



CITY OF ROHNERT PARK



YOUR 2023-24 BENEFITS OPEN ENROLLMENT



It's time!

Open Enrollment

Each year your group health plan holds a benefits Open Enrollment. This is the time of year when we communicate benefit and rate changes that may affect you at renewal on July 1st. It's also the time of year when you can make plan changes, add coverage or add dependents.

Your elections will remain in effect through the Plan Year (July 1, 2023 through June 30, 2024) unless you make changes as a result of a Qualifying Event. (For more information on Qualifying Events, see page 3 or contact your Human Resources Department.

Review Your Benefits

Please take the time to review the information in this pamphlet so that you are fully informed of the benefits offered to you. More detailed information is available from the Human Resources Department.

There are deductible and out of pocket maximum changes to the HSA plan for 2023/24.

Important Information

- Changes to your Health Plan premium contributions will be communicated through your Human Resources Department.
- ➡ • *If you're not making changes* to your MEDICAL, DENTAL or VISION plan, you don't need to do anything. Your current benefit election will automatically be continued as of July 1, 2023.
- ➡ • *If you are not participating in a Flexible Spending Account (FSA) and want to*, you will need to make a new election for the coming year. Please contact your Human Resources Department for instructions.

Important Dates

- Open Enrollment is from May 8th to June 2nd
- Visit the Benefits Fair May 17th 10AM to 2PM
- The deadline to make changes is June 2nd

Life changes can
affect the benefits
you need from
year to year.

~~~~~

Now is the time to  
review what you  
have and make  
the most of your  
elections for the  
coming year

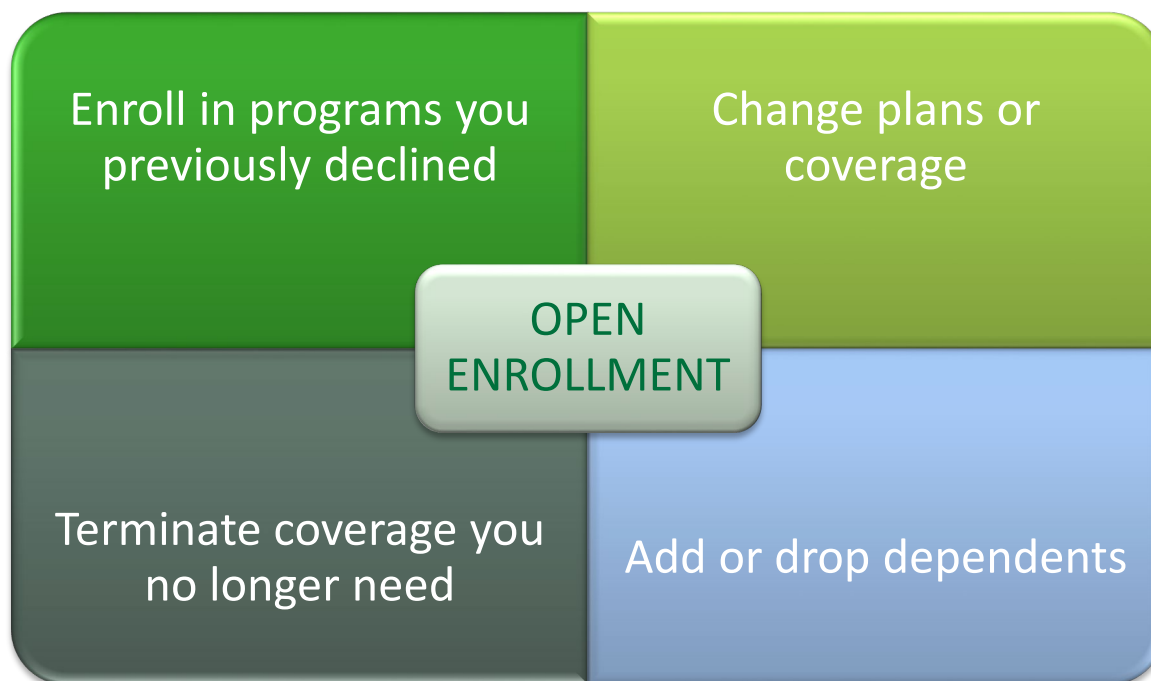




# Open Enrollment

This is an official Open Enrollment period for your group insurance program for medical, dental and vision coverage. This is the time of year that you will choose your benefit elections for the next Plan Year starting July 1, 2023.

## Open Enrollment is your time to:



*All changes and additions will be effective July 1, 2023.*

If you don't make changes during this Open Enrollment period, you will not be able to do so until the next Open Enrollment unless you experience a qualifying event. Qualifying events may trigger Special enrollment rights during the year. See additional information on Special Enrollment Rights, below.

## Preparing for Open Enrollment – thoughts to consider

- ✓ What changes have occurred for you in the last year? These could include life events (marriage, birth, divorce, etc.), health changes, income changes, etc.
- ✓ How will your changes affect your benefits for the coming year?
- ✓ Will you have new changes in the next year? (For example a move, job change, or new dependent.)
- ✓ Might you need additional benefits to cover surgery, new medical treatment or medication?



# Eligibility & Enrollment

## Eligibility

Active employees are eligible for benefits if they qualify under the employer's personnel policies and/or MOU. Generally, permanent full time employees (working 30+ hours per week) are eligible for coverage. In addition, part time or temporary employees may be eligible for benefits. Please check with your Human Resources Department for more detailed information.

Eligible dependents include the employee's spouse or state registered domestic partner, and children under age 26. Eligible children include biological and adopted children, stepchildren, the children of an eligible domestic partner, and children ordered to be covered through a qualified medical support order.

You are responsible for terminating dependents who are no longer eligible for coverage. Failure to notify your employer of changes in dependent eligibility may result in forfeiture of COBRA rights.

At any time, the Plan may require proof that a Spouse, Domestic Partner or a Child qualifies or continues to qualify as a Dependent as defined by the Plan.

For complete definitions of eligible persons, please see the Summary Plan Description available from your Human Resources Department.

## Enrollment

Enrollment takes place in one of three enrollment periods:

- **Initial Eligibility Period** – this period is based on the hire date and your employer's waiting period. Each newly hired or newly eligible employee is given the opportunity to enroll once they become eligible for benefits.
- **Open Enrollment Period** – The annual period during which eligible employees may make or change new benefit elections. Changes take effect on the first day of the new Plan Year.
- **Special Enrollment Period** – a period that occurs following a qualifying life event, as defined under federal law (HIPAA) provisions.

## Special Enrollment Rights

Federal law (HIPAA) provides Special Enrollment provisions under some circumstances. If you previously declined coverage for yourself or an eligible dependent, you may have a Special Enrollment Right to enroll in this plan if you experience a qualified life event.

### **Qualifying events may include, but are not limited to:**

- A loss of other coverage due to:
  - A loss of eligibility due to:
    - Termination of employment, change in employment status, reduction of hours, employer termination of the plan or benefits class
    - Ineligibility due to divorce or legal separation, termination of domestic partnership or cessation of dependent status (e.g. aging off of a parent's plan at age 26)
    - Termination of group benefits under another employer health plan at that

#### employer's Open Enrollment

- A loss/gain of eligibility due to a change in employment status for you or your spouse/domestic partner (commencement, termination, leave of absence, full-time to part-time or vice versa)
- Exhaustion of COBRA benefits
- Acquiring a newly eligible dependent through birth, adoption, placement for adoption, marriage, registered domestic partnership, or court order for child coverage
- Losing or gaining eligibility for Medi-Cal or State Child Health Insurance Programs

## **Making Changes after a Qualifying Event**

Generally, changes in your coverage elections must be made within 31 days of the qualifying event. You are responsible for notifying the Human Resources Department of any qualifying event and for requesting information on changing your elections. For further information on eligible qualifying events, please contact the Human Resources Department.

## **How to Enroll/Make Changes**

To enroll or make changes to your plans or dependent eligibility, obtain an enrollment/change form from your Human Resources Department, or use the HealthComp Online link provided by your HR Representative. Your Human Resources Department can provide access to all forms and documents you will need for enrollment or changes.

If your employer utilizes the HealthComp Online portal, you will be able to make changes online and submit electronically.

## **What Happens After Enrollment**

When your enrollment is submitted, your HR Department will review your submission and reach out to you for any missing information or documentation (e.g. proof of loss of coverage, marriage or birth certificate, etc.) Once approved, your enrollment will be processed and new ID cards will be generated and sent to you. (No ID cards are issued for VSP, Delta or life and disability.) Once received, please review your cards and keep them safely stored. If any information is incorrect, please notify your Human Resources Department.

## **What Happens if you Don't Enroll**

An employee who does not enroll during the Initial Enrollment period will be able to enroll at Open Enrollment, or within 31 days after experiencing a Qualifying Event. An employee who does not enroll or make elections during Open Enrollment will be unable to make changes until the next Open Enrollment unless he/she experiences a Qualifying Event.

## **Terminating Employment**

If your employment terminates your benefits will end. Benefits end on the last day of the calendar month of employment. You may have the right to continue coverage for yourself and any covered dependents under COBRA.

When employment ends, you will be eligible to convert life insurance coverage (and LTD coverage, if applicable) to an individual policy. For information on Life Conversion and LTD Conversion, contact your Human Resources Department.



# MEDICAL COVERAGE

The summaries provided here contain highlights only. The specific terms of coverage, exclusions and limitations are contained in the Plan Documents and insurance certificates. All coverages and the costs for such coverage for all participants are subject to change at any time in the future. If you have questions about a specific service or treatment, please contact your Human Resources Department or our broker, RealCare at (707) 939-8088.

## REMIF Self-Funded Medical Plan

There are mandatory changes to deductibles for REMIF High Deductible Health Plans (HSA) for 2023/24. There are no changes to copays, or out of pocket costs for the REMIF Plans for next year.

Below is a brief summary of the REMIF medical benefits. For more detailed information, please pick up a Benefit Summary form or request a copy of the Summary Plan Description from your Human Resources Department.

| Benefits                                                                                        | EPO 250<br>In Network<br>Only                                                                  | EPO 500<br>In Network Only                             | PPO 500                                                |                                                                                             | HSA 1500                                                                                    |                                                                             |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|                                                                                                 |                                                                                                |                                                        | In Network                                             | Out of Network                                                                              | In Network                                                                                  | Out of Network                                                              |
| <b>Plan Year Deductible</b>                                                                     | \$250 Single<br>\$500 Two Party<br>\$750 Family                                                | \$500 Single<br>\$1,000 Two Party<br>\$1,500 Family    | \$500 Single<br>\$1,000 Two Party<br>\$1,500 Family    | \$1,000 Single<br>\$2,000 Two Party<br>\$3,000 Family                                       | <b>\$1,500 Single</b><br><b>\$3,000 Family of 2 or more</b>                                 |                                                                             |
| <b>Plan Year Out of Pocket Max (OOP) <sup>(1)</sup></b>                                         | <b>Total Out of Pocket Maximums</b><br>\$5,000 Single<br>\$10,000 Two Party<br>\$13,200 Family |                                                        |                                                        | <b>Total Out of Pocket Max:</b><br>\$10,000 Single<br>\$20,000 Two Party<br>\$30,000 Family | \$5,000 Single<br>\$10,000 Family of 2 or more<br>(OOP maximum for Medical/Rx are combined) |                                                                             |
|                                                                                                 | <i>Separate Medical and Rx OOP maximums accumulate per person up to the family maximum</i>     |                                                        |                                                        |                                                                                             |                                                                                             |                                                                             |
|                                                                                                 | <b>Benefits below are what the MEMBER PAYS after deductible unless noted</b>                   |                                                        |                                                        |                                                                                             | <b>Benefits below apply AFTER deductible</b>                                                |                                                                             |
| <b>Physician Visits</b>                                                                         |                                                                                                |                                                        |                                                        |                                                                                             |                                                                                             |                                                                             |
| <b>Primary Care</b>                                                                             | \$25 Copay<br>Ded. Waived                                                                      | \$30 Copay<br>Ded. Waived                              | \$30 Copay<br>Ded. Waived                              | \$50 Copay<br>Ded. Waived                                                                   | 10% after deductible                                                                        | 30% after deductible                                                        |
| <b>Specialists</b>                                                                              | \$35 Copay<br>Ded. Waived                                                                      | \$40 Copay<br>Ded. Waived                              | \$40 Copay<br>Ded. Waived                              | \$60 Copay<br>Ded. Waived                                                                   | 10% after deductible                                                                        | 30% after deductible                                                        |
| <b>LiveHealth Online</b>                                                                        | \$10 Copay;<br>Ded. Waived                                                                     | \$10 Copay;<br>Ded. Waived                             | \$10 Copay;<br>Ded. Waived                             | N/A                                                                                         | 10% after deductible                                                                        | N/A                                                                         |
| <b>Emergency Care</b>                                                                           | \$150 Copay<br>Wvd if Admitted                                                                 | \$150 Copay + 10%<br>Wvd if Admitted                   | 20% after \$150 Copay<br>Waived if Admitted            |                                                                                             | 10% after deductible                                                                        |                                                                             |
| <b>Rx Benefits</b><br>Retail: 30 days<br><b>Retail Maintenance &amp; Mail Order (MO): 90 dy</b> | Not subject to deductible                                                                      | Not subject to deductible                              | Not subject to deductible                              | Not subject to deductible                                                                   | <b>Copays apply AFTER deductible</b>                                                        |                                                                             |
| <b>Tier 1 - Generic</b>                                                                         | \$10 Copay Retail<br>\$15 Copay Retail<br>Maint. or MO                                         | \$15 Copay Retail<br>\$23 Copay Retail<br>Maint. or MO | \$15 Copay Retail<br>\$23 Copay Retail<br>Maint. or MO | Member pays applicable copay plus all charges in excess of allowable charge                 | \$10 Copay Retail<br>\$20 Copay Retail<br>Maint. or MO                                      | Member pays applicable Copay plus all charges in excess of allowable charge |
| <b>Tier 2 - Preferred Brand</b>                                                                 | \$25 Copay Retail<br>\$38 Copay Retail<br>Maint. or MO                                         | \$35 Copay Retail<br>\$53 Copay Retail<br>Maint. or MO | \$35 Copay Retail<br>\$53 Copay Retail<br>Maint. or MO |                                                                                             | \$25 Copay Retail<br>\$50 Copay Retail<br>Maint. or MO                                      |                                                                             |
| <b>Tier 3 - Non-Preferred Brand</b>                                                             | \$50 Copay Retail<br>\$75 Copay Retail<br>Maint. or MO                                         | \$50 Copay Retail<br>\$75 Copay Retail<br>Maint. or MO | \$50 Copay Retail<br>\$75 Copay Retail<br>Maint. or MO |                                                                                             | \$50 Copay Retail<br>\$100 Copay Retail<br>Maint. or MO                                     |                                                                             |
| <b>Tier 4 - Specialty</b>                                                                       | \$150 Copay                                                                                    | \$150 Copay                                            | \$150 Copay                                            |                                                                                             | 20% of max. allowed amount                                                                  |                                                                             |
| <b>Specialty (30 day supp)</b><br>Must obtain from Specialty Pharmacy                           | Member pays applicable cost for tier                                                           | Member pays applicable cost for tier                   | Member pays applicable cost for tier                   | Not Covered                                                                                 | Member pays applicable cost for tier                                                        | Not Covered                                                                 |

(1) The Out of Pocket Maximums for Rx and Medical accumulate separately on a per person basis on all plans EXCEPT the HSA 1500. The combined out of pocket maximum will not exceed the total OOP maximum shown for all plans EXCEPT the PPO 500. On the PPO 500, the out of network Rx out of pocket maximum is unlimited

# REMIF Pharmacy Benefits



Your REMIF medical plan includes prescription drug coverage through Express Scripts (ESI). ESI provides benefits for retail, mail order, and Specialty medications; as well as a number of clinical programs to help patients manage medications.

## In Network Pharmacies

ESI uses all major chain pharmacies and many small independent pharmacies. The major chains include: CVS, Rite Aid, Walgreens, Pharmaca, Lucky, Raley's, Costco, Safeway, and Walmart.

## Formulary

A formulary is a list of preferred and non-preferred drugs available to members. The formulary is updated periodically to review drugs for their safety, clinical efficacy, cost, and therapeutic need. When the formulary list changes, ESI will notify you if your medication status changes. A formulary status change can affect your copay, authorizations or the availability of your prescription medication.

## Prior Authorizations, Quantity Limits, Step Therapy

The prescription drug program utilizes Prior Authorizations, Quantity Limits and Step Therapy to help control costs.

Prior Authorizations can be approved for specific medications, specific quantities of a medication or authorizations after completing Step Therapy requirements to try lower cost, or lower risk medications. Keep in mind that most Prior Authorizations must be renewed at least annually and sometimes more often. **If your authorization ends your doctor will need to request a new authorization through ESI. If you encounter any problems, call ESI Member Services at (877) 813-2493 or contact RealCare at (707) 939-8088 for assistance.**

## Specialty Medications

Specialty medications are used to treat complex conditions. Some need to be administered by injection or infusion and require special handling or refrigeration, while others are oral or inhaled medications. All Specialty Medications must be obtained through a mail order pharmacy. *ESI's specialty pharmacy is Accredo.*

### IMPORTANT RX INFORMATION

- **How do I set up Mail Order medications?** You can set up mail order prescriptions online at [express-scripts.com](https://www.express-scripts.com). There you can register or log in to your account and transfer your existing prescriptions to ESI for mail order delivery. If you have a new medication to set up, call Customer Service and they'll confirm your new medication with your doctor and set up mail order.
- **What if my drug is not on the formulary list?** Notify your doctor that your drug is no longer on the formulary. Your doctor will be able to access the ESI formulary list and recommend an alternative medication for you. If your doctor determines that you cannot take alternative medication due to medical necessity, he or she can request an authorization for you to continue to use your current medication.
- **Who should I call for help?** Contact the ESI Member Services Department at [\(877\) 813-2493](tel:8778132493) or contact RealCare at (707) 939-8088 for assistance.

# Additional REMIF Health Plan Benefits

## LiveHealth Online – A convenient way to “see” a doctor!



Every REMIF Self-Funded medical plan features access to LiveHealth Online - an Anthem Blue Cross service that gives you access to a doctor 24 hours a day, 7 days a week. LiveHealth Online is quick and easy. Doctors using LiveHealth Online can answer your questions, assess your condition and even provide prescriptions\* if needed.

Most members will pay a \$10 Copay for general physician or mental health services. Members on an HSA Compatible plan will be required to pay the full cost of the doctor visit (usually \$59 for a general practitioner or \$95-\$175 for a mental health provider) which will be applied to the deductible. All payments are counted toward the member's out of pocket maximum. **Sign up online at [www.Livehealthonline.com](http://www.Livehealthonline.com).**

*\*Prescription availability is defined by physician judgment and state regulations.*

## AirMedCare Network Air Ambulance

AMCN Includes: REACH, CalStar, Cal-Ore and many other affiliates



Membership is not purchased for REMIF HSA Medical Plan Participants

Air ambulance claims can cost between \$40,000 and \$90,000 or more. The REMIF health plan covers air ambulance services regardless of AMCN membership, but without membership, participants could still pay a deductible and out of pocket costs. To help offset the cost of claims and protect participants from the risk of out of pocket expenses, REMIF partnered with AMCN to purchase membership for all eligible REMIF Medical Plan participants.

## Care Advocate Program

The diagnosis and management of a serious medical condition can be confusing and lead to emotional stress and financial worry. The HealthComp Care Advocate Program provides assistance to individuals and their families dealing with a complex health condition. HealthComp's Case Managers help you understand your benefits and work with your doctors to coordinate care. **This program is completely free, voluntary, and confidential.**



**Want more information? Call HealthComp at (800) 755-7247 6:00 AM to 4:30 PM.**



**The City of Rohnert Park will have changes to Kaiser Plan offerings for 2023/24.**

**Kaiser premiums will change effective July 1, 2023. Changes to your health plan contributions will be communicated through your Human Resources Department.**

## What's Changing for 2023?

### Deductibles

Deductibles for High Deductible Health Plans (HSA Compatible plans) will change according to federal guidelines. There are no changes to any other existing Kaiser plans or deductibles.

- HSA Low:
  - Changes from a \$1,400/\$2,800 deductible to \$1,500/\$3,000 deductible.



### New HSA Compatible Plan!

The City of Rohnert Park is adding a new High Deductible health plan to enhance employee choice of HSA compatible plans. The new plan has a higher deductible and will have a lower premium.

- New 2500 HSA Plan Deductible: \$2,500 Individual/\$5,000 Family<sup>1</sup>
- New 2500 HSA Plan Out of Pocket Maximum: \$4,500 Individual/\$9,000 Family<sup>1</sup>

## Don't forget!

### Sign up for Kaiser's award winning Member Services website!

- Make appointments
- Email your doctor
- Refill prescriptions



Register for online access!

**WWW.KP.ORG**

Make Appointments – Email your doctor – Check labs and more!

<sup>1</sup> This is intended as a summary only. Specific information on individual and family deductible and out of pocket maximum amounts may vary. Detailed information is available in the benefit summary available from your Human Resources Department.

**Sutter Health Plans will have a rate change effective July 1, 2023.**

**Changes to your health plan contributions will be communicated through your Human Resources Department.**

Sutter Health Plus is changing the names of their health plans in 2023. Along with this, there will be some changes to copays, and a change to how a deductible is applied on the High Deductible HSA Compatible plan.<sup>1</sup>

- **Plan Name Changes**
  - Summit ML27 HMO becomes Summit ML62 HMO
  - Peak ML20 HMO becomes Peak ML68 HMO
  - Vista HD08 HDHP HMO becomes vista HD20 HDHP HMO
- **Vista HDHP HMO Deductible Change**
  - Annual deductible for single person within a family changes from \$2,800 to \$3,000
- **Copay Changes to All Plans**
  - Primary Care Physician (PCP) telehealth visits change to \$10
  - Other Practitioner telehealth visits change to \$10
  - Sutter Walk In Care telehealth visits change to \$10
  - Mental Health/Substance Abuse telehealth visits change to \$10
  - Abortion Services change to no charge

Sutter Health Plus has made some clarifying language changes to the Evidence of Coverage document for 2023. Details on the language changes are available from your Human Resources Department.

## **Sutter Health Plus Important Reminders**

To be covered, most services require a referral from the member's primary care physician (PCP). Many services also require prior authorization by the PCP's medical group.

Chiropractic benefits are offered through ACN Group of California, Inc.

In case of a life threatening emergency, members should always go to the nearest facility.

## **Sutter Health Plus Urgent Care Near You**

- Santa Rosa      ▪ Petaluma
- San Rafael

**Visit [www.SHPLUS.org](http://www.SHPLUS.org)  
to register and log in on the  
Sutter Member Portal**



# EAP

## Your Employee Assistance Program

**aetna**

### Aetna Resources For Living

REMIF contracts with Aetna for EAP services which provide up to 8 face to face counseling sessions per member per incident. In addition, Aetna provides many other services to members.

This program is no cost to you, and is available to all members of your household, including dependent children over 26. Services are confidential and available 7 days a week.

- Personalized guidance and help finding resources for
  - Child care & summer programs
  - Elder care
  - Caregiver support
  - Pet care
  - Home repair & services
- Online resources for
  - Wellness, nutrition and fitness
  - Stress management
  - Discounts on name brand products and services
- Legal services
  - Free 30 minute consultation with an attorney
  - Assistance with wills
- Financial consultations for
  - Budgeting
  - Credit and debt issues
  - College funding
  - Taxes
  - Retirement & financial planning

**Aetna (800) 342-8111 ▪ [www.resourcesforliving.com](http://www.resourcesforliving.com) ▪ User: REMIF ▪ PW: eap**



Globally, over **264 million** adults suffer from anxiety and stress each day and over **280 million** battle depression.'

There are ways to improve your mental health and wellbeing. Beginning with how we handle every day tasks and encounters with others can help to make a difference.

### Ways you can start to improve your mental health and wellbeing

Combat stress with simple tricks like this:

- Replace phrases in your every day self-talk from, "have to" and "can't" into "choose to" and "choose not to". This will remind you that there is a choice. Your body responds differently when it does not feel stuck.
- Practice self-compassion, which is treating yourself as kindly as you would a good friend.

Research shows that people who are self-compassionate are less likely to be depressed, anxious and stressed.



*Self-compassion and the words we choose can increase our overall wellbeing*



Finding an outlet can cut down on negative emotions and help alleviate stress

- Regular exercise can lift emotions
- Meditation helps to provide an inner space of peace
- Opportunities for fun and laughter help combat stress



# Dental Benefits



There are no benefit changes for Delta Dental for 2023/24

Your Delta Dental plan saves you money on dental services. For years Rohnert Park has partnered with Delta Dental to give members access to the largest dental provider network available. Chances are your dentist participates with Delta Dental, but if you want to use an out of network dentist, you can do that too! Below are important highlights of the plan and a brief overview of your benefits.

## Plan Highlights

- No Deductible
- No waiting periods
- Orthodontia for adults and children
- \$2,000 Plan Year maximum benefit

## Benefit Overview

| Covered Service                                                                                                                                                                                                                                            | Plan Pays                                             |                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------|
|                                                                                                                                                                                                                                                            | Delta Dental PPO Dentist                              | Non Delta Dental PPO Dentist                          |
| <b>Diagnostic &amp; Preventive Care</b> <ul style="list-style-type: none"><li>• Exams, cleanings, X-rays</li></ul>                                                                                                                                         | 100%                                                  | 80%                                                   |
| <b>Basic Services</b> <ul style="list-style-type: none"><li>• Fillings, simple extractions</li><li>• Endodontics (root canals)</li><li>• Periodontics (gum treatment)</li><li>• Oral Surgery</li><li>• Crowns, inlays, onlays, cast restorations</li></ul> | 85%                                                   | 60%                                                   |
| <b>Major Services</b> <ul style="list-style-type: none"><li>• Bridges and dentures</li></ul>                                                                                                                                                               | 50%                                                   | 40%                                                   |
| <b>Orthodontic Benefits</b> <ul style="list-style-type: none"><li>• Adults and dependent children</li></ul>                                                                                                                                                | 50% to lifetime maximum benefit per person of \$1,500 | 50% to lifetime maximum benefit per person of \$1,500 |

## Don't forget...

- ✓ Your FREE diagnostic and preventive care is important to your health
- ✓ Your benefit year starts on July 1<sup>st</sup>
- ✓ You save \$\$\$ with Delta Dental PPO *and* Premier Dentists







# Vision Benefits

There are no benefit changes for VSP for 2023/24

Rohnert Park's VSP program covers your annual WellVision exam, and will help pay for eyeglasses or contacts. While you can use any provider for vision services, you will get the best value when using a VSP Signature participating provider.

Your WellVision exam is an important part of your overall health maintenance. Your VSP Signature provider will perform a comprehensive vision exam which includes information on your family history, your medical conditions and medications, and a thorough check of your vision itself. Your exam can help your doctor see signs of common health conditions like high cholesterol, high blood pressure, glaucoma and diabetes.

Below is a brief overview of your VSP In-Network benefits. For detailed information, please refer to your Benefit Summary, or call VSP.

| Benefit                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                 | In-Network Copay |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>WellVision Exam</b>                     | <ul style="list-style-type: none"><li>• Comprehensive vision exam</li><li>• Every 12 months</li></ul>                                                                                                                                                                                                                                                                                                                                       | \$0              |
| <b>Prescription Glasses &amp; Services</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |
| <b>Frames</b>                              | <ul style="list-style-type: none"><li>• \$130 frame allowance</li><li>• 20% savings on amounts over the allowance</li><li>• Every 24 months</li></ul>                                                                                                                                                                                                                                                                                       | \$0              |
| <b>Lenses</b>                              | <ul style="list-style-type: none"><li>• Single vision, lined bifocal or lined trifocal</li><li>• Polycarbonate lenses for dependent children</li><li>• Every 12 months</li></ul>                                                                                                                                                                                                                                                            | \$0              |
| <b>Contacts (instead of glasses)</b>       | <ul style="list-style-type: none"><li>• \$200 allowance for contacts and the contact lens exam (fitting and evaluation)</li><li>• Every 12 months</li></ul>                                                                                                                                                                                                                                                                                 | \$0              |
| <b>Extra Savings</b>                       | <ul style="list-style-type: none"><li>• 20% average savings on all non-covered lens options</li><li>• 20% off additional glasses and sunglasses, including lens options, from any VSP provider within 12 months of your last exam</li><li>• 15% off cost of contact lens exam (fitting and evaluation)</li><li>• Average 15% off regular price or 5% off promotional price for Laser Vision Correction from contracted facilities</li></ul> |                  |



# Life & Disability Benefits

## Life and AD&D Benefits



### Basic Life and AD&D

The City provides Group Life and Accidental Death & Dismemberment (AD&D) benefits through Lincoln Financial. Basic coverage is paid by the City and coverage amounts vary depending on your bargaining unit agreement.

If you die while actively employed by the City, your policy will pay a cash benefit to your designated beneficiaries. If you are diagnosed with a terminal illness you also have the option to apply for an accelerated death benefit.

If your death is the result of an accident, the AD&D policy will pay a benefit that will normally match your basic life benefit. The AD&D benefit also pays for certain accidental injuries such as the loss of a limb or eyesight.

### Voluntary Life Benefits

You may also purchase additional Term Life Insurance for yourself or your family members.<sup>2</sup> Voluntary benefits are age rated and will increase as you get older. Typically you will be able to purchase additional insurance based on a set scheduled amount. The amount available will vary by City.

### Beneficiaries

When you enroll in basic life and AD&D insurance you will designate a beneficiary (or beneficiaries) for your policy. You can designate anyone as your beneficiary and may change beneficiaries at any time by completing a new beneficiary form and submitting it to your Human Resources Department. If you are married and do not designate your spouse as at least 50% beneficiary, your spouse must sign a form acknowledging they will not be receiving at least 50% of the life insurance benefit. It is important to review and update your beneficiary designations periodically to ensure they reflect your current wishes.

### Portability

In the event that you terminate employment, you may convert (or “port”) your life insurance to individual coverage. To do so you must apply for conversion within 30 days of termination of employment. Contact your Human Resources Department for information on portability.

#### Additional Benefits from Lincoln Financial

##### Online Will Preparation

Having a will allows you to designate who will receive your property and assets when you’re gone. Without one, your state determines how your estate is distributed. Online will preparation services are available with LifeKeys® services, which is included with your life insurance policy from Lincoln Financial Group. EstateGuidance® will preparation is a quick and easy way to create and execute a will.

##### Visit

<https://www.estateguidance.com/> to get started. Enter “Lifekeys” in the Promotional Code to receive discounted products.

##### TravelConnect®

Lincoln TravelConnect® helps protect you and your family when you travel. In an emergency, Lincoln will help with travel arrangements, evacuation, medication delivery, recovering luggage or documents, or referrals for medical or dental care.

<sup>2</sup> Note: Available benefits vary by City. Please check with your Human Resources Department to confirm what benefits are available to you.

# Disability Benefits

## Long Term Disability

Long Term Disability (LTD) Insurance helps in the event that you are sick or injured and cannot work. This important coverage will help replace your income while you're disabled. Many cities pay for Long Term Disability Insurance through Lincoln Financial. Your benefit amount is determined by your bargaining unit agreement. Generally, LTD policies require that you must be disabled for a certain period of time (called an "Elimination Period") before benefits will begin. Once you've satisfied the Elimination Period, the plan will pay a percentage of your pre-disability earnings for a specified period of time.

## Short Term Disability

Your City paid Short Term Disability (STD) Insurance is also used for income replacement in the event that you are injured or sick and cannot work. However, a Short Term Disability policy is intended to last a shorter duration, and you may qualify for benefits much sooner. The amount of your benefit and terms of your policy are determined by your bargaining unit agreement.

For detailed information on life and disability benefits, please contact your Human Resources Department.



Disability affects more than 5% of Americans each year. A disability that keeps you from working can happen at any time, and will affect your health and wellbeing physically, emotionally and financially. Disability benefits help ease the financial burden by replacing a portion of your income.

Disability affects all of us. According to the latest CDC statistics, approximately 1 in 4 Americans have some type of disability.<sup>3</sup> Accidents account for most disability claims each year. While you can follow safety measures and generally be cautious, there are some accidents we just have no control over. However disability claims due to illnesses are sometimes preventable. Here are some keys to preventing disabling illnesses:

- Get plenty of exercise – movement helps your overall health
- Take control of your weight – obesity can lead to a number of disabling illnesses
- Eat a healthy diet – a varied diet
- Know your numbers – keeping track of your blood sugar, blood pressure, cholesterol and other factors help you manage your overall health

---

<sup>3</sup> Centers for Disease Control and Prevention. Disability and Health Data System (DHDS) [Internet]. [[updated 2022 May; cited 2022 December 12]. Available from: <http://dhds.cdc.gov>



# A note about HSAs

## What is an HSA?

The term “HSA” stands for “Health Savings Account.” This is a special savings account designed to reduce your taxes and allow you to pay for qualified medical expenses on a pre-tax basis. To be eligible to contribute to an HSA you must be enrolled in a qualified High Deductible Health Plan and meet the criteria shown below.

## Am I Eligible to Open a Health Savings Account?

An eligible individual is someone who:

- Is covered under a qualified HDHP on the first day of the month in which the HSA is established
- Is not covered by another health plan that reimburses you for expenses, unless it is another HDHP (exceptions exist for insurance that covers accidents, disability, dental, vision, long-term care, and other “permitted insurance”)
- Is not enrolled in Medicare
- Cannot be claimed as a dependent on another person’s tax return

## What is a qualified High Deductible Health Plan (HDHP)?

A qualified HDHP is a High Deductible Health Plan meets federal deductible limits and does not offer first dollar medical and prescription expenses. With these plans, you will pay all covered medical and prescription expenses until you have met your deductible. The plan will begin paying benefits once the deductible is met. The only exception to this is for preventive care that meets federal guidelines.

| Year | Type of Coverage | Minimum Annual Deductible | Maximum Out-of-Pocket Expenses |
|------|------------------|---------------------------|--------------------------------|
| 2023 | Single / Family  | \$1,500/\$3,000           | \$7,500/\$15,000               |

## Health Savings Accounts Offer Great Benefits!

- **Tax Savings:** An HSA provides you with triple tax savings: (1) federal tax deductions when you contribute to your account; (2) tax-free earnings through investment, and (3) tax-free withdrawals for qualified medical expenses
- **Flexibility:** You can use the funds to pay for current medical expenses or save the money in your account for future qualified medical or retirement health needs
- **Ownership:** Funds remain in the account from year to year, just like an IRA. There are no “use it or lose it” rules with HSAs
- **Portability:** HSAs are completely portable, meaning you can keep your HSA or move it between financial institutions, even if you change jobs, change medical coverage, become unemployed, etc.

## Find out More!

Your employer may contribute to your HSA on your behalf, and/or offer you the option to deduct your contributions each pay period and deposit them automatically into an HSA account. Find out more from your Human Resources Department, or by Calling RealCare at (707) 939-8088.





# Important Contacts

## REMIF Medical Plan

HealthComp Member Services for: ..... (800) 442-7247

- Information on medical claims, deductibles or out of pocket maximums
- Replacement medical plan ID Cards (also available at [www.hconline.healthcomp.com](http://www.hconline.healthcomp.com))
- Eligibility information
- General medical benefit questions
- Prior Authorization questions

Care Advocate Program:..... (800) 755-7247

Anthem Blue Cross for:..... (800) 274-7767

- Assistance with Utilization Review and Prior Authorizations
- Doctor Finder: <https://www.anthem.com/ca/find-care/>. Enter "HEA" in the Member ID or Prefix field; choose your criteria and search

Express Scripts Member Services for:..... (877) 813-2493

- Questions about Rx coverage
- Assistance with prior authorizations
- Questions about Mail Order or Specialty medications
- Help in finding a pharmacy

LiveHealthOnline.com for 24/7 access to a physician for an online visit ..... (855) 603-7985

REACH/AMCN for immediate Air Ambulance Transportation.....911 or (800) 793-0010

## Kaiser Medical Plan

Member Services for:..... (800) 464-4000

- Information on medical claims, deductibles or out of pocket maximums
- Eligibility Information
- Replacement ID Cards
- General medical or Rx benefit questions
- Prior Authorization questions

## Sutter Health Plus Plan

Call Member Services for:..... (855) 315-5800

- Information on medical claims, deductibles or out of pocket maximums
- Eligibility Information
- Replacement ID Cards
- General medical benefit questions
- Prior Authorization questions

## Dental & Vision Plans

Delta Dental Member Services for: ..... (800) 765-6003

- Information on dental claims and benefits
- Help in finding a Delta Dental provider

VSP Member Services for: ..... (800) 877-7195

- Information on vision claims and benefits
- Help in finding a VSP provider

## Employee Assistance Programs

Aetna EAP for: ..... (800) 342-8111

- Counseling visits
- Resources for living

## RealCare Insurance Brokers

RealCare for: ..... (707) 939-8088

- Assistance with claims issues
- Help understanding benefits or eligibility
- Qualifying event questions
- Eligibility questions



# REMIF Frequently Asked Questions

## How does the deductible work?

A deductible is an amount that you must pay before your Plan will start to pay. Some services are available before you pay a deductible (e.g. office visits) while others require you to pay your deductible first. You only pay one deductible per Plan Year.

## When does my deductible start?

Your Plan has a "Plan Year" deductible that starts on 7/1 each year.

## Does the deductible apply to lab and x-ray?

Yes, you must meet your deductible for lab and x-ray services.

## How can I keep my costs lower?

Using only network providers is one way to keep your costs lower. Network providers agree to accept a discounted rate for services and will not bill you for additional charges. Other ways to keep costs down include:

- Use LiveHealth Online to access a doctor – only \$10 Copay (HSA members will have to pay the full cost of the visit - toward the plan deductible.)
- Choose generic drugs whenever possible
- Visit urgent care facilities instead of emergency rooms where available
- "Shop" for services by asking providers the cost for procedures
- Talk with your doctor about the most cost effective treatment for your situation. Be an active consumer of healthcare services.

## How do I look up contracted medical providers?

➤ Visit [www.anthem.com/ca/find-care/](http://www.anthem.com/ca/find-care/) and click on "Use Member ID for Basic Search". Enter the first three letters from your Member ID on your ID card (HEA) in the space provided. Your three letter code brings up the correct provider directory for you to search. From there you can search for providers, hospitals and other facilities.

## Are the medical plans changing?

HSA plans will have a deductible change to \$1,500/\$3,000 per federal guidelines. There are no changes to other health plan deductibles, copayments or out of pocket maximums.

## Am I getting new ID Cards this year?

HSA plan members will get new ID cards to reflect the deductible change. If you need additional cards, you can request them online at [www.Healthcomp.com](http://www.Healthcomp.com) or call HealthComp at (800) 442-7247.

## What do I do if I have to take a specific Brand Name drug for my medical condition and only a generic is available?

If your doctor can show that it is medically necessary for you to take the Brand name version of your drug then ESI will provide authorization for you to continue to take the Brand name drug. Authorizations must be obtained at least annually, and sometimes more often, depending on the situation. Your doctor can initiate the authorization by calling ESI.

## Are my prescriptions changing?

Formulary changes are made throughout the year and can affect copays. In addition, Prior Authorizations expire and need to be renewed. And, if you have dual coverage, your copay amounts may change. Call ESI to ask if you need to renew your authorization, or to check copay amounts.

## Where can I find the Preferred Drug List?

Go to [express-scripts.com](http://express-scripts.com) to register as a member. You will be able to search the Express Scripts formulary. If you cannot find a specific medication, call the Express Scripts Member Services at (877) 813-2493.



# 2023 Required Notices

## ➤ **HIPAA Notice of Special Enrollment Rights**

If you are declining enrollment for yourself or your dependents (including your spouse) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage (or if the employer stops contributing towards your or your dependents' other coverage). However, you must request enrollment within 31 days after your or your dependents' other coverage ends (or after the employer stops contributing toward the other coverage).

If you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents. However, you must request enrollment within 31 days after the marriage, birth, adoption, or placement for adoption.

If you decline enrollment for yourself or for an eligible dependent (including your spouse) while Medicaid coverage or coverage under a state children's health insurance program is in effect, you may be able to enroll yourself and your dependents in this plan if you or your dependents lose eligibility for that other coverage. However, you must request enrollment within 60 days after your or your dependents' coverage ends under Medicaid or a state children's health insurance program.

If you or your dependents (including your spouse) become eligible for a state premium assistance subsidy from Medicaid or through a state children's health insurance program with respect to coverage under this plan, you may be able to enroll yourself and your dependents in this plan. However, you must request enrollment within 60 days after your or your dependents' determination of eligibility for such assistance.

To request special enrollment or obtain more information, contact your Human Resources Department.

## ➤ **Medicare Part D Notice of Creditable Coverage**

If you (and/or your dependents) have Medicare or will become eligible for Medicare in the next 12 months, a Federal law gives you more choices about your prescription drug coverage. Your current plan benefits can affect your eligibility for Medicare Part D coverage. The Notice of Creditable Coverage addresses these issues. Notices are distributed annually in October and are available upon request through your Human Resources Department.

## ➤ **Your Rights and Protections Against Surprise Medical Bills**

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or ambulatory surgical center, you are protected from surprise billing or balance billing.

### **What is “balance billing” (sometimes called “surprise billing”)?**

When you see a doctor or other health care provider, you may owe certain out-of-pocket costs, such as a copayment, coinsurance, and/or a deductible. You may have other costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

“Out-of-network” describes providers and facilities that haven’t signed a contract with your health plan. Out-of-network providers may be permitted to bill you for the difference between what your plan agreed to pay and the full amount charged for a service. This is called “**balance billing**.” This amount is likely more than in-network costs for the same service and might not count toward your annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can’t control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider.

### **You are protected from balance billing for:**

#### ***Emergency services***

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most the provider or facility may bill you is your plan’s in-network cost-sharing amount (such as copayments and coinsurance). You **can’t** be balance billed for these emergency services. This includes services you may get after you’re in stable condition, unless you give written consent and give up your protections not to be balance billed for these post-stabilization services.

#### ***Certain services at an in-network hospital or ambulatory surgical center***

When you get services from an in-network hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers may bill you is your plan’s in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can’t** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other services at these in-network facilities, out-of-network providers **can’t** balance bill you, unless you give written consent and give up your protections.

You’re never required to give up your protections from balance billing. You also aren’t required to get care out-of-network. You can choose a provider or facility in your plan’s network.

### **When balance billing isn’t allowed, you also have the following protections:**

- You are only responsible for paying your share of the cost (like the copayments, coinsurance, and deductibles that you would pay if the provider or facility was in-network). Your health plan will pay out-of-network providers and facilities directly.
- Your health plan generally must:
  - Cover emergency services without requiring you to get approval for services in advance (prior authorization).
  - Cover emergency services by out-of-network providers.
  - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.



- Count any amount you pay for emergency services or out-of-network services toward your deductible and out-of-pocket limit.

If you believe you've been wrongly billed, you may contact HealthComp Administrators at (800) 442-7247; or the Member Services number for your health plan; or RealCare Insurance Marketing at (707) 939-8088.

Visit <https://www.cms.gov/nosurprises> for more information about your rights under federal law.

### ➤ **Newborns' and Mothers' Health Protection Act**

Group health plans and health insurance issuers generally may not, under Federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under Federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

### ➤ **SBC – Summary of Benefits and Coverage**

The Affordable Care Act requires your health plan to provide you with a Summary of Benefits and Coverage (SBC) outlining the benefits of all your medical plans. Your Human Resources Department will provide this informational form to you and you will be able to download it from the HealthComp website.

### ➤ **Women's Health and Cancer Rights Act Enrollment Notice**

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- all stages of reconstruction of the breast on which the mastectomy was performed;
- surgery and reconstruction of the other breast to produce a symmetrical appearance;
- prostheses; and
- treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under this plan. Therefore, the deductibles and coinsurance outlined in your benefit summary will apply.

If you would like more information on WHCRA benefits, contact your Human Resources Department.

### ➤ **Continued Coverage Under COBRA**

Under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), you and your covered dependents may be able to continue your medical, EAP, dental and/or vision coverage if you lose your health care coverage as the result of certain qualifying events. Contact the Human Resources Department for more information.

## ➤ **Patient Protections Notice**

HMO plans generally require the designation of a primary care provider. You have the right to designate any primary care provider who participates in the plan's network and who is available to accept you or your family members. Until you make this designation, your health plan designates one for you. For children, you may designate a pediatrician as the primary care provider.

For information on how to select a primary care provider, and for a list of the participating primary care providers, contact the number on your ID card, or call RealCare at (707) 939-8088.

You do not need prior authorization from your employer, insurance carrier or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in the plan's network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact the health plan at the number on your ID card or call RealCare at (707) 939-8088.

## ➤ **Notice to Employees Regarding Employer Contributions to HSAs**

This notice explains how you may be eligible to receive contributions from your employer if you are covered by a High Deductible Health Plan (HDHP). Your employer provides contributions to the Health Savings Account (HSA) of each employee who is covered under the REMIF HSA plan ("eligible employee"). If you are an eligible employee, you must do the following in order to receive an employer contribution:

- (1) establish an HSA account with the vendor chosen by your employer for 2023 and;
- (2) notify your Human Resources Department or Benefit Administrator of your HSA account information.

If you establish your HSA on or before the last day of February in 2023 and notify your employer of your HSA account information, you will receive your HSA contributions, plus reasonable interest, for 2023 by April 15 of 2024.

If, however, you do not establish your HSA or you do not notify us of your HSA account information by the deadline, then we are not required to make any contributions to your HSA for 2023. You may notify us that you have established an HSA by sending an e-mail or a written notice to your Human Resources Contact Person. If you have any questions about this notice, you can contact your Human Resources Department.

## ➤ **Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)**

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit [www.healthcare.gov](https://www.healthcare.gov).

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial **1-877-KIDS NOW** or [www.insurekidsnow.gov](http://www.insurekidsnow.gov) to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and you must request coverage within 60 days of being determined eligible for premium assistance. If you have questions about enrolling in your employer plan, contact the Department of Labor at [www.askebsa.dol.gov](http://www.askebsa.dol.gov) or call 1-866-444-EBSA (3272).

If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of January 31, 2023. Contact your State for more information on eligibility.

| <b>ALABAMA-Medicaid</b>                                                                                                                                                                                                                                                                                                                                                                       | <b>CALIFORNIA-Medicaid</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Website: <a href="http://myalhipp.com/">http://myalhipp.com/</a><br>Phone: 1-855-692-5447                                                                                                                                                                                                                                                                                                     | Website:<br>Health Insurance Premium Payment (HIPP) Program<br><a href="http://dhcs.ca.gov/hipp">http://dhcs.ca.gov/hipp</a><br>Phone: 916-445-8322<br>Fax: 916-440-5676<br>Email: <a href="mailto:hipp@dhcs.ca.gov">hipp@dhcs.ca.gov</a>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>ALASKA-Medicaid</b>                                                                                                                                                                                                                                                                                                                                                                        | <b>COLORADO-Health First Colorado (Colorado's Medicaid Program) &amp; Child Health Plan Plus (CHP+)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| The AK Health Insurance Premium Payment Program<br>Website: <a href="http://myakhipp.com/">http://myakhipp.com/</a><br>Phone: 1-866-251-4861<br>Email: <a href="mailto:CustomerService@MyAKHIPP.com">CustomerService@MyAKHIPP.com</a><br>Medicaid Eligibility:<br><a href="http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx">http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx</a> | Health First Colorado Website:<br><a href="https://www.healthfirstcolorado.com/">https://www.healthfirstcolorado.com/</a><br>Health First Colorado Member Contact Center:<br>1-800-221-3943/ State Relay 711<br>CHP+: <a href="https://www.colorado.gov/pacific/hcpf/child-health-plan-plus">https://www.colorado.gov/pacific/hcpf/child-health-plan-plus</a><br>CHP+ Customer Service: 1-800-359-1991/ State Relay 711<br>Health Insurance Buy-In Program<br>(HIBI): <a href="https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program">https://www.colorado.gov/pacific/hcpf/health-insurance-buy-program</a><br>HIBI Customer Service: 1-855-692-6442 |
| <b>ARKANSAS-Medicaid</b>                                                                                                                                                                                                                                                                                                                                                                      | <b>FLORIDA-Medicaid</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Website: <a href="http://myarhipp.com/">http://myarhipp.com/</a><br>Phone: 1-855-MyARHIPP (855-692-7447)                                                                                                                                                                                                                                                                                      | Website:<br><a href="https://www.flmedicaidtplrecovery.com/flmedicaidtplrecovery.com/hipp/index.html">https://www.flmedicaidtplrecovery.com/flmedicaidtplrecovery.com/hipp/index.html</a><br>Phone: 1-877-357-3268                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| GEORGIA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MAINE-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A HIPP Website: <a href="https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp">https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp</a><br/> Phone: 678-564-1162, Press 1<br/> GA CHIPRA Website: <a href="https://medicaid.georgia.gov/programs/third-party-liability/childrens-health-insurance-program-reauthorization-act-2009-chipra">https://medicaid.georgia.gov/programs/third-party-liability/childrens-health-insurance-program-reauthorization-act-2009-chipra</a><br/> Phone: (678) 564-1162, Press 2</p>          | <p>Enrollment Website: <a href="https://www.maine.gov/dhhs/ofi/applications-forms">https://www.maine.gov/dhhs/ofi/applications-forms</a><br/> Phone: 1-800-442-6003<br/> TTY: Maine relay 711</p> <p>Private Health Insurance Premium Webpage: <a href="https://www.maine.gov/dhhs/ofi/applications-forms">https://www.maine.gov/dhhs/ofi/applications-forms</a> Phone: -800-977-6740.<br/> TTY: Maine relay 711</p> |
| INDIANA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | MASSACHUSETTS-Medicaid and CHIP                                                                                                                                                                                                                                                                                                                                                                                      |
| <p>Healthy Indiana Plan for low-income adults 19-64<br/> Website: <a href="http://www.in.gov/fssa/hip/">http://www.in.gov/fssa/hip/</a><br/> Phone: 1-877-438-4479<br/> All other Medicaid<br/> Website: <a href="https://www.in.gov/medicaid/">https://www.in.gov/medicaid/</a><br/> Phone 1-800-457-4584</p>                                                                                                                                                                                                                                                                | <p>Website: <a href="https://www.mass.gov/masshealth/pa">https://www.mass.gov/masshealth/pa</a><br/> Phone: 1-800-862-4840</p>                                                                                                                                                                                                                                                                                       |
| IOWA-Medicaid and CHIP (Hawki)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | MINNESOTA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Medicaid Website: <a href="https://dhs.iowa.gov/ime/members">https://dhs.iowa.gov/ime/members</a><br/> Medicaid Phone: 1-800-338-8366<br/> Hawki Website: <a href="http://dhs.iowa.gov/Hawki">http://dhs.iowa.gov/Hawki</a><br/> Hawki Phone: 1-800-257-8563<br/> HIPP Website: <a href="https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp">https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp</a><br/> HIPP Phone: 1-888-346-9562</p>                                                                                                                              | <p>Website: <a href="https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp">https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp</a><br/> Phone: 1-800-657-3739</p>                                                                                     |
| KANSAS-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | MISSOURI-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Website: <a href="https://www.kancare.ks.gov/">https://www.kancare.ks.gov/</a><br/> Phone: 1-800-792-4884</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Website: <a href="http://www.dss.mo.gov/mhd/participants/pages/hipp.htm">http://www.dss.mo.gov/mhd/participants/pages/hipp.htm</a> Phone: 573-751-2005</p>                                                                                                                                                                                                                                                        |
| KENTUCKY-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | MONTANA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p>Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP) Website: <a href="https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx">https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx</a><br/> Phone: 1-855-459-6328<br/> Email: <a href="mailto:KIHIPP.PROGRAM@ky.gov">KIHIPP.PROGRAM@ky.gov</a></p> <p>KCHIP Website: <a href="https://kidshealth.ky.gov/Pages/index.aspx">https://kidshealth.ky.gov/Pages/index.aspx</a><br/> Phone: 1-877-524-4718</p> <p>Kentucky Medicaid Website: <a href="https://chfs.ky.gov">https://chfs.ky.gov</a></p> | <p>Website: <a href="http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP">http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP</a> Phone: 1-800-694-3084</p>                                                                                                                                                                                                                                                            |
| LOUISIANA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | NEBRASKA-Medicaid                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Website: <a href="http://www.medicicaid.la.gov">www.medicicaid.la.gov</a> or <a href="http://www.ldh.la.gov/lahipp">www.ldh.la.gov/lahipp</a><br/> Phone: 1-888-342-6207 (Medicaid hotline) or 1-855-618-5488 (LaHIPP)</p>                                                                                                                                                                                                                                                                                                                                                 | <p>Website: <a href="http://www.ACCESSNebraska.ne.gov">http://www.ACCESSNebraska.ne.gov</a> Phone: 1-855-632-7633<br/> Lincoln: 402-473-7000<br/> Omaha: 402-595-1178</p>                                                                                                                                                                                                                                            |



|                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NEVADA-Medicaid</b>                                                                                                                                                                                                                                                                                                                  | <b>SOUTH CAROLINA-Medicaid</b>                                                                                                                                                                                                                          |
| Medicaid Website: <a href="http://dhcfp.nv.gov">http://dhcfp.nv.gov</a> Medicaid<br>Phone: 1-800-992-0900                                                                                                                                                                                                                               | Website: <a href="https://www.scdhhs.gov">https://www.scdhhs.gov</a><br>Phone: 1-888-549-0820                                                                                                                                                           |
| <b>NEW HAMPSHIRE-Medicaid</b>                                                                                                                                                                                                                                                                                                           | <b>SOUTH DAKOTA-Medicaid</b>                                                                                                                                                                                                                            |
| Website: <a href="https://www.dhhs.nh.gov/oii/hipp.htm">https://www.dhhs.nh.gov/oii/hipp.htm</a><br>Phone: 603-271-5218<br>Toll free number for the HIPPI program: 1-800-852-3345, ext 5218                                                                                                                                             | Website: <a href="http://dss.sd.gov">http://dss.sd.gov</a><br>Phone: 1-888-828-0059                                                                                                                                                                     |
| <b>NEW JERSEY-Medicaid and CHIP</b>                                                                                                                                                                                                                                                                                                     | <b>TEXAS-Medicaid</b>                                                                                                                                                                                                                                   |
| Medicaid Website:<br><a href="http://www.state.nj.us/humanservices/dmahs/clients/medicaid/">http://www.state.nj.us/humanservices/dmahs/clients/medicaid/</a><br>Medicaid Phone: 609-631-2392<br>CHIP Website: <a href="http://www.njfamilycare.org/index.html">http://www.njfamilycare.org/index.html</a><br>CHIP Phone: 1-800-701-0710 | Website: <a href="http://gethipptexas.com/">http://gethipptexas.com/</a><br>Phone: 1-800-440-0493                                                                                                                                                       |
| <b>NEW YORK-Medicaid</b>                                                                                                                                                                                                                                                                                                                | <b>UTAH-Medicaid and CHIP</b>                                                                                                                                                                                                                           |
| Website: <a href="https://www.health.ny.gov/health_care/medicaid/">https://www.health.ny.gov/health_care/medicaid/</a><br>Phone: 1-800-541-2831                                                                                                                                                                                         | Medicaid Website: <a href="https://medicaid.utah.gov/">https://medicaid.utah.gov/</a><br>CHIP Website: <a href="http://health.utah.gov/chip">http://health.utah.gov/chip</a> Phone: 1-877-543-7669                                                      |
| <b>NORTH CAROLINA-Medicaid</b>                                                                                                                                                                                                                                                                                                          | <b>VERMONT-Medicaid</b>                                                                                                                                                                                                                                 |
| Website: <a href="https://medicaid.ncdhhs.gov/">https://medicaid.ncdhhs.gov/</a><br>Phone: 919-855-4100                                                                                                                                                                                                                                 | Website: <a href="http://www.greenmountaincare.org/">http://www.greenmountaincare.org/</a><br>Phone: 1-800-250-8427                                                                                                                                     |
| <b>NORTH DAKOTA-Medicaid</b>                                                                                                                                                                                                                                                                                                            | <b>VIRGINIA-Medicaid and CHIP</b>                                                                                                                                                                                                                       |
| Website:<br><a href="http://www.nd.gov/dhs/services/medicalserv/medicaid/">http://www.nd.gov/dhs/services/medicalserv/medicaid/</a><br>Phone: 1-844-854-4825                                                                                                                                                                            | Website: <a href="https://www.coverva.org/en/famis-select">https://www.coverva.org/en/famis-select</a><br><a href="https://www.coverva.org/en/hipp">https://www.coverva.org/en/hipp</a><br>Medicaid Phone: 1-800-432-5924<br>CHIP Phone: 1-800-432-5924 |
| <b>OKLAHOMA-Medicaid and CHIP</b>                                                                                                                                                                                                                                                                                                       | <b>WASHINGTON-Medicaid</b>                                                                                                                                                                                                                              |
| Website: <a href="http://www.insureoklahoma.org">http://www.insureoklahoma.org</a><br>Phone: 1-888-365-3742                                                                                                                                                                                                                             | Website: <a href="https://www.hca.wa.gov/">https://www.hca.wa.gov/</a><br>Phone: 1-800-562-3022                                                                                                                                                         |
| <b>OREGON-Medicaid</b>                                                                                                                                                                                                                                                                                                                  | <b>WEST VIRGINIA-Medicaid and CHIP</b>                                                                                                                                                                                                                  |
| Website: <a href="http://healthcare.oregon.gov/Pages/index.aspx">http://healthcare.oregon.gov/Pages/index.aspx</a><br><a href="http://www.oregonhealthcare.gov/index-es.html">http://www.oregonhealthcare.gov/index-es.html</a><br>Phone: 1-800-699-9075                                                                                | Website: <a href="https://dhhr.wv.gov/bms/">https://dhhr.wv.gov/bms/</a><br><a href="http://mywvhipp.com/">http://mywvhipp.com/</a><br>Medicaid Phone: 304-558-1700<br>CHIP Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)                            |
| <b>PENNSYLVANIA-Medicaid</b>                                                                                                                                                                                                                                                                                                            | <b>WISCONSIN-Medicaid and CHIP</b>                                                                                                                                                                                                                      |
| Website:<br><a href="https://www.dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx">https://www.dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx</a><br>Phone: 1-800-692-7462                                                                                                                                                | Website:<br><a href="https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm">https://www.dhs.wisconsin.gov/badgercareplus/p-10095.htm</a><br>Phone: 1-800-362-3002                                                                                    |

| RHODE ISLAND-Medicaid and CHIP                                                                                                             | WYOMING-Medicaid                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Website: <a href="http://www.eohhs.ri.gov/">http://www.eohhs.ri.gov/</a><br>Phone: 1-855-697-4347, or 401-462-0311 (Direct RIt Share Line) | Website:<br><a href="https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/">https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility/</a><br>Phone: 1-800-251-1269 |

To see if any other states have added a premium assistance program since January 31, 2023, or for more information on special enrollment rights, contact either:

U.S. Department of Labor  
U.S. Department of Health and Human Services  
[www.dol.gov/agencies/ebsa](http://www.dol.gov/agencies/ebsa)  
1-866-444-EBSA (3272)

Employee Benefits Security Administration  
Centers for Medicare & Medicaid Services  
[www.cms.hhs.gov](http://www.cms.hhs.gov)  
1-877-267-2323, Menu Option 4, Ext. 61565



# 2023 Benefits Open Enrollment

## Benefits Arranged By

RealCare Insurance Marketing, An NFP Company

430 West Napa Street, Suite F

Sonoma, CA 95476

(707) 939-8088

California Insurance License # 0B23546

