

Quick FAQs



Emails

Why am I not receiving the program emails that my co-workers are receiving?

Emails can only be sent to employees who have an email populated in their Flex profile for “work email” and/or “personal email.” Please note that these fields are different from the “user email” in your profile. Once you populate your address into one or both of those fields, you will begin to receive communications from Corestream, and you will be provided a 30-day window to enroll in all available programs.

Why are only some of my employees receiving the Corestream emails?

Emails can only be sent to employees who have an email populated in their Flex profile for “work email” and/or “personal email.” Please note that these fields are different from the “user email” in their profile. Please direct your employees to populate an email address into one or both of those fields. Once that happens, they will begin to receive communications from Corestream, and will be provided a 30-day window to enroll in all available programs.

Why do I receive an error message when I attempt to access <https://paychex.corestream.com> that says I do not have access?

This is likely due to you not having an email populated in your Flex profile for “work email” and/or “personal email.” Please note that these fields are different from the “user email” in your profile. Once you populate your address into one or both of those fields, you should be able to access the portal. You will also begin to receive communications from Corestream, and you will be provided a 30-day window to enroll in all available programs.

Enrollment & Billing

I enrolled for a product/service but I don't see the deduction on my paycheck?

Depending on when you enrolled for a product/service, it may take up to 2-3 weeks to see the deduction hit your paycheck.

Premiums are deducted in arrears, meaning if your coverage is effective March 1st, your first deduction will take place after that date.

I enrolled for a product/service but the deduction amount I am seeing is not what I saw when I first enrolled?

Corestream can assist with you with this question – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days.

My deduction amount changed and I don't understand why?

Corestream can assist with you with this question – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days.

I see a new deduction on my paycheck but I don't understand what it is for?

Corestream can assist with you with this question – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days.

Enrollment & Billing

I cancelled my product/service but I am still seeing the deduction on my check

Depending on when you cancelled your enrollment for a product/service, it may take up to 2-3 weeks to see the deduction stop

Any excess premiums will be refunded to you by Corestream

Corestream can assist with you with any additional concerns you have on this issue – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days

I want to learn more about this product/service before I decide to enroll

Please visit the <http://paychex.corestream.com> to learn more about the products/services offered – there is lots of information on the site.

If you still have questions after reviewing the material, you can live-chat with an agent or send an email to paychexsupport@corestream.com requesting more information.

Where is my refund?

Depending on when you cancelled your enrollment for a product/service, it may take up to 2-3 weeks to receive your refund

Corestream can assist with you with any additional concerns you have on this issue – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days

I received a letter from the provider stating my coverage is being cancelled due to non-payment of premiums

This could be due to the timing of your payroll deductions and this letter may have been sent in error.

Corestream can assist with you with this question – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days

Enrollment & Billing

I did not receive a confirmation email of my product/ service election(s)

Corestream can assist with you with this question – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days

Why am I only allowed to enroll in certain products/ services?

Certain insurance products only allow enrollment at certain times during the year

Corestream can assist with you with any additional concerns you have on this issue – please email your question and contact information to paychexsupport@corestream.com and they will contact you within 1-2 business days

Customer Service

How do I enroll in one of these new products/services?

Please visit <https://paychex.corestream.com> to learn more about and enroll in the products/services offered

If you have any questions while visiting the portal or attempting an enrollment, live-chat agents will be available to assist.

How do I cancel one of these products/services?

Please visit the <https://paychex.corestream.com> to make any changes or to cancel any of the products/services in which you are enrolled

If you have any questions while visiting the portal or attempting to cancel your enrollment, live-chat agents will be available to assist.

How do I utilize this product/service?

Please visit the <https://paychex.corestream.com> to learn more about the products/services offered and how to utilize these benefits.

Customer Service

I sent a question/issue to the mailbox but have not heard back

If you have not heard back from Corestream in 3 business days, please email paychexsupport@corestream.com and include the ticket number that was provided when you first reported your issue – please type “ESCALATION” at the start of the Subject line.

I sent a question/issue to the mailbox but I am not satisfied with the response I received

Please reply to the email from Corestream requesting that an agent contact you to discuss the matter in more detail. An agent will reach out to you within 2-3 business days

Where can I go to determine what product/service I am enrolled in?

You can visit <https://paychex.corestream.com> and click on ENROLLED BENEFITS to view the benefits you have elected

Technology

The system will not allow me to complete my enrollment .

If you are unable to complete your enrollment, please utilize the Chat feature on the portal to speak to an agent