paid by a single consolidated deduction on your paycheck.

5. I signed up for more than one benefit that is available on the website. Will I see multiple deductions on my paycheck?

No. All programs that are available on the website will be paid by one consolidated deduction shown on your paycheck.

6. Are the deductions pre-tax or post-tax?

All voluntary benefits deductions are post-tax.

7. I am having an issue accessing my Deduction History. Who do I contact?

You must first log in to the OSU Lifestyle Benefits site to access your deduction history report. Deduction History is available through the Benefits menu. If you are having any issues with registration or login you may email OSU Lifestyle Benefits customer service at osusupport@corestream.com or call (541) 229-5999.

8. Who do I contact if I have a question or problem with a service or plan that I signed up for?

You may contact Corestream's customer service for assistance at (541) 229-5999 or osusupport@corestream.com. For some inquiries, Corestream customer service may need to direct you to the vendor or provider, but the team is available Monday-Friday, 8:30am-8:00pm ET.

9. How do I cancel my coverage?

If you are a participant in a program with a carrier and would like to cancel, please refer to the cancellation process below. Please allow 30 days for the cancellation to process.

CANCELLATION PROCESS BY PRODUCT OR INSURANCE CARRIER:

MetLife Accident, Critical Illness and Hospital Indemnity Insurance

Employees that wish to cancel their coverage may do so by logging into the OSU Lifestyle Benefits and clicking on the "Make Changes" link from the product information page. Employees may also contact customer service at osusupport@corestream.com or click to chat below.

Farmers GroupSelect

Cancellation policies differ by state; therefore, the employee must call Farmers call center at (800) 438-6381 for cancellation terms and processing.

Liberty Auto and Home Insurance

To make any changes to your policies, including cancellations or changes to payment options, please contact Liberty Mutual directly at (800) 317-3954 or call a local office which you can find at www.libertymutual.com. Please reference your policy number, which can be found in your insurance policy. States have different requirements based on DOI regulations.

Nationwide Pet Health Insurance

Policyholders may cancel a policy at any time by contacting Nationwide directly at (877) 738-7874 or optionally, by notifying Nationwide in writing via fax at (714) 989-0537, or mail at P.O. Box 2344, Brea, CA 92822, or online at the [Policyholder Portal](#).

Travelers Auto and Home Insurance

To cancel a Travelers Insurance policy, the associate needs to call the Travelers Customer Service Center at (866) 270-7431. Please reference your policy number, which can be found in your Insurance policy.

If the policy has been paid in full or is on direct bill, any refund on earned premium due to the associate will be sent to them. In the case of payroll deduction, Travelers may need

to take one or more final deductions until the policy is paid back to the cancel date since payroll deduction policies are billed in arrears.

10. How do I receive my refund?

If you require a refund for a product or service please contact the carrier or vendor directly to discuss details of the refund. Refunds may take between 30 to 60 days to process.

11. Are employees located outside of the USA eligible?

No, only employees that have a home address within the USA are eligible.

If you are enrolled in any benefits and move outside of the USA, you are not longer eligible and will be moved to Direct Bill.

12. What if I sign up for a benefit and leave the university. Can I take my policy with me?

Yes, policies can be ported to direct bill if an employee leaves the university.

13. If an enrollment requires a social security number, but I don't have one, or I'm not comfortable providing it, what should I do?

If an enrollment requires SSN, that is a requirement of the carrier. The SSN must be provided in order to continue with the enrollment process for that benefit.