



**Hospital Sisters**  
HEALTH SYSTEM

# Flexplan Benefits Guide 2019



**FLEXPLAN**

The benefits of choice

[benefits.hshs.org](https://benefits.hshs.org)

Wisconsin

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

## This guide provides highlights of your 2019 HSHS benefits.

If you have questions about eligibility or how your benefit programs work that are not answered in this guide, contact the HSHS Colleague Service Center. In addition, you may use these telephone and online resources to get answers about specific types of questions – during enrollment and as the year unfolds.

### *Availability of Summary Health Information*

Hospital Sisters Health System offers two medical coverage options. As required by the Patient Protection and Affordable Care Act, your plan makes available a Summary of Benefits and Coverage (SBC) for each option. The SBCs can be found on the HSHS Benefits Website at [benefits.hshs.org](http://benefits.hshs.org). You can also request a paper copy, free of charge, by contacting the HSHS Colleague Service Center.

## Inside this Guide

<b>Enrollment &amp; Eligibility</b> .....	<b>3</b>	<b>Life, Accident &amp; Disability</b> .....	<b>36</b>
Your Choices at a Glance.....	3	Basic Life and AD&D Insurance.....	36
Who is Eligible .....	5	Disability Coverage.....	38
Enrolling for Coverage.....	7	<b>Time Off</b> .....	<b>41</b>
<b>Health</b> .....	<b>9</b>	<b>Costs &amp; Legal Notices</b> .....	<b>42</b>
Your Health and Well-Being .....	9	Cost of Coverage .....	42
Medical and Prescription Drug Coverage.....	12	Legal Notices.....	43
Compare Your Medical Plan Options.....	17	<b>Contact Information</b> .....	<b>47</b>
Prescription Drug Coverage.....	21	<i>How to Use this Guide</i>	
Selecting Your Medical Plan Option.....	26	<i>This guide is designed to help you learn about your Flexplan benefits. Use the menu on each page to move between sections. When you see a link in the text, you can click on it to go directly to another page or website to find out more. You can also use the Next and Previous links on each page to move within sections, the Take Me Back link to return to the last page you visited, or the Contents link to return to this page.</i>	
Dental Coverage.....	27		
Vision Coverage .....	28		
Flexible Spending Accounts.....	29		
Employee Assistance Program.....	35		

The benefit plans outlined in this guide are intended, designed and administered as “church plans” as defined by federal tax law and ERISA (Employee Retirement Income Security Act of 1974). This means that the plans are designed to benefit colleagues of church-sponsored entities and are administered by one or more individuals who are appointed to their position by a church-sponsored governance body. Because the plans are “church plans,” certain federal laws do not apply, including but not limited to ERISA.

This benefit guide is intended to be only an overview of Hospital Sisters Health System benefits. More details about how the HSHS Healthy Plan, dental, vision, life insurance, accidental death and dismemberment insurance, disability coverages and health care and dependent care flexible spending accounts work are included in the summary plan descriptions for those benefits. Hospital Sisters Health System reserves the right to change, suspend or end benefit plans at any time.

This guide does not apply to colleagues whose primary home residence zip code is not in Wisconsin. This guide does not apply to Kiara colleagues, colleagues who are represented by St. John’s carpenters and painters unions, temporary and leased colleagues and medical residents.

# 2019 Flexplan Benefits Guide

**ENROLLMENT  
& ELIGIBILITY**

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Choices at a Glance](#) | [Who is Eligible](#) | [Enrolling for Coverage](#)

## Your Choices at a Glance

Benefit	Options
<b>Medical and Prescription Drug Coverage - Dean Health Plan</b>	<ul style="list-style-type: none"> <li>• Basic Option</li> <li>• High Option</li> <li>• Waive coverage.</li> </ul>
<b>Dental Coverage - Cigna</b>	<ul style="list-style-type: none"> <li>• Basic Option</li> <li>• High Option</li> <li>• Waive coverage.</li> </ul>
<b>Vision</b>	<ul style="list-style-type: none"> <li>• <a href="#">Cigna Vision Discount Program</a> - Discounts on eye exams, frames and lenses are provided through participating providers for those enrolled in dental coverage.</li> <li>• <a href="#">Vision Service Plan (VSP)</a> - Benefits provided for eye exams, frames and lenses when visiting in- and out-of-network providers.</li> <li>• Choose no coverage for Vision Service Plan.</li> </ul>
<b>Health Care FSA - Tri-Star Systems</b>	<ul style="list-style-type: none"> <li>• Set aside up to \$2,650 annually in pre-tax pay to cover eligible health care expenses (with \$5 per pay period minimum to participate).</li> <li>• Choose no coverage.</li> </ul>
<b>Dependent Care FSA - Tri-Star Systems</b>	<ul style="list-style-type: none"> <li>• Set aside up to \$5,000 annually in pre-tax pay to cover eligible dependent day care expenses required so you can work (with \$5 per pay period minimum to participate).</li> <li>• Choose no coverage.</li> </ul>
<b>Colleague Basic Life and AD&amp;D Insurance - Securian</b>	<ul style="list-style-type: none"> <li>• Basic term life coverage provided automatically at no cost to you: 1½ x pay, to \$50,000 maximum benefit.</li> <li>• Coverage includes equal amount of AD&amp;D.</li> </ul>
<b>Voluntary AD&amp;D Coverage - Securian</b>	<ul style="list-style-type: none"> <li>• Five coverage options (colleague-paid) - from \$50,000 to \$250,000 - with colleague only or family coverage.</li> <li>• Choose no voluntary AD&amp;D coverage.</li> </ul>

*Continued* ▶

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Choices at a Glance | Who is Eligible | Enrolling for Coverage

## Your Choices at a Glance continued

Benefit	Options
<b>Supplemental Life Insurance - Securian</b>	<p>Colleague-paid coverage options:</p> <ul style="list-style-type: none"><li>• <b>Colleague:</b> 1 x pay to 8 x pay, to a \$1 million maximum benefit.</li><li>• <b>Spouse:</b> \$5,000 to \$50,000, in \$5,000 increments.</li><li>• <b>Children:</b> \$2,500 to \$10,000, each covered child in \$2,500 increments (same amount for each covered child).</li><li>• Choose no supplemental life insurance.</li></ul>
<b>Short-Term Disability (STD) and Long-Term Disability (LTD) - Unum</b>	<p>Automatically provided at no cost to you:</p> <ul style="list-style-type: none"><li>• <b>STD:</b> 70% of pay when disability keeps you from working for more than seven consecutive calendar days, with benefits payable for up to 26 weeks.</li><li>• <b>LTD:</b> Up to 60% of pay when disability keeps you from working for more than 180 days.</li></ul>
<b>Paid Time Off (PTO) Plan</b>	<p>During 2019 annual enrollment (November 1 - 14, 2018), non-management colleagues who are regularly scheduled (budgeted) to work at least 32 hours per pay period and are not physicians may:</p> <ul style="list-style-type: none"><li>• Declare they will cash-in up to 40 hours of PTO for the coming calendar year - time declared in 2018, accrued in 2019, and cashed-in during 2019 paid at 100% straight time pay.</li><li>• Make no declaration about cashing in PTO in the coming year - decisions can be made later but will be paid at 90% straight time pay.</li></ul>



### *New for 2019*

HSHS will cover up to \$7,500 of eligible expenses for adopting a child. Colleagues are eligible for adoption assistance if they have been employed with HSHS and eligible for Flexplan benefits for at least six months. You can find more details on the HSHS Benefits Website at [benefits.hshs.org](https://benefits.hshs.org).

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Choices at a Glance | [Who is Eligible](#) | [Enrolling for Coverage](#)

## Who Is Eligible

You are eligible to participate in Flexplan benefits, except short-term disability, the first day of the pay period following two full biweekly pay periods of active employment in a benefits-eligible status, whether you are a new hire or change to a benefits-eligible status. You are eligible for short-term disability coverage after 90 days of active employment. Generally, you are eligible for coverage under the Flexplan if you are a:

Full-time colleague ...	Regularly scheduled (budgeted) to work 72 hours or more per pay period.
Part-time colleague ...	Regularly scheduled (budgeted) to work between 32 and 71 hours per pay period.

## Your Family

You can enroll eligible family members for medical, dental, vision, life and AD&D coverage. Eligible dependents include:

- Your spouse to whom you are legally married.  
*As a Catholic entity, HSHS understands marriage as designed by God to be between one man and one woman, but is providing benefits under protest to spouses as defined and as required by the civil law.*
- Dependent children up to age 26.
- Unmarried dependent child of any age who has a physical or mental disability and is incapable of self-sustaining employment, as long as the disability begins before the child reaches age 26; you must provide proof of the child's disability.

**Eligible children include:** your natural born children, stepchildren, adopted children or children in the process of being adopted, children for whom you are legal guardian and children of a legally-domiciled adult (for medical, dental, and vision coverage only). A dependent's child (your grandchild) who lives in your home and is dependent on you for primary support is also eligible; however, when the dependent (your child) reaches the plan's age limits, the grandchild's eligibility ends.

## Legally-Domiciled Adults (LDAs)

Legally-domiciled adults (LDAs) and any eligible children that live with you may be eligible for coverage under your medical, dental and vision plan. An LDA is someone with whom you have an ongoing, exclusive and committed romantic relationship similar to marriage or an adult who is your tax dependent who lives with you. You must submit a notarized Legally Domiciled Adult Affidavit to the HSHS Colleague Service Center for proof that your LDA meets the HSHS criteria for coverage before coverage can begin. You will be notified when your LDA's eligibility has been verified.

You can find more information about legally-domiciled adults (LDAs) on the HSHS Benefits Website at [benefits.hshs.org](http://benefits.hshs.org).

If you are enrolling a dependent under your Flexplan benefits for the first time, you will be asked to provide proof of your dependent's eligibility for coverage. You are required to submit this documentation within 30 days of enrollment. Examples of proof for a child may include the child's birth certificate or adoption decree. If you are enrolling a spouse, a copy of your marriage license will be required.

The plan will honor any Qualified Medical Child Support Order (QMCSO) issued by a domestic relations court. QMCSOs should be forwarded to the HSHS Colleague Service Center.

[Continued](#) ▶

# 2019 Flexplan Benefits Guide

**ENROLLMENT  
& ELIGIBILITY**

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Choices at a Glance](#) | [Who is Eligible](#) | [Enrolling for Coverage](#)

## If You and Your Spouse or LDA Both Work for HSHS

- Health, Dental and Vision Coverage - You may each enroll for coverage as a colleague, or one of you may be enrolled as a dependent of your spouse or LDA. You may not be covered as both a colleague and a dependent. Only one of you may cover your dependent children.
- Supplemental Life Insurance - You cannot elect coverage for your spouse or LDA, and only one of you may cover your dependent children.
- Voluntary AD&D - You may each elect colleague coverage, but only one of you may elect family coverage.
- Health Care FSA - You may each elect separate health care flexible spending accounts, but you cannot submit the same expense for reimbursement.
- Dependent Care FSA - You may each elect separate dependent care flexible spending accounts, but your combined election cannot exceed the \$5,000 annual maximum contribution.

## *If You Are Rehired*

If you terminate employment after becoming eligible for Flexplan benefits and you are rehired within 90 days, you can participate in Flexplan benefits on your rehire date. If you are rehired within 30 days of your termination date, your prior Flexplan elections will be re-instated.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Choices at a Glance | Who is Eligible | **Enrolling for Coverage**

## Enrolling for Coverage

*When you are ready to enroll for benefits:*

**1. Start your Internet browser and go to [www.ezenroll.com](http://www.ezenroll.com).**

You can also reach this site by clicking “Enroll” from [benefits.hshs.org](http://benefits.hshs.org). Enter your Tri-Star account number or Social Security number (without dashes). If you already have a password established with Tri-Star, enter it in the password field. Otherwise, enter the last 4 digits of your Social Security number as your password. Click the “Submit” button.

**2. Read the authorization statement, and then click “Continue” to go to the “Welcome” page.**

**3. Read and follow the on-screen instructions.**

- Any current benefit elections you have will be displayed. During this time, you may also make changes to your personal, dependent, and/or beneficiary information, if applicable.
- Increases to supplemental life for you and/or your spouse may require the completion of an Evidence of Insurability form and approval by Securian prior to the increase going into effect. The Evidence of Insurability (EOI) form will be mailed directly to you from Securian. Return the completed form to Securian.

**4. Print a copy of your online 2019 benefit elections summary.**

If you make a mistake or wish to make further changes to your benefit elections, you can do so during the annual enrollment period. Simply sign back in and repeat the enrollment process again.

### *Visit Our Benefits Website*

Review your benefits, learn what’s new, and make informed choices by using the resources on the HSHS Benefits Website!

Go to [benefits.hshs.org](http://benefits.hshs.org) to explore and find important benefit information.

# 2019 Flexplan Benefits Guide

**ENROLLMENT  
& ELIGIBILITY**

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Choices at a Glance](#) | [Who is Eligible](#) | [Enrolling for Coverage](#)

## Coverage Options

When you enroll in medical (including prescription drug coverage), dental or vision coverage, you can choose from these coverage levels:

- Colleague only.
- Colleague + Spouse or LDA.
- Colleague + Child(ren).
- Colleague + Spouse/LDA and Child(ren).

You can choose different coverage levels for medical, dental and vision coverage – for example medical coverage for your family and dental and vision for just you. You can also waive medical, dental or vision coverage.

## If You Do Not Enroll

If you are a new hire and you do not enroll by your enrollment deadline, you will have the following coverage by default:

- Basic life and AD&D insurance.
- Short-term disability coverage.
- Long-term disability coverage.
- Basic medical option for yourself only with after-tax deductions for your portion of the cost of this coverage.

This coverage will remain in effect for the 2019 calendar year. You cannot choose new options during the year unless you have a qualifying change in status.

## Making Changes During the Year

Based on IRS rules, you can generally make changes during the year only if you have a qualifying change in your family or employment status, for example due to a marriage, birth, or change in job or location. Please see the HSHS Flexplan Summary Plan Description for more information.

Benefit changes must be consistent with the eligible life event. You must complete any necessary forms to make changes within 30 days of the life event in order to change your benefit elections. Colleagues should contact the HSHS Colleague Service Center.

## *If You Transfer to Another HSHS Facility*

Your Flexplan benefits continue unchanged as long as you continue to meet eligibility requirements described on [page 5](#) and you do not change your primary home residence to one outside of Wisconsin. If your primary home residence changes to one outside of Wisconsin, your medical plan option will automatically change to the corresponding HSHS Healthy Plan option administered by Aetna. You cannot make changes to your benefit elections if you transfer. This is not a qualifying event for making changes during the year.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## Your Health and Well-Being

HSHS provides benefits and programs and other resources for your physical health and well-being, including:

- Preventive care benefits to keep you healthy.
- Medical and prescription drug coverage.
- LiveWELL Wellness Program.

And, there is a health care flexible spending account (FSA) to help you stretch your health care dollars. Read more about the health care and dependent care FSAs on [page 29](#).

### Preventive Care Benefits

Because we work in health care, we probably know better than most how adopting a healthy lifestyle – eating nutritious foods, exercising and getting regular checkups – can help us stay well and avoid unpleasant surprises. When you have regular exams and take care of yourself, you can help keep more serious problems from developing. This can save time, money and worry ... and most importantly help you feel your best.

When you enroll in a medical option, HSHS pays for physical exams and health screenings to help you identify health risks early if you use a network provider. All HSHS medical options provide full preventive care coverage, with no annual cap on preventive care benefits. See the list of covered preventive care services on [page 17](#).

### Healthy Partners

Healthy Partners serves members who visit the emergency room often and those with chronic conditions such as congestive heart failure, COPD, diabetes, high cholesterol, high blood pressure and coronary artery disease. The program also helps members transition care after a hospital stay.

Colleagues and their family members who are eligible for the program will be contacted by a care manager who will be available for telephone consultations and in-office visits at HSHS St. Vincent Hospital in Green Bay, Wisconsin. Participation in the program is voluntary and the program is strictly confidential; no identifying personal health information will be shared with HSHS.

The program's care managers will assist patients following a hospital stay or emergency room visit with education on their health condition, scheduling and preparing for doctor appointments, reviewing and managing medication needs and keeping a check on symptoms and their health condition.

HSHS is pleased to provide additional support to colleagues and family members through Healthy Partners.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## PerkSpot

PerkSpot gives you access to hundreds of exclusive discounts at some of your favorite national and local merchants, including discounts on:

- Automotive
- Beauty & Fragrance
- Books & Media
- Financial & Life Services
- Health & Wellness
- Home Services
- Sports & Outdoors
- Tickets
- Travel

Check out your savings from work, home, or on-the-go with any device! Visit <http://benefits.hshs.org/Discounts-and-Forms> for more information.

## Anytime Care Program

HSHS colleagues and dependents covered under the HSHS Healthy Plan have access to care 24 hours a day, 7 days a week. You can visit with a doctor with our Anytime Care program anytime, online or via the telephone. There is no cost to use the service for colleagues and eligible dependents enrolled in the HSHS Healthy Plan. **All medical options pay 100%, and the deductible does not apply.**

Contact the HSHS Anytime Care program to visit with a provider about many conditions, including allergies, asthma, cold and flu symptoms, rashes, and sinus infections. The service is available online at [www.anytimecare.com](http://www.anytimecare.com), or you can call 1-844-391-4747 and speak with a provider.

The Anytime Care program is available to HSHS Healthy Plan participants (colleagues and dependents) in Alabama, Arizona, California, Florida, Georgia, Illinois, Indiana, Iowa, Kentucky, Minnesota, Montana, Nebraska, New York, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Utah, Washington, and Wisconsin. This list may be updated during the year. Visit [www.anytimecare.com](http://www.anytimecare.com) or the mobile app and look under “Learn More” for a complete and current listing. The HSHS Healthy Plan covers virtual care visits through the HSHS Anytime Care program only. Other virtual care programs are not covered by the HSHS Healthy Plan.

### Visit Anytimecare.com

1. Select **Start Visit Now**: (HSHS Healthy Plan participants: disregard the \$29.00 pricing. A discount will be applied after Step 4 is completed, making your visit free).
2. Read through the **Emergency Check** and Select **Continue**.
3. Complete **Personal Information** and, if you are an HSHS Healthy Plan participant, select **HSHS Healthy Plan Participants** from the Program drop down.
4. Enter Your Member ID: This is your HSHS 6 digit Employee ID Number.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## LiveWELL Wellness Program

As a health system, our colleagues often encourage patients to make healthy lifestyle choices. Our wellness program — LiveWELL — is designed to empower you to live a life that's healthy, active and rewarding, so you can be a better role model for our patients and set a higher standard for the future of health care here at HSHS.

LiveWELL is available to all HSHS benefits-eligible colleagues and to spouses and legally-domiciled adults (LDAs) enrolled in the HSHS Healthy Plan.

You'll earn points and rewards for taking steps to improve your physical, emotional, financial and work well-being. The program helps you improve in the areas you care about with interactive technology that's fun and easy to use on your computer, tablet or phone.

You must enroll in the program to participate. To enroll, visit <http://hshs.limeade.com>.

- **For benefits-eligible colleagues:** Enter your work email address, your employee ID, your date of birth and follow the remaining login instructions. (You can find your Employee ID (six digit) number located on your HSHS ID badge; please include leading zeros)
- **For spouses/LDAs enrolled in the HSHS Healthy Plan:** Enter your personal/preferred email address, create and enter your user ID, enter your date of birth and follow the remaining login instructions. (To create your user ID, use the eligible colleague's ID with an appended "s" plus your date of birth — example: 012345s01011990)

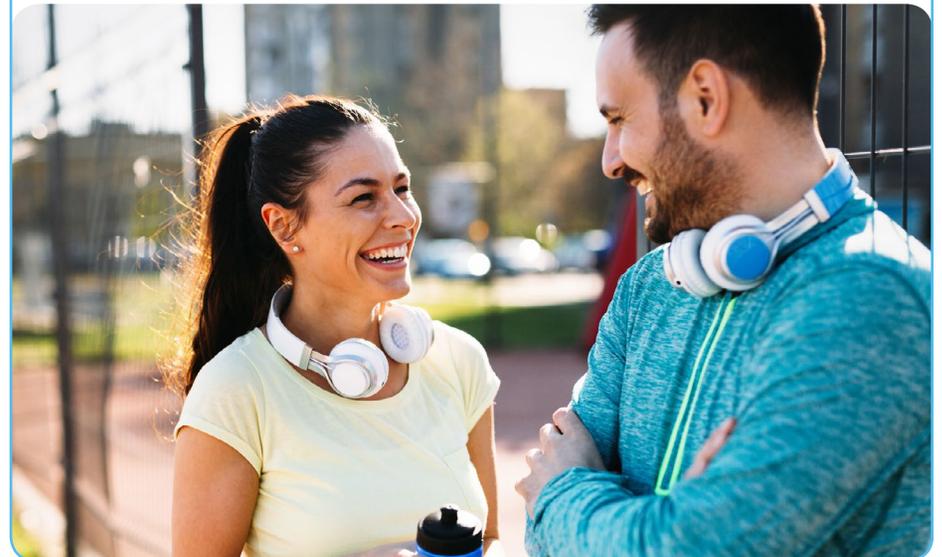


## Complete Challenges to Earn Rewards

Each year, you'll have the opportunity to complete challenges to earn points and receive cash incentives — up to \$650 a year!

- **Level 1:** Earn 1,000 points to receive \$15 per pay period
- **Level 2:** Earn 2,500 points to receive \$20 per pay period
- **Level 3:** Earn 5,000 points to receive \$25 per pay period

**Earn at your own pace! There's no deadline to complete "Level 1" during the September 2018 to August 2019 program period. Have your spouse/LDA participate to earn twice the reward!**



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## Medical and Prescription Drug Coverage

You have two Exclusive Provider Organization (EPO) medical options through the HSHS Healthy Plan:

- Basic Option.
- High Option.

You may also choose to waive medical coverage.

### About Your Medical Options

Both HSHS Healthy Plan options cover the same basic medical services. Your share of the cost of the medical services you receive differs. In general, as you increase the plan level (move from Basic to High) your biweekly payroll cost for coverage increases, while your cost of care (deductible amounts and coinsurance levels) decreases. Both of the medical options only cover services received from network providers, in most cases. Out-of-network services without a referral/prior authorization will not be covered.

The medical options offer the same network of doctors, hospitals and health care specialists who deliver quality care according to network standards and have agreed to lower, preferred rates for covered services.

### HSHS Healthy Plan Provider Networks

Generally, you need to use providers in your designated network to have your medical care covered by the HSHS Healthy Plan. Colleagues in Wisconsin use one of the following networks, depending on the zip code of your primary home residence:

- HSHS/Prevea360 network service area.
- HSHS/Prevea360/HealthEOS network service area.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | [Medical and Prescription Drug Coverage](#) | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Using Network Providers

Your medical options will be Exclusive Provider Organization (EPO) options that, in most cases, only cover services received from HSHS/Prevea360 network providers. This means, if you receive care outside the network, you will most likely be responsible for the full cost of care.

To locate network providers, visit [benefits.hshs.org/FindAProvider](https://benefits.hshs.org/FindAProvider).

### How to Determine Your Network Service Area

Generally, you need to receive care inside your designated network to have coverage for your medical care through the HSHS Healthy Plan. Your network is determined by your home zip code.

You are inside the **HSHS/Prevea360 network service area** if you live in one of the following zip codes:

53001	53075	54131	54180	54217	54247	54703	54742
53011	53081	54137	54201	54220	54301	54720	54745
53013	53082	54139	54202	54221	54302	54722	54747
53015	53083	54140	54204	54226	54303	54724	54748
53020	53085	54141	54205	54227	54304	54726	54751
53023	53093	54153	54207	54228	54305	54727	54755
53026	54101	54154	54208	54229	54306	54728	54757
53031	54106	54155	54209	54230	54307	54729	54758
53042	54107	54157	54210	54232	54308	54730	54768
53044	54111	54161	54211	54234	54311	54732	54770
53061	54112	54162	54212	54235	54313	54736	54771
53062	54115	54165	54213	54240	54324	54737	54772
53063	54124	54166	54214	54241	54344	54738	54773
53070	54126	54171	54215	54245	54701	54739	
53073	54130	54173	54216	54246	54702	54741	

If the zip code for your home residence is not listed here and you live in Wisconsin, you live in the HSHS/Prevea360/HealthEOS network service area.

If you have a dependent enrolled in HSHS Healthy Plan coverage who lives outside Wisconsin, the national MultiPlan network will apply; see [page 15](#).

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## When You Need Care from a Non-Network Provider

Out-of-network services will not be covered unless you first obtain a referral from your network provider and prior authorization from Dean Health Plan. Your network provider will need to submit a referral request to Dean Health. If HealthEOS is your primary network, you need a referral if the provider required for your care is not in either the HSHS/Prevea360 or the HealthEOS network. In order for services to be covered, the referral needs to be reviewed and approved prior to services being received.

If you have questions about the referral process, contact Dean Health Plan at 1-888-895-1188.

The exceptions to this policy are for required urgent care when you are traveling outside your network service area and emergency care. For care required to treat an urgent situation while you are traveling outside your network service area or an emergency medical condition, the HSHS Healthy Plan provides the same benefit level regardless of the provider who provides your care.

## When You Move Inside/Outside the HSHS/Prevea360 Network Service Area

If you currently reside inside the HSHS/Prevea360 network service area and move to a Wisconsin zip code that is outside that network service area, your assigned network will change to HSHS/Prevea360/HealthEOS. Your medical plan option and coverage level will remain the same, and any amounts that have been credited toward the deductibles or out-of-pocket maximums will continue to apply.

The same rules apply if you move your primary residence from a zip code outside the HSHS/Prevea360 network service area in Wisconsin to one inside the HSHS/Prevea360 network service area.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | **Medical and Prescription Drug Coverage** | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## If Your Dependent Lives Outside Wisconsin

If you have a dependent who lives outside Wisconsin, such as a child attending college, you can register your dependent with Dean Health Plan after you receive your Dean Health Plan ID card. Once your dependent is registered, the national MultiPlan network will apply for your dependent's HSHS Healthy Plan coverage.

You or your dependent must register your dependent with Dean Health Plan before any services your dependent receives from a MultiPlan provider who is not an HSHS/Prevea360 provider will be covered.

Your registered dependent can receive services within the MultiPlan network at the in-network HSHS Healthy Plan benefit level. If there is no MultiPlan network provider within 65 miles of your dependent's home address that can provide the service your dependent requires, that service, if otherwise covered by the plan, will be covered at the in-network benefit. Prior authorization from Dean Health Plan is required.

*To locate a MultiPlan network provider, follow these steps:*

1. Go to [deancare.com/HSHS](https://deancare.com/HSHS).

2. Under "Out-of-area dependents", click "Find a MultiPlan Provider".

3. Enter your search criteria and follow the instructions to find a provider.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## Key Health Care Terms

<b>Deductible</b>	Dollar amount you must pay for covered care each calendar year before the medical plan pays benefits for many services. The deductible does not apply to doctor office visits, preventive care, lab and X-ray services, emergency room facility charges for true emergencies, or Network Facility charges. A family limit applies to the amount of individual deductibles your family must meet in total. A separate annual, per person, deductible applies to prescription drug benefits.
<b>Coinsurance</b>	Percentage of the cost for eligible medical expenses that you pay after you meet the deductible. For example, if you are admitted to a Network Facility for care and you are enrolled in the High Option, the plan pays 85% of covered costs and you pay the remaining 15% up to the plan's out-of-pocket maximum. The 15% is your coinsurance.
<b>Network Providers</b>	Providers who have agreed to lower rates for services. The HSHS Healthy Plan provides benefits for covered services provided by network providers.
<b>Out-of-Network Providers</b>	Providers who do not participate in the Dean Health Plan provider networks for HSHS. When you use out-of-network providers, services without a referral/prior authorization will not be covered, unless the services are for required urgent care when you are traveling outside your network service area or emergency care.
<b>Out-of-Pocket Maximum</b>	Maximum dollar amount that you pay for eligible expenses in a calendar year. The plan pays 100% of eligible expenses for the rest of the calendar year after the out-of-pocket maximum is reached — providing financial protection for you by limiting your out-of-pocket expenses in a given calendar year.
<ul style="list-style-type: none"><li>• <b>Medical Services</b></li></ul>	The annual deductible for medical services applies to the medical out-of-pocket maximum. However, out-of-network costs that exceed usual and customary limits, costs for services not covered by the HSHS Healthy Plan and benefit reductions as a result of not complying with pre-certification do not apply to the out-of-pocket maximum. If you enroll your spouse/LDA and/or children, a family out-of-pocket limit applies for all eligible expenses your family has.
<ul style="list-style-type: none"><li>• <b>Prescription Drugs</b></li></ul>	A separate out-of-pocket maximum applies to prescription drug benefits. The prescription drug deductible applies to the prescription drug out-of-pocket maximum.
<b>Reasonable &amp; Customary (R&amp;C)</b>	The usual cost or “going rate” for a particular health service in your geographic area — R&C applies to non-network charges.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | [Compare Your Medical Plan Options](#) | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Compare Your Medical Plan Options

### Wellness/Preventive Care

*Both HSHS medical options* pay 100% of charges, with no deductible, for the following preventive services when received from a network provider:

- Periodic recommended pediatric and annual adult examinations, including screenings for tobacco use and health education/counseling.
- Routine pediatric and adult immunizations and inoculations for infectious disease, as medically necessary.
- Mammogram annually.
- Prostate specific antigen (PSA) test.
- Colorectal cancer screening.
- Digital rectal exam (prostate exam).
- Gynecological examination - including pelvic and manual breast exams, Pap test, and urinalysis.
- Human papillomavirus (HPV) DNA testing for women age 30 and older, regardless of Pap smear results.
- Hearing screening.
- Colonoscopies and sigmoidoscopies.
- For those who use tobacco products, two tobacco cessation attempts per year. Each attempt includes:
  - Up to four tobacco cessation counseling sessions of at least 10 minutes each
  - FDA-approved tobacco cessation medication for a 90-day treatment regimen when prescribed by a health care provider.

- Diabetes education sessions for individuals diagnosed with diabetes.
- The following diagnostic lab tests when ordered at the time of a covered preventive care visit: cholesterol screening, blood glucose, complete blood count (CBC), thyroid and fecal occult blood tests.

**In 2019, the HSHS Healthy Plan will continue to cover contraceptives only when medically necessary.**

*The HSHS Healthy Plan will not cover:*

- Physical exams and related tests and reports solely for the purpose of obtaining or maintaining employment, insurance, governmental licensure, attending camp, participating in sports, admission to school and for premarital purposes.
- Vaccinations and inoculations required solely for travel or recreational purposes.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | [Compare Your Medical Plan Options](#) | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Compare Your Medical Plan Options

### Deductibles and Your Out-of-Pocket Maximums

- Amounts that apply to any deductible category are credited to all other deductible categories.
- Amounts that apply to any out-of-pocket maximum category are credited to all other out-of-pocket maximum categories. For example, if you receive covered services from a Network Specialist Physician that result in your meeting \$500 of the Network Specialist Physician out-of-pocket maximum, \$500 will also be credited to the out-of-pocket maximums that apply to Network Facility and Network PCP services.
- No deductible applies to services you receive from a Network Facility.

	Network			Out of Network
	Facility	Primary Care Physician	Specialist Physician	Facility or Professional
<b>Basic</b>				
<b>Annual Medical Deductible</b>	<i>all cross apply</i>			
Per Individual	None	None	\$1,800	No Coverage
Family Limit	None	None	\$3,600	No Coverage
<b>Annual Medical Out-of-Pocket Limit (includes medical deductible)</b>	<i>all cross apply</i>			
Per Individual	\$3,800	\$3,800	\$3,800	No Coverage
Family Limit	\$7,600	\$7,600	\$7,600	No Coverage

	Network			Out of Network
	Facility	Primary Care Physician	Specialist Physician	Facility or Professional
<b>High</b>				
<b>Annual Medical Deductible</b>	<i>all cross apply</i>			
Per Individual	None	None	\$900	No Coverage
Family Limit	None	None	\$1,800	No Coverage
<b>Annual Medical Out-of-Pocket Limit (includes medical deductible)</b>	<i>all cross apply</i>			
Per Individual	\$3,000	\$3,000	\$3,000	No Coverage
Family Limit	\$6,000	\$6,000	\$6,000	No Coverage

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | [Compare Your Medical Plan Options](#) | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Covered Care and Services

The percentages in the following table are the percentages the plan pays. These do not reflect any services not covered by the plan, benefit reductions caused by not complying with precertification, or out-of-network charges that exceed reasonable and customary limits for which you are also responsible.

	BASIC				HIGH			
	Network			Out of Network	Network			Out of Network
	Facility	Primary Care Physician <sup>1</sup>	Specialist Physician	Facility or Professional	Facility	Primary Care Physician <sup>1</sup>	Specialist Physician	Facility or Professional
<b>Wellness and Preventive Care</b>	100% no deductible			No coverage	100% no deductible			No coverage
<b>Annual Medical Deductible</b>	All cross apply				All cross apply			
Per Individual	None	None	\$1,800	No coverage	None	None	\$900	No coverage
Family Limit	None	None	\$3,600	No coverage	None	None	\$1,800	No coverage
<b>Annual Medical Out-of-Pocket Limit</b> (includes medical deductible)	All cross apply				All cross apply			
Per Individual	\$3,800	\$3,800	\$3,800	No coverage	\$3,000	\$3,000	\$3,000	No coverage
Family Limit	\$7,600	\$7,600	\$7,600	No coverage	\$6,000	\$6,000	\$6,000	No coverage
<b>Physician Charges</b>								
Office Visit Charge/Allergy Serums/Injections	N/A	95%	75%	No coverage	N/A	95%	85%	No coverage
Spinal Manipulation (up to 10 visits per calendar year)	N/A	95%*	75%*	No coverage	N/A	95%*	85%*	No coverage
Surgery/Procedure/All Other	N/A	95%	75%*	No coverage	N/A	95%	85%*	No coverage
<b>Outpatient Imaging and Lab</b>								
Advanced Imaging <sup>2</sup>	75%	75%	75%	No coverage	85%	85%	85%	No coverage
Other Imaging & Lab	75%	75%	75%	No coverage	85%	85%	85%	No coverage
<b>Hospital/Facility Charges IP/OP</b>	75%	N/A	N/A	No coverage	85%	N/A	N/A	No coverage

\* after Annual Medical Deductible is met

<sup>1</sup> Professional provider who is a general practice physician, family practice physician, internal medicine physician or pediatrician

<sup>2</sup> Advanced imaging includes PET, CAT, MRI, MRA, bone density and sleep study. Prior approval required.

<sup>3</sup> Therapy Services include physical, occupational and speech therapy, radiation therapy, chemotherapy and electroconvulsive therapy.

[Continued](#) ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | [Compare Your Medical Plan Options](#) | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Covered Care and Services continued

	BASIC				HIGH			
	Network			Out of Network	Network			Out of Network
	Facility	Primary Care Physician <sup>1</sup>	Specialist Physician	Facility or Professional	Facility	Primary Care Physician <sup>1</sup>	Specialist Physician	Facility or Professional
<b>Emergency Room Care</b>								
True Emergency	\$100 copay then 75%	N/A	75% *	Same as Network	\$100 copay then 85%	N/A	85% *	Same as Network
Other Condition	\$300 copay then 70%	N/A	70% *	No coverage	\$300 copay then 70%	N/A	70% *	No coverage
<b>Ambulance</b>	75%	95%	75%	Same as Network	85%	95%	85%	Same as Network
<b>Mental Health and SA</b>								
Office Visits	N/A	95%	75%	No coverage	N/A	95%	85%	No coverage
Other Outpatient	75%	95%	75%	No coverage	85%	95%	85%	No coverage
Inpatient	75%	95%	75%	No coverage	85%	95%	85%	No coverage
<b>Outpatient Therapy Services<sup>3</sup> / Cardiac Rehab / Dialysis / DME</b>	75%	95%	75%	No coverage	85%	95%	85%	No coverage
<b>Other Covered Services</b>	75%	95%	75%	No coverage	85%	95%	85%	No coverage
<b>Lifetime Benefit Maximum</b>	Unlimited				Unlimited			

\* after Annual Medical Deductible is met

<sup>1</sup> Professional provider who is a general practice physician, family practice physician, internal medicine physician or pediatrician

<sup>2</sup> Advanced imaging includes PET, CAT, MRI, MRA, bone density and sleep study. Prior approval required.

<sup>3</sup> Therapy Services include physical, occupational and speech therapy, radiation therapy, chemotherapy and electroconvulsive therapy.

## Prescription Drug Coverage

### Medical Option

	BASIC	HIGH
<b>Annual Deductible</b>	\$400 per person	\$150 per person
<b>Annual Out-of-Pocket Maximum</b>	\$1,600 per person \$3,200 family limit	\$1,300 per person \$2,600 family limit
<b>Generic:</b>	80% after deductible	
<b>Preferred Brand:</b>	70% after deductible	
<b>Non-preferred (non-formulary) Brand Retail:</b>	\$15 per prescription, then the plan pays 70% after deductible (up to 30-day supply per fill)	
<b>Non-Preferred (non-formulary) Brand Mail Service:</b>	\$45 per prescription, then the plan pays 70% after deductible (up to 90-day supply per fill)	

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | [Prescription Drug Coverage](#) | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## More About the Medical Plan's Prescription Drug Coverage

When you enroll in an HSHS Healthy Plan medical option, you will automatically have prescription drug coverage. If you take any medications regularly, prescription drug costs can add up to a significant part of your overall health care expenses. Knowing how your medical plan's prescription drug coverage works and what to do to manage costs can help you make good buying decisions and lower your out-of-pocket costs.

The program features coverage for both prescriptions you fill at your participating local retail pharmacy and a mail service. After you meet the separate prescription drug deductible for your medical plan option, you pay coinsurance. When you reach the prescription drug out-of-pocket maximum for your medical plan option, the plan pays the full cost of your prescriptions for the rest of the calendar year, with the exception of the ancillary fee that applies when you receive a brand-name drug for which a direct generic equivalent exists.

Prescription drug benefits feature a formulary. Your cost for brand-name and generic drugs will be lower when you use a preferred (formulary) medication. Preferred (formulary) medications are noted with an "FB" (brand name) or an "FG" (generic) on the formulary listing. For non-preferred brand-name drugs, you will pay an additional \$15 per prescription for prescriptions filled at a retail pharmacy and an additional \$45 for prescriptions filled through mail service. *Non-preferred medications are noted with an "NP" on the formulary listing.*

The formulary is compiled by an independent group of doctors and pharmacists. Medications are reviewed and approved for the formulary based on medical effectiveness and cost, which helps keep costs affordable for you and the HSHS Healthy Plan. Please note that medications on the formulary with the notation "NC" are not covered.

**For support during enrollment and throughout the year, call 1-866-333-2757 to speak with a Navitus member services representative.**

Visit [www.deancare.com/aso](http://www.deancare.com/aso) and click on "Member Portal". Enter your user name and password, then click "Login". If you do not have a user name and password click "Register Now". Once you are logged in, you may click on the Navitus logo, then click on "Formulary" to find out if your medication is a preferred (formulary) medication. Remember, the formulary is subject to change.

### Retail Pharmacy

It's easy to purchase your prescription medication at a retail pharmacy (drug store) that participates in the Navitus Health Solutions network.

- Simply present your Dean Health Plan ID card to the pharmacist.
- Pay your part of the prescription cost; no claim forms are required.

You can buy up to a 30-day supply of medication. To find out if a pharmacy is part of the Navitus Health Solutions network, ask your pharmacy or go online to [www.deancare.com/aso](http://www.deancare.com/aso) and click on "Member Portal". Enter your user name and password, then click "login". If you do not have a user name and password, click "Register Now". Once you are logged in, you may click on the Navitus logo, then click on "Pharmacy Search" to locate a network pharmacy. Remember that the pharmacy network is subject to change. *Confirm your pharmacy's network status before having a prescription filled.*

**You must use a network pharmacy to receive the prescription drug benefit. Claims from non-network pharmacies will not be accepted.**

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | **Prescription Drug Coverage** | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## More About the Medical Plan's Prescription Drug Coverage

### Mail Service

Use the mail service option through Costco or an HSHS pharmacy to purchase any prescribed drugs you take to treat an ongoing medical condition, such as high blood pressure or diabetes. In fact, you are required to use an HSHS pharmacy or mail service after having a maintenance medication filled two times at a retail pharmacy. When you use mail service:

- You can get up to a 90-day supply of your medication at one time, rather than the 30-day supply available at a retail pharmacy.
- You benefit from the convenience of home delivery with no cost for standard delivery.
- You will generally pay less than you would at the retail pharmacy. That's because you don't pay a dispensing fee for mail service, while a dispensing fee is included in the cost of your retail prescriptions and mail service generally has a lower price because it buys in very large quantities.

*Note: You don't have to be enrolled in the HSHS Healthy Plan to use Costco mail service.*

### Remember:

After a maintenance prescription is filled twice at a retail pharmacy, you must use an HSHS pharmacy or mail service for subsequent refills to be covered by the HSHS Healthy Plan's prescription drug coverage.

### Ancillary Fee

If you receive a brand-name drug when a generic is available, you are responsible for paying the difference in price between the brand-name drug and its generic equivalent. You will also be responsible for your generic coinsurance, and if you choose a non-preferred (non-formulary) brand-name drug, an additional copay. The difference in price between the brand-name drug and its generic equivalent is the ancillary fee, and you will be responsible for the ancillary fee, even if your physician writes "dispense as written" (DAW1) on your prescription.

For example, if you choose a 30-day supply of Avapro, a non-formulary brand-name drug, you will pay an ancillary fee of about \$130 (the difference in price between Avapro and its generic equivalent, Irbesartan), plus a \$15 copay for using a non-formulary medication. This is in addition to your normal deductible and coinsurance.

*Continued* ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | [Prescription Drug Coverage](#) | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## *It's easy to order by mail!*

1. First, you will need to register with Costco Mail Order Pharmacy at [www.pharmacy.costco.com](http://www.pharmacy.costco.com), or by calling 1-800-607-6861.

Please note that you should have your Dean Health Plan ID card to register. Have your doctor prescribe you a 90-day prescription plus refills for up to one year (if applicable).

2. Once you have registered with Costco, mail your completed "Patient Profile Form" (found at [www.pharmacy.costco.com](http://www.pharmacy.costco.com)) along with your 90-day prescription and payment method to Costco Mail Order at 215 Deininger Circle, Corona, CA 92880.

After registering and during the year, if you want to transfer a current retail prescription to home delivery, call 1-800-607-6861. You will need to have your prescription number handy when you call.

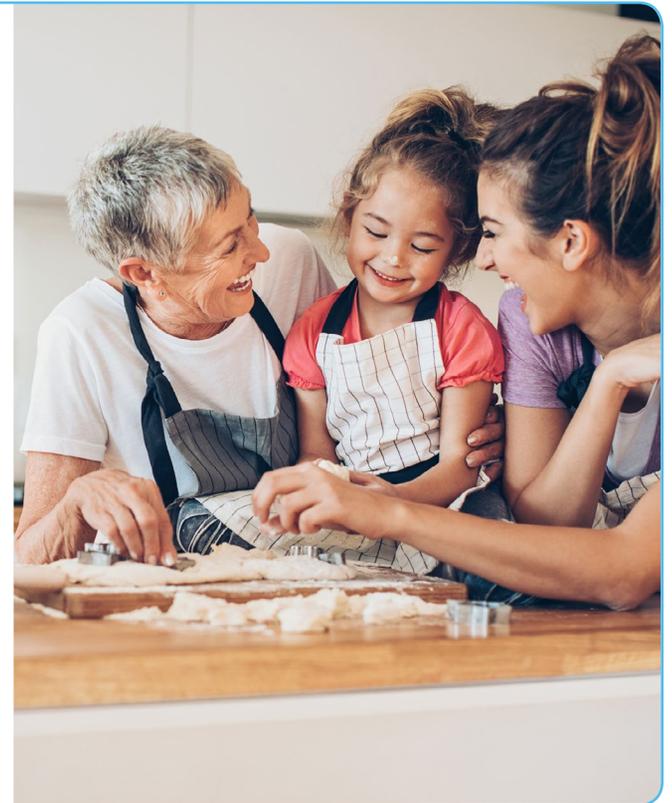
Home delivery refills and renewals can be ordered through the Costco website after registering. Include your home delivery copayment.

Your medication will arrive by mail within 5 days of mailing your initial prescription.

To get refills, you can sign up for automatic refills and Costco will automatically refill for you. When you set up a prescription in auto refill, Costco will send an email letting you know it's ready to be refilled and asking for your consent to refill and ship. You will need to consent within 72 hours, or your prescription will not be refilled.

You can also order a refill online or by phone anytime, 24 hours a day, 7 days a week, but be sure to order when you have 30 days of medication remaining so you don't run out.

If you have questions about ordering for home delivery, contact Costco at 1-800-607-6861.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | [Prescription Drug Coverage](#) | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Specialty Medications through Navitus Health Solutions

If you take any oral or injectable specialty medications, that are self-administered drugs, you must purchase these medications through Lumicera, Navitus Health Solutions' specialty pharmacy vendor or an HSHS pharmacy. Specialty medications include those used to treat multiple sclerosis, hepatitis C, rheumatoid arthritis, hemophilia and self-administered oral cancer medications.

You may fill your initial prescription at a retail pharmacy. After that, you must use Lumicera or an HSHS pharmacy to have subsequent refills covered. Lumicera provides more support for specialty medications and better discounts than retail pharmacies. You'll also receive delivery of specialty medication and supplies to your home, doctor's office, or any other location, usually within 24 hours — and you have access to call center assistance, so you can talk toll-free with pharmacists and nurses.

*Specialty medications are labeled "LMSP" on the Navitus formulary.*

### **Remember:**

If you participate in the Health Care FSA, you can use this account to fund your share of the cost of covered prescriptions and save on taxes!

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | **Prescription Drug Coverage** | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## When Prior Authorization or Step Therapy Is Required

To encourage safe and cost-effective medication use, Dean Health Plan may require prior authorization or step therapy for certain prescription drugs.

### Prior Authorization

If your medication is included in the prior authorization program, your physician will need to get approval through Navitus Health Solutions before it will be covered by the HSHS Healthy Plan. If your request is not approved, you may want to talk to your physician to find out if another medication might work for you. If your request is denied, you can still purchase the medication, but you will be responsible for the full cost.

### Step Therapy

Under this program, a “step” approach is required to receive coverage for certain medications. This means that you may need to first try a proven cost-effective medication before a more costly treatment, if needed, is covered.

If your physician determines that the first-line medication is not appropriate or effective for you, your HSHS Healthy Plan prescription drug benefit will cover the medication that is subject to step therapy when certain conditions are met and approval has been obtained from Navitus Health Solutions. If you start taking a medication that is included in the step therapy program, your physician will need to write you a prescription for a first-line medication or submit a prior authorization request for the prescription before you can receive HSHS Healthy Plan prescription drug coverage for the medication.

If you attempt to fill a prescription for a medication included in the prior authorization or step therapy program and the program criteria have not been met, your claim will be rejected. The pharmacy will receive a message that prior authorization or step therapy is required, along with a phone number that the pharmacy should contact for further information. You can still choose to purchase the medication, but you will be responsible for the full cost.

You can access the formulary at [www.deancare.com/aso](http://www.deancare.com/aso) and click on “Member Portal”. Enter your user name and password, then click “Login”. If you do not have a user name and password click “Register Now”. Once you are logged in, you may click on the Navitus logo, then click on “Formulary”. In this list, medications that are subject to prior authorization are indicated by a “PA” and those subject to step therapy have a notation of “ST”. Medications that are not covered are noted with an “NC”. Specialty medications that must be filled through Lumicera in order to be covered are noted by “LMSP”.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Selecting Your Medical Plan Option

Before choosing a medical plan option, you'll want to think about who you will cover, the types of health needs you anticipate during 2019, and your costs.

Specifically, the two types of costs are:

- Your cost of coverage – that's your biweekly paycheck net contribution for each option based on your regularly scheduled (budgeted) work hours and the coverage level you choose.
- Your cost of care or out-of-pocket cost – deductible and coinsurance amounts for the option you select based on the services you receive and where you receive your care.

### *HSHS Healthy Plan Cost Estimator*

The calculator offers an easy way to compare relative costs under your medical plan options before you make your enrollment decisions.

#### ***Get started:***

Go to [benefits.hshs.org](https://benefits.hshs.org) and click the *HSHS Healthy Plan Cost Estimator* link.

#### **There are four easy steps:**

- 1** In Step 1, indicate your work location, who you plan to cover, and your regularly scheduled/ budgeted work hours per pay period.
- 2** Then, enter your expected plan usage. You can use the “pre-filled example” or customize the scenario by estimating how often you and each family member will use specific health services in 2019.
- 3** Once you complete Step 2, you'll see your total cost for each option.
- 4** Then, use the results to see how contributing to a Health Care FSA might help you save in taxes.

**Because costs vary by provider and not all possible medical services are included in the tool, your actual costs may vary.**

### *Not sure what services you'll need in 2019?*

No one can predict exactly what their health care needs will be in the coming year. Sometimes past history can help you think that through.

If you're enrolled in an HSHS medical option, you can get both your medical and your prescription drug history by accessing the Member Portal on [deancare.com/aso](https://deancare.com/aso).

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | **Dental Coverage** | Vision Coverage | Flexible Spending Accounts | Employee Assistance Program

## Dental Coverage

The Flexplan provides two dental plan options to help you care for your teeth and gums:

- Basic Option.
- High Option.

### What the Dental Plan Covers

The dental options provide coverage for preventive and diagnostic services and basic and major care. When you enroll in the High Option, orthodontia is also covered for you and your eligible dependents.

Cigna contracts with dentists and other dental care providers in all of the communities where HSHS is located. If you use network dentists, you can save money. Go to [myCigna.com](http://myCigna.com) to see which dental offices participate in the Cigna DPPO network.

Benefits are based on reasonable and customary (R&C) – the usual cost or “going rate” for a particular dental service in your geographic area. You are responsible for any charges that exceed R&C.

When you use Cigna DPPO network dentists, you receive protection against charges above R&C, since network dentists charge preferred rates well within R&C limits.

The chart on this page highlights some commonly used services and shows how the dental plan options compare.

Dental Option	BASIC	HIGH
<b>Annual Deductible</b>	\$50/person, up to \$150/family maximum	\$25/person, up to \$75/family maximum
<b>Annual maximum benefit</b>	\$800/person	\$1,500/person (not including orthodontia)
<b>Preventive care and diagnostic services</b> , including: <ul style="list-style-type: none"> <li>• Up to two exams in a calendar year</li> <li>• Up to two cleanings in a calendar year</li> <li>• Complete set of x-rays in a 36-month period</li> <li>• Up to two fluoride treatments for children under age 19 in a 12-month period</li> </ul>	100% R&C, no deductible	100% R&C, no deductible
<b>Basic care services</b> , including: <ul style="list-style-type: none"> <li>• Fillings</li> <li>• Extractions</li> <li>• Root canal therapy</li> <li>• Oral surgery</li> <li>• Repair of dentures and bridges</li> </ul>	85% R&C after deductible	85% R&C after deductible
<b>Major care services</b> , including: <ul style="list-style-type: none"> <li>• Crowns</li> <li>• Bridges</li> <li>• Dentures</li> </ul>	50% R&C after deductible	50% R&C after deductible
<b>Orthodontia</b>	Not covered	50% R&C after annual deductible and additional \$25 charge \$1,500/person lifetime maximum benefit

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | [Vision Coverage](#) | Flexible Spending Accounts | Employee Assistance Program

## Vision Coverage

You have two vision coverage options available to you.

### VSP Vision Plan

The VSP Vision Plan provides coverage for eye exams, lenses, frames and contact lenses plus discounts on many vision services and products. No deductible applies to VSP vision benefits.

The chart on this page highlights some commonly used services and shows the vision plan's benefits.

The VSP Vision Plan also provides hearing aid discounts through TruHearing®. With TruHearing, VSP members can save up to \$2,400 on a pair of hearing aids.

If you have questions about the VSP Vision Plan, contact Vision Service Plan (VSP) at 1-800-877-7195 or go to [www.vsp.com](http://www.vsp.com).

### Cigna Vision Discount Program

Colleagues who enroll in Flexplan dental coverage have the Cigna Vision discount program. The vision discount program provides savings on routine eye exams and purchases of frames and lenses, including contacts. To view discount information for vision care services for Cigna Vision, go to [benefits.hshs.org](http://benefits.hshs.org). To find a Cigna Vision provider, go to [www.cigna.com](http://www.cigna.com).

**Note:** The HSHS Healthy Plan covers medically necessary vision services, like diabetic retinopathy exams and cataract surgery.

	VSP Network Providers	Other Providers
<b>Vision Exams</b> (once every 12 months)	Covered in full after \$15 copay	Up to \$45 reimbursement
<b>Lenses</b> (once per 12 months) <ul style="list-style-type: none"> <li>• Single Vision</li> <li>• Bifocal</li> <li>• Trifocal</li> <li>• Lenticular</li> <li>• Progressive Bifocals               <ul style="list-style-type: none"> <li>- Standard</li> <li>- Premium</li> <li>- Custom</li> </ul> </li> <li>• UV Coating</li> <li>• Tint</li> <li>• Scratch Resistance</li> <li>• Anti-reflective (standard)</li> <li>• Basic Polycarbonate</li> </ul>	Covered in full Covered in full Covered in full Covered in full \$0 copay \$95-\$105 copay \$150-\$175 copay \$16 copay \$0-\$15 copay \$17 copay \$41 copay Children: \$0 copay Adults: \$31-\$35 copay 20% - 25% discount	Reimbursement Up to \$30 Up to \$50 Up to \$65 Up to \$100 Up to \$50 Up to \$50 Up to \$50 Not covered Not covered Not covered Not covered Not covered
<b>Frames</b> (once every 12 months)	\$150 allowance \$170 allowance for featured frames 20% off balance \$150 Costco allowance	Up to \$70 reimbursement
<b>Contact Lenses</b> (once every 12 months in lieu of frames and lenses) <ul style="list-style-type: none"> <li>• Medically Necessary</li> <li>• Elective</li> <li>• Fit &amp; Follow up</li> </ul>	\$0 copay \$130 allowance \$0 copay	Reimbursement Up to \$210 Up to \$105 Not covered
<b>Other</b>	<ul style="list-style-type: none"> <li>• Prescription sunglasses: 20% discount</li> <li>• Low vision aid: 75% of cost up to \$1,000 every 2 years</li> <li>• Laser surgery: 15% discount off regular price (5% off promotional price) at select providers</li> </ul>	Not covered

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | [Flexible Spending Accounts](#) | Employee Assistance Program

## Flexible Spending Accounts (FSAs)

Flexplan offers two flexible spending accounts:

- Health Care FSA.
- Dependent Care FSA.

### How FSAs Work

- You contribute to the account(s) with pre-tax dollars deducted from your paycheck. This lowers your taxable income, and you don't pay taxes on the money you use from your account(s).
- When you enroll, you decide how much to set aside in your account(s) during the calendar year for:
  - Health care expenses for services you or your dependents receive between January 1, 2019, and March 15, 2020.
  - Dependent day care expenses for services you receive between January 1, 2019, and December 31, 2019.
- When you have an eligible expense, you file a claim to reimburse yourself from your account.

### Know the "Use It or Lose It" Rule

Based on IRS regulations, you must use all the money in your Dependent Care FSA by December 31, 2019. For the Health Care FSA, HSHS offers a grace period that lets you use your 2019 FSA for expenses incurred up to March 15, 2020.

Keep in mind that these time limits apply based on the date of service, not the date billed.

For both accounts, you have until May 1, 2020, to claim reimbursement. If you do not, the money left in your account(s) is forfeited.

FSAs are like a sale. Money you set aside in the accounts is taken off the top of your pay before taxes are withheld. If you pay income taxes and Social Security taxes, at a minimum this is probably like a "20% sale" on most of the health or dependent care services you buy. The savings could be more, depending on your income tax rate.

If your annual contribution to your Health Care FSA is ...	Your savings at 19.65% tax rate (federal and Social Security) would be ...*	Your savings on just Social Security taxes and Medicare taxes would be ...*
\$100	\$19.65	\$7.65
\$250	\$49.13	\$19.13
\$500	\$98.25	\$38.25
\$1,000	\$196.50	\$76.50
\$2,650	\$520.73	\$202.73

\* These savings are based on a Social Security tax rate of 6.2%, a Medicare tax rate of 1.45% and a 12% federal tax rate. State taxes are not considered in the above example.

For the Dependent Care FSA, it's important to compare the tax savings you might have under the FSA to what you might save using the federal dependent day care tax credit. See [page 33](#) for more information.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | **Flexible Spending Accounts** | Employee Assistance Program

## Health Care FSA

You can set aside up to \$2,650 per year in a Health Care FSA for eligible medical, prescription drug, dental and vision expenses. The minimum contribution to participate is \$5 per pay period.

### FOCUS

#### *Does the Health Care FSA Make Sense for You?*

Consider the tax break you get when you use the FSAs to pay for expenses you would have to pay out-of-pocket anyway. Think about:

- What you're likely to pay in deductibles and coinsurance for medical and dental services.
- Your share of prescription drug costs.
- Eye exams, glasses and contacts.
- Whether you are expecting any extraordinary costs – for surgery, for example, or braces for you or your children.

Use the [online estimator tool](#) to find out. The Healthy Plan Cost Estimator has a built-in Health Care FSA estimator. Add in your estimated dental and vision expenses to decide if it makes sense to enroll in the Health Care FSA, based on your estimated tax savings.

## Eligible Health Care Expenses

You can use the account for your eligible health care expenses and those of your legal spouse and for your child(ren) up to age 26.

Generally, if you are divorced or separated, you can use the account for the expenses for which you are responsible for your child even if you do not claim the child as your dependent on your tax return.

A list of eligible health care expenses is available in Internal Revenue Service Publication 502. Go to [www.irs.gov](http://www.irs.gov), select Forms and Instructions and view or download IRS Publication 502, Medical and Dental Expenses.

**Please note abortions, sterilizations, contraceptives, sexual reassignment, in-vitro fertilization, artificial insemination, or embryonic implantation procedures are not considered eligible Health Care FSA expenses due to HSHS ethics/philosophy.**



*Continued* ▶

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | **Flexible Spending Accounts** | Employee Assistance Program

## Using the Benny Card

You can pay eligible Health Care FSA expenses conveniently with the Benny card. The card works like a debit card. Use it to pay eligible expenses at the pharmacy, hospital or your doctor or other health care provider's office.

Through the card, you access money you have elected to set aside each pay period in a Health Care FSA. Simply, use the Benny card to pay for expenses directly, without having to wait for reimbursement, by swiping the card at the provider or merchant's card machine and selecting "credit."

**Keep all documentation related to each expense in case it is requested by the IRS or Tri-Star Systems to substantiate your claim.**

Because this is very important, you may want to keep documentation with your other tax records.

If you do not currently participate in the Health Care FSA, but enroll for 2019, you will automatically receive two cards in your name. You may share one of the cards with your qualified family member also covered under the Health Care FSA. Each of you should immediately sign the card with your name and follow the instructions to activate the card.

If you currently have a Benny card and will continue participating in the Health Care FSA for 2019, hold on to your card. You can use it for qualifying expenses you have during the 2019 plan year. If you lose a card, you will pay \$5 from your available Health Care FSA balance for each replacement card.

If you don't want to use the Benny card, you can still file eligible claims using Tri-Star Systems' website. See [page 34](#) for details. For more information about the Benny card, visit Tri-Star Systems' website at [www.tri-starsystems.com](http://www.tri-starsystems.com).

*Reminder:* If you choose to use the Benny card, be sure to have a valid and working e-mail address. Correspondence about your Benny card will be sent through e-mail during the year.

If your employment ends with HSHS, the Benny card is automatically canceled, and you can no longer use it for Health Care FSA expenses.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | **Flexible Spending Accounts** | Employee Assistance Program

## Dependent Care FSA

You can use the Dependent Care FSA to help pay yourself back with pre-tax dollars for the cost of eligible day care for your dependents while you work. If you are married, the care must be needed so you and your spouse can work, or for you to work while your spouse attends school full-time. Your eligible dependents are:

- Children under age 13 who will live with you for more than half of 2019 and will not provide over half of their own support.
- Anyone physically or mentally incapable of caring for himself or herself who will live with you for more than half of 2019, will regularly spend at least 8 hours each day in your home, and for whom you will provide over half the support in 2019, such as an elderly parent or a disabled spouse or dependent who is incapable of self-care.

## How Much You Can Set Aside

If single or married and filing joint tax return	Up to \$5,000
If married and filing joint tax return and your spouse's employer offers a dependent care account	Up to \$5,000 between both accounts
If married and filing separate tax returns	Up to \$2,500

The minimum contribution to participate is \$5 per pay period.

### FOCUS

## *Does the Dependent Care FSA Make Sense for You?*

- Do you have eligible dependent children who need day care?
- Do you have a parent living with you who needs supervised care?
- Consider the tax break you get on reimbursed dollars when you use the FSA to pay for dependent day care expenses you would have to pay out-of-pocket anyway while you are working.

**Use the Dependent Care FSA Estimator on [benefits.hshs.org](https://benefits.hshs.org) to compare your possible FSA tax savings to the dependent care tax credit.**

For a complete listing of eligible expenses, go to [www.irs.gov](https://www.irs.gov), select Forms and Instructions and view or download IRS Publication 503, Child and Dependent Care Expenses. While this publication is useful in determining dependent day care expenses that are eligible for reimbursement from the Dependent Care FSA, the dollar limits that apply to the federal dependent care tax credit are different from those that apply to the Dependent Care FSA.

*Continued* ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | [Flexible Spending Accounts](#) | Employee Assistance Program

## About the Dependent Care FSA and Taxes

As you consider a Dependent Care FSA, think about what works best for you – the FSA or the dependent care tax credit provided by federal law. It is important to keep in mind that you cannot take the tax credit for any amounts that are reimbursed through an FSA. In most cases, the Dependent Care FSA provides more savings than the tax credit.

Generally, you will save more on federal taxes using the Dependent Care FSA in these situations:

- You are eligible for the Earned Income Tax Credit if you have less than \$3,500 in investment income and both your earned income and adjusted gross income (or the income of you and your spouse, if you are married filing jointly) are less than the amounts for 2018 set forth in the following table depending on your number of children:

Number of Children	If Single/Head of Household Income Less Than ...	If Married Filing Jointly Income Less Than ...
1	\$40,320	\$46,010
2	\$45,802	\$51,492
3 or more	\$49,194	\$54,884

- You are single, not eligible for the Earned Income Tax credit and have one dependent, you file your taxes as head of household and your household taxable income is approximately \$31,000 or more.
- You are married, not eligible for the Earned Income Tax credit and have one dependent, you file a joint return and your household taxable income is approximately \$34,000 or more.

Dollar amounts are based on federal tax law effective for 2018. These are just guidelines and do not take into account state taxes, which might affect your decision.

If you have questions about tax savings, you may want to consult a tax advisor.

Use the online [Dependent Care FSA Estimator](#) to compare your possible FSA tax savings to the dependent care tax credit.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Your Health and Well-Being | Medical and Prescription Drug Coverage | Compare Your Medical Plan Options | Prescription Drug Coverage | Selecting Your Medical Plan Option | Dental Coverage | Vision Coverage | [Flexible Spending Accounts](#) | Employee Assistance Program

## Filing FSA Claims

You have three options for filing your FSA claims:

- You can use [Tri-Star's website](#) to submit claims for reimbursement.
- You can use the Benny card to pay eligible Health Care FSA expenses. See [page 31](#) for more information.
- You can get a claim form online at [benefits.hshs.org](https://benefits.hshs.org) and submit it with receipts for your expenses.

Claims will be processed as soon as administratively possible. Claims for the Health Care FSA are paid up to the annual amount you are depositing in your Health Care FSA. Claims for the Dependent Care FSA are paid up to the amount you have in your account at any time during the year.

### **You have until May 1, 2020 to submit claims for eligible expenses.**

- For the Health Care FSA, it is expenses you incur between January 1, 2019, and March 15, 2020.
- For the Dependent Care FSA, it is expenses you incur between January 1, 2019, and December 31, 2019.

**If your employment ends during 2019, only expenses for services received through your benefit end date are eligible for reimbursement.** The benefit end date is the last day of the pay period in which an individual's employment is terminated.

Reimbursements from your account(s) are directly deposited to your designated bank account on the Monday following submissions received by the preceding Friday. Direct deposit is required. You will receive an explanation of payment via email. You are required to keep a valid, working email address on file with Tri-Star.

### **If You Have 2018 Health Care FSA Dollars Left on December 31, 2018**

Your 2018 FSA will be used first for eligible services received between January 1 and March 15, 2019. For example, if you have \$200 in your 2018 Health Care FSA after expenses for services received through December 31, 2018, have been paid and you receive additional services before March 15, 2019, with eligible expenses of \$200, that expense will be reimbursed from your 2018 Health Care FSA.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

**HEALTH**

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

[Your Health and Well-Being](#) | [Medical and Prescription Drug Coverage](#) | [Compare Your Medical Plan Options](#) | [Prescription Drug Coverage](#) | [Selecting Your Medical Plan Option](#) | [Dental Coverage](#) | [Vision Coverage](#) | [Flexible Spending Accounts](#) | [Employee Assistance Program](#)

## Employee Assistance Program

The Employee Assistance Program (EAP) provides you and your eligible dependents with support to manage the stress and challenges of life. The program is available to all HSHS colleagues without enrollment, and there is no cost to you.

All services are confidential and provided by professional counselors. The EAP team includes family therapists, clinical social workers, marriage and family therapists, professional counselors and clinical psychologists.

Services include support for:

- Physical and emotional illness
- Marital, relationship and family concerns
- Grief and bereavement
- Career and job issues
- Stress
- Drug and alcohol abuse
- Gambling

For more information or to schedule an appointment, contact Prevea Behavioral Care at 1-920-272-1200 or 1-888-2PREVEA.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

**LIFE, ACCIDENT  
& DISABILITY**

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Basic Life and AD&D Insurance | Disability Coverage

## Basic Life and AD&D Insurance

Hospital Sisters Health System provides basic life insurance and accidental death and dismemberment (AD&D) coverage at no cost to you.

### Basic Life and AD&D Coverage

You automatically receive basic coverage of 1½ times your annual salary, to a maximum of \$50,000. Your annual salary is based on your rate of pay and regularly scheduled hours as of October 1, 2018.

You are not required to provide evidence of insurability – or proof of good health – for basic life and AD&D coverage.

### Living Care Benefit

The living care benefit is available to provide financial assistance if you become terminally ill by letting you receive a part of your life insurance benefit while you are living.

Colleagues can receive up to 100% of their basic life insurance amount for up to 24 months prior to the expected date of death. Unlike life insurance benefits, living care benefits may be subject to taxes, so you are encouraged to consult a tax advisor before applying for this benefit.

## Voluntary Accidental Death and Dismemberment (AD&D) Coverage

In addition to the basic AD&D insurance coverage provided by HSHS, you can purchase more coverage separate from life insurance for you and for your family through Securian. Your cost for voluntary AD&D coverage is paid on a pre-tax basis.

You may purchase coverage just for you or for you and your family. You select one of the coverage amounts for yourself; that benefit is paid in the event of your accidental loss of life.

For losses other than accidental loss of life, the Voluntary AD&D benefit will be based on the coverage you elect, the makeup of your family (if you elect family coverage), and the type of accidental loss. If you select family coverage, your covered dependents have coverage amounts based on your coverage amount. Dependent benefits for accidental loss of life are based on your covered family at the time of an accidental loss.

- **You and spouse only:** Your legal spouse is covered for 60% of your coverage amount.
- **You, spouse and children:** Your legal spouse is covered for 50% of your coverage amount and each child is covered for 15% of your coverage amount.
- **You and children only:** Each child is covered for 20% of your coverage amount.

Other plan features include: seatbelt and airbag benefit, education benefit (when family coverage is elected), occupational HIV or hepatitis benefit (for you only), child care benefit, increased child dismemberment benefit, psychological therapy benefit and rehabilitation benefit.

To learn more about coverage under this plan, see the plan's Summary of Plan Description (SPD).

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

**LIFE, ACCIDENT  
& DISABILITY**

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Basic Life and AD&D Insurance | Disability Coverage

## Supplemental Life Insurance Options: Cover Yourself, Your Spouse and Your Dependent Children

You also have additional life insurance options you can purchase through Securian, including:

- **Supplemental life insurance for you** from one to eight times your pay, up to \$1 million in additional coverage.
- **Supplemental life insurance for your legal spouse** in \$5,000 increments from \$5,000 to \$50,000. If your spouse is also a colleague and eligible for basic life insurance, you cannot elect supplemental life insurance for your spouse.
- **Supplemental life insurance for your eligible dependent children** in \$2,500 increments from \$2,500 to \$10,000. When you select supplemental children's life insurance, each child from live birth is covered for the same amount — so if you choose \$5,000 children's life insurance, each child would have \$5,000 in coverage.

You pay for supplemental life insurance with after-tax payroll deductions. Premiums for your coverage are age-based and differ for smokers and non-smokers. Spouse premiums are also age-rated; for children the premiums are a flat amount — regardless of the number of children.

You are required to provide an Evidence of Insurability (EOI) form if you wish to increase your coverage during annual enrollment or if you are a newly-eligible colleague and you elect coverage that is more than three times your pay or \$350,000.

You are also required to provide Evidence of Insurability if you elect to increase your spouse's life insurance coverage or if, as a newly-eligible colleague, you elect coverage for your spouse that is more than \$20,000.

### FOCUS

#### *Choosing Your Options*

- Determine how much of your current paycheck is used for day-to-day living expenses for your household. This can provide a guideline for the amount of income you need life insurance to replace.
- Think about how many people depend on you for financial support.
- Consider any financial obligations, like a home mortgage.
- Look at what savings and investments you have.
- Consider all your options:
  - Basic life and AD&D coverage.
  - Voluntary AD&D.
  - Supplemental life coverage.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

**LIFE, ACCIDENT  
& DISABILITY**

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Basic Life and AD&D Insurance | [Disability Coverage](#)

## Disability Coverage

Disability benefits help protect you and your family by providing a portion of your income if you become disabled and are unable to work because of a personal illness or injury. HSHS provides two types of disability insurance for your financial protection.

### Short-Term Disability (STD)

HSHS provides short-term disability coverage at no cost to you. Benefits are payable if you are away from work because of a personal injury or illness, including pregnancy.

### STD Coverage

Benefit	When benefits begin	How long benefits last
70% of base pay ... based on budgeted/regularly scheduled hours and any shift differential.	Next regularly scheduled work day following seven consecutive days of absence due to disability.	Up to 26 weeks of disability, when combined with any Extended Illness Benefits (EIB) paid.

### If You Have an EIB Balance as of December 31, 2018

Your Extended Illness Benefit hours are available for you to use for sickness or illness after December 31, 2018. Like STD, EIB will begin on the next regularly scheduled work day following seven consecutive calendar days of absence due to disability. The STD benefit is payable after you exhaust any accrued EIB balance. Once your EIB hours are used, the STD program will provide a continuous benefit of 70% of your base pay for the rest of your first 26 weeks of disability.

STD is available only for work absences due to your own illness or injury. You may use Paid Time Off (PTO) to receive pay for any regularly scheduled work days that fall within the first seven consecutive calendar days of absence when STD benefits are not payable. You may also use PTO to supplement your pay while receiving STD benefits. The combination of PTO and STD payments cannot exceed 100% of your regular pay.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

**LIFE, ACCIDENT  
& DISABILITY**

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Basic Life and AD&D Insurance | **Disability Coverage**

## Long-Term Disability (LTD)

If your disability extends beyond 26 weeks, you may be eligible for long-term disability benefits.

### LTD coverage

<b>Benefit</b>	Up to 60% of annual base pay
<b>When benefits begin</b>	After 180 days of disability
<b>Minimum benefit</b>	10% of your gross benefit or \$100, whichever is greater
<b>Maximum benefit</b>	\$10,000/month

### Pre-Existing Conditions

The LTD plan does not cover a pre-existing condition. You have a pre-existing condition if:

- You received medical treatment, consultation, care or services including diagnostic measures, or took prescribed drugs or medicines in the six months just prior to your effective date of coverage; or you had symptoms for which an ordinarily prudent person would have consulted a health care provider in the six months just prior to your effective date of coverage; and
- The disability begins in the first 12 months after your effective date of coverage unless you have been treatment-free for six consecutive months after your effective date of coverage.

### *Definition of Disability for Long-Term Disability*

You are considered to be disabled if you:

- Cannot perform the main duties of your regular occupation due to your illness or injury, and
- Have a loss of 20% or more of your earnings due to that illness or injury.

After benefits have been paid for 24 months, you are considered disabled if you cannot perform the key duties of any gainful occupation for which you are reasonably qualified by training, education, or experience. Department directors and above and physicians have “own occupation” definition for duration of disability. You must be under the regular care of a physician to be considered disabled.

*Continued* ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

**LIFE, ACCIDENT  
& DISABILITY**

TIME OFF

COSTS &  
LEGAL NOTICES

CONTACTS

Basic Life and AD&D Insurance | [Disability Coverage](#)

## How Long LTD Benefits Continue

- If you are disabled before age 60, you are eligible to receive LTD benefits until you are no longer disabled or to age 65, whichever is earlier.
- If you are disabled between age 60 and 69, benefits continue for the number of months shown in the chart, as long as you continue to be disabled.

If you are disabled at	Benefits continue for up to
Age 60	60 months
Age 61	48 months
Age 62	42 months
Age 63	36 months
Age 64	30 months
Age 65	24 months
Age 66	21 months
Age 67	18 months
Age 68	15 months
Age 69 and over	12 months

- The lifetime cumulative maximum benefit period for all disabilities due to mental illness is 24 months.

## LTD Plan Exclusions

Benefits are not provided for disabilities due to:

- Intentionally self-inflicted injuries.
- Active participation in a riot.
- Loss of a professional license, occupational license or certification.
- Commission of a crime for which you have been convicted.
- War, declared or undeclared, or any act of war.
- Any period of disability during which you are incarcerated.



# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

**TIME OFF**

COSTS &  
LEGAL NOTICES

CONTACTS

## Cashing in Paid Time Off (PTO)

If you are a non-management colleague who is regularly scheduled (budgeted) to work at least 32 hours per pay period and not a physician, during annual enrollment each year you can declare the number of PTO hours — up to a maximum of 40 hours — that you want to cash in during the following year. By making this declaration during annual enrollment, you will receive the PTO hours you cash-in at 100% of your straight time rate of pay. Keep in mind that:

- You may only request payment for hours that will accrue in 2019.
- You cannot cancel your 2019 PTO cash-in declaration after 2018 annual enrollment ends.

If you do not make a declaration during the 2019 annual enrollment period or declare that you wish to cash-in less than 40 hours and later choose to cash-in more hours, the additional PTO hours you decide to cash in will be paid at 90% of your straight time rate of pay in accordance with IRS guidelines.

**Please contact your Human Resources department to cash-in any undeclared PTO hours.**

### If You Make No Declaration or Become Eligible for PTO After the 2019 Annual Enrollment Period Ends

You will be allowed to cash in up to 40 PTO hours. You will be paid at 90% of your straight time rate of pay in 2019 for any hours that you cash-in during 2019.

**Please contact your Human Resources department to cash-in any undeclared PTO hours.**

## How the Cash-in Policy Works

During annual enrollment for 2019, if you declare that you will cash in:	Based on IRS guidelines, you will be paid:	For example:
Up to 40 of the PTO hours you will accrue in 2019.	100% of your straight time rate of pay for the number of hours you declare.	If you declare 40 PTO hours, you will be paid 100% of your straight time rate of pay for 40 PTO hours in 2019.
Less than 40 PTO hours.	<ul style="list-style-type: none"> <li>• 100% of your straight time rate for the number of hours you declare.</li> </ul>	<ul style="list-style-type: none"> <li>• If you declare 30 PTO hours, you will be paid 100% of your straight time rate of pay for 30 PTO hours.</li> </ul>
And, you later choose to cash in more hours.	<ul style="list-style-type: none"> <li>• 90% of your straight time rate of pay for the number of hours you cash in later.</li> </ul>	<ul style="list-style-type: none"> <li>• If you cash in 10 hours that you did not declare, you will be paid 90% of your straight time rate of pay for 10 hours.</li> </ul>

If you are going to transfer to another HSHS Facility or move to a management position that is not qualified to cash in PTO at 100%, you will need to request payment for PTO hours before you transfer or move to the new position.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

**COSTS &  
LEGAL NOTICES**

CONTACTS

Cost of Coverage | Legal Notices

## Cost of Coverage

You and HSHS share the cost of your Flexplan benefits. You pay your share of most Flexplan benefit costs before federal, state and Social Security taxes are calculated.

If you elect supplemental life insurance for yourself, your spouse or your child(ren), you pay for this coverage with after-tax deductions. Premiums for supplemental life coverage for you and your spouse are age-based; for children the premiums are a flat amount, regardless of the number of children.

### HSHS pays for:

Basic Life and AD&D Insurance  
Short-Term and Long-Term Disability Coverage  
Employee Assistance Program  
LiveWELL Wellness Program

### You pay for:

Vision  
Flexible Spending Accounts  
Voluntary AD&D  
Supplemental Life

While HSHS pays the majority of the cost, you and HSHS share the cost of:

Medical  
Dental

See the following charts for your 2019 dental, vision and medical coverage costs.

Medical	2019 Biweekly Colleague Medical Insurance Deductions			
	Colleague Only	Colleague + Spouse/LDA	Colleague + Child(ren)	Colleague + Spouse/LDA + Child(ren)
<b>72+ hours</b>				
Basic	\$23.72	\$94.65	\$61.16	\$129.28
High	\$58.76	\$166.46	\$122.46	\$227.36
<b>48-71 hours</b>				
Basic	\$39.44	\$124.56	\$87.68	\$170.13
High	\$74.48	\$196.37	\$148.98	\$268.21
<b>32-47 hours</b>				
Basic	\$59.86	\$154.47	\$114.19	\$210.98
High	\$94.90	\$226.28	\$175.49	\$309.06

Dental	2019 Biweekly Colleague Dental Plan Deductions			
	Colleague Only	Colleague + Spouse/LDA	Colleague + Child(ren)	Colleague + Spouse/LDA + Child(ren)
<b>72+ hours</b>				
Basic	\$1.60	\$13.72	\$10.26	\$22.35
High	\$6.72	\$24.24	\$25.57	\$43.07
<b>48-71 hours</b>				
Basic	\$4.05	\$16.91	\$13.24	\$26.08
High	\$9.17	\$27.43	\$28.55	\$46.80
<b>32-47 hours</b>				
Basic	\$5.54	\$18.48	\$14.78	\$27.72
High	\$10.66	\$29.00	\$30.09	\$48.44

Vision	2019 Biweekly Colleague Vision Plan Deductions			
	Colleague Only	Colleague + Spouse/LDA	Colleague + Child(ren)	Colleague + Spouse/LDA + Child(ren)
	\$3.72	\$7.43	\$7.96	\$12.71

Note: Coverage for an eligible legally-domiciled adult (LDA) may be taxed. Visit [benefits.hshs.org](http://benefits.hshs.org) for more information.

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

**COSTS &  
LEGAL NOTICES**

CONTACTS

[Cost of Coverage](#) | [Legal Notices](#)

## Legal Notices

### Special Enrollment Rights

Based on IRS rules, if you waive HSHS medical coverage for yourself or your dependents (including your spouse), you may be able to enroll yourself and your dependents in the HSHS Healthy Plan during the year if:

- You or your dependents lose coverage under another medical plan because you become ineligible for the other plan coverage. Loss of coverage may occur due to an employer stopping contributions toward your other medical coverage or your dependents' other medical coverage.
- You acquire a new spouse or a new dependent as a result of a marriage, birth, adoption or placement for adoption.

You may enroll yourself or dependents within 30 days of losing other medical coverage or acquiring a new spouse or dependent.

HSHS provides a special enrollment opportunity if you or your eligible dependents either:

- Lose Medicaid or Children's Health Insurance Program (CHIP) coverage because you are no longer eligible, or
- Become eligible for a state's premium assistance program under Medicaid or CHIP.

For these enrollment opportunities, you will have 60 days - instead of 30 - from the date of the Medicaid/CHIP eligibility change to request enrollment in HSHS Healthy Plan benefits.

For additional information, please see the CHIP model notice beginning on [page 44](#).

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

**COSTS &  
LEGAL NOTICES**

CONTACTS

Cost of Coverage | **Legal Notices**

## 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](http://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 July 31, 2018. Contact your state for more information on eligibility.**

<b>ALABAMA - Medicaid</b>	<b>GEORGIA - Medicaid</b>
Website: <a href="http://www.myalhipp.com">www.myalhipp.com</a> Phone: 1-855-692-5447	Website: <a href="http://dch.georgia.gov/medicaid">http://dch.georgia.gov/medicaid</a> -Click on Health Insurance Premium Payment (HIPP) Phone: 1-404-656-4507
<b>ALASKA - Medicaid</b>	<b>INDIANA - Medicaid</b>
The AK Health Insurance Premium Payment Program: Website: <a href="http://myakhipp.com/">http://myakhipp.com/</a> Phone: 1-866-251-4861 Email: <a href="mailto:CustomerService@MyAKHIPP.com">CustomerService@MyAKHIPP.com</a> Medicaid Eligibility Website: <a href="http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx">http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx</a>	Healthy Indiana Plan for low-income adults 19-64 Website: <a href="http://www.in.gov/fssa/hip/">http://www.in.gov/fssa/hip/</a> Phone: 1-877-438-4479 All other Medicaid Website: <a href="http://www.indianamedicaid.com">http://www.indianamedicaid.com</a> Phone 1-800-403-0864
<b>ARKANSAS - Medicaid</b>	<b>IOWA - Medicaid</b>
Website: <a href="http://myarhipp.com/">http://myarhipp.com/</a> Phone: 1-855-MyARHIPP (855-692-7447)	Website: <a href="http://dhs.iowa.gov/hawk-i">http://dhs.iowa.gov/hawk-i</a> Phone: 1-800-257-8563
<b>COLORADO - Health First Colorado (Colorado's Medicaid Program) &amp; Child Health Plan Plus (CHP+)</b>	<b>KANSAS - Medicaid</b>
Health First Colorado Website: <a href="https://www.healthfirstcolorado.com/">https://www.healthfirstcolorado.com/</a> Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711 CHP+: <a href="https://www.colorado.gov/HCPF/Child-Health-Plan-Plus">https://www.colorado.gov/HCPF/Child-Health-Plan-Plus</a> CHP+ Customer Service: 1-800-359-1991/State Relay 711	Website: <a href="http://www.kdheks.gov/hcf/">http://www.kdheks.gov/hcf/</a> Phone: 1-785-296-3512
<b>FLORIDA - Medicaid</b>	<b>KENTUCKY - Medicaid</b>
Website: <a href="http://flmedicaidprecovery.com/hipp/">http://flmedicaidprecovery.com/hipp/</a> Phone: 1-877-357-3268	Website: <a href="http://chfs.ky.gov/dms/default.htm">http://chfs.ky.gov/dms/default.htm</a> Phone: 1-800-635-2570

Continued ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

**COSTS &  
LEGAL NOTICES**

CONTACTS

## Cost of Coverage | Legal Notices

<b>LOUISIANA - Medicaid</b>	<b>NEW HAMPSHIRE - Medicaid</b>
Website: <a href="http://dhh.louisiana.gov/index.cfm/subhome/1/n/331">http://dhh.louisiana.gov/index.cfm/subhome/1/n/331</a> Phone: 1-888-695-2447	Website: <a href="https://www.dhhs.nh.gov/ombp/nhhpp/">https://www.dhhs.nh.gov/ombp/nhhpp/</a> Phone: 603-271-5218 Hotline: NH Medicaid Service Center at 1-888-901-4999
<b>MAINE - Medicaid</b>	<b>NEW JERSEY - Medicaid and CHIP</b>
Website: <a href="http://www.maine.gov/dhhs/ofi/public-assistance/index.html">http://www.maine.gov/dhhs/ofi/public-assistance/index.html</a> Phone: 1-800-442-6003 TTY: Maine relay 711	Medicaid Website: <a href="http://www.state.nj.us/humanservices/dmahs/clients/medicaid/">http://www.state.nj.us/humanservices/dmahs/clients/medicaid/</a> Medicaid Phone: 1-609-631-2392 CHIP Website: <a href="http://www.njfamilycare.org/index.html">http://www.njfamilycare.org/index.html</a> CHIP Phone: 1-800-701-0710
<b>MASSACHUSETTS - Medicaid and CHIP</b>	<b>NEW YORK - Medicaid</b>
Website: <a href="http://www.mass.gov/eohhs/gov/departments/masshealth/">http://www.mass.gov/eohhs/gov/departments/masshealth/</a> Phone: 1-800-862-4840	Website: <a href="https://www.health.ny.gov/health_care/medicaid/">https://www.health.ny.gov/health_care/medicaid/</a> Phone: 1-800-541-2831
<b>MINNESOTA - Medicaid</b>	<b>NORTH CAROLINA - Medicaid</b>
Website: <a href="https://mn.gov/dhs/people-we-serve/seniors/health-care/health-care-programs/programs-and-services/other-insurance.jsp">https://mn.gov/dhs/people-we-serve/seniors/health-care/health-care-programs/programs-and-services/other-insurance.jsp</a> Phone: 1-800-657-3739	Website: <a href="https://dma.ncdhhs.gov/">https://dma.ncdhhs.gov/</a> Phone: 1-919-855-4100
<b>MISSOURI - Medicaid</b>	<b>NORTH DAKOTA - Medicaid</b>
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: 1-573-751-2005	Website: <a href="http://www.nd.gov/dhs/services/medicalserv/medicaid/">http://www.nd.gov/dhs/services/medicalserv/medicaid/</a> Phone: 1-844-854-4825
<b>MONTANA - Medicaid</b>	<b>OKLAHOMA - Medicaid and CHIP</b>
Website: <a href="http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP">http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP</a> Phone: 1-800-694-3084	Website: <a href="http://www.insureoklahoma.org">http://www.insureoklahoma.org</a> Phone: 1-888-365-3742
<b>NEBRASKA - Medicaid</b>	<b>OREGON - Medicaid</b>
Website: <a href="http://www.ACCESSNebraska.ne.gov">http://www.ACCESSNebraska.ne.gov</a> Phone: 1-855-632-7633 Lincoln: 1-402- 473-7000 Omaha: 1-402-595-1178	Website: <a href="http://healthcare.oregon.gov/Pages/index.aspx">http://healthcare.oregon.gov/Pages/index.aspx</a> <a href="http://www.oregonhealthcare.gov/index-es.html">http://www.oregonhealthcare.gov/index-es.html</a> Phone: 1-800-699-9075
<b>NEVADA - Medicaid</b>	<b>PENNSYLVANIA - Medicaid</b>
Medicaid Website: <a href="https://dhcnp.nv.gov">https://dhcnp.nv.gov</a> Medicaid Phone: 1-800-992-0900	Website: <a href="http://www.dhs.pa.gov/provider/medicalassistance/healthinsurancepremiumpaymenthippprogram/index.htm">http://www.dhs.pa.gov/provider/medicalassistance/healthinsurancepremiumpaymenthippprogram/index.htm</a> Phone: 1-800-692-7462

Continued ►

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

**COSTS &  
LEGAL NOTICES**

CONTACTS

Cost of Coverage | **Legal Notices**

<b>RHODE ISLAND - Medicaid</b>	<b>VIRGINIA - Medicaid and CHIP</b>
Website: <a href="http://www.eohhs.ri.gov/">http://www.eohhs.ri.gov/</a> Phone: 1-855-697-4347	Medicaid Website: <a href="http://www.coverva.org/programs_premium_assistance.cfm">http://www.coverva.org/programs_premium_assistance.cfm</a> Medicaid Phone: 1-800-432-5924 CHIP Website: <a href="http://www.coverva.org/programs_premium_assistance.cfm">http://www.coverva.org/programs_premium_assistance.cfm</a> CHIP Phone: 1-855-242-8282
<b>SOUTH CAROLINA - Medicaid</b>	<b>WASHINGTON - Medicaid</b>
Website: <a href="http://www.scdhhs.gov">http://www.scdhhs.gov</a> Phone: 1-888-549-0820	Website: <a href="https://www.hca.wa.gov/health-care-services-and-supports/apple-health-medicaid-coverage">https://www.hca.wa.gov/health-care-services-and-supports/apple-health-medicaid-coverage</a> Phone: 1-800-562-3022 ext. 15473
<b>SOUTH DAKOTA - Medicaid</b>	<b>WEST VIRGINIA - Medicaid</b>
Website: <a href="http://dss.sd.gov">http://dss.sd.gov</a> Phone: 1-888-828-0059	Website: <a href="http://mywvhipp.com/">http://mywvhipp.com/</a> Phone: 1-855-MyWVHIPP (1-855-699-8447)
<b>TEXAS - Medicaid</b>	<b>WISCONSIN - Medicaid and CHIP</b>
Website: <a href="http://gethipptexas.com/">http://gethipptexas.com/</a> Phone: 1-800-440-0493	Website: <a href="https://www.dhs.wisconsin.gov/publications/p1/p10095.pdf">https://www.dhs.wisconsin.gov/publications/p1/p10095.pdf</a> Phone: 1-800-362-3002
<b>UTAH - Medicaid and CHIP</b>	<b>WYOMING - Medicaid</b>
Medicaid Website: <a href="https://medicaid.utah.gov/">https://medicaid.utah.gov/</a> CHIP Website: <a href="http://health.utah.gov/chip">http://health.utah.gov/chip</a> Phone: 1-877-543-7669	Website: <a href="https://wyequalitycare.acs-inc.com/">https://wyequalitycare.acs-inc.com/</a> Phone: 1-307-777-7531
<b>VERMONT- Medicaid</b>	
Website: <a href="http://www.greenmountaincare.org/">http://www.greenmountaincare.org/</a> Phone: 1-800-250-8427	

To see if any other states have added a premium assistance program since July 31, 2018, or for more information on special enrollment rights, contact either:

U.S. Department of Labor  
Employee Benefits Security Administration  
[www.dol.gov/agencies/ebsa](http://www.dol.gov/agencies/ebsa)  
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services  
Centers for Medicare & Medicaid Services  
[www.cms.hhs.gov](http://www.cms.hhs.gov)  
1-877-267-2323, Menu Option 4, Ext. 61565

# 2019 Flexplan Benefits Guide

ENROLLMENT  
& ELIGIBILITY

HEALTH

LIFE, ACCIDENT  
& DISABILITY

TIME OFF

COSTS &  
LEGAL NOTICES

**CONTACTS**

## Contact Information

If you have questions about ...	Contact ...
Enrolling or your Flexplan benefits	The HSHS Colleague Service Center 1-855-FYI-HSHS, <a href="mailto:fyi@hshs.org">fyi@hshs.org</a>
Medical <ul style="list-style-type: none"> <li>• Customer Service               <ul style="list-style-type: none"> <li>• Claim information</li> <li>• ID cards</li> </ul> </li> <li>• Provider locator</li> <li>• Treatment pre-approval</li> <li>• 24/7 Nurse line (Prevea Care After Hours)</li> </ul>	Dean Health Plan <a href="http://deancare.com/aso">deancare.com/aso</a> 1-888-895-1188 (7:30 a.m. to 5 p.m. CST, Monday - Thursday, and 8 a.m. - 4:30 p.m. CST, Fridays) <a href="http://benefits.hshs.org/FindAProvider">benefits.hshs.org/FindAProvider</a> 1-920-496-4700 or 1-888-277-3832
Prescription Drugs <ul style="list-style-type: none"> <li>• Retail (Navitus Health Solutions)</li> <li>• Mail service (Costco)</li> <li>• Specialty pharmacy (Lumicera)</li> </ul>	Navitus Health Solutions <a href="http://www.navitus.com">www.navitus.com</a> 1-866-333-2757 <a href="http://www.pharmacy.costco.com">www.pharmacy.costco.com</a> 1-800-607-6861 <a href="http://www.lumicera.com">www.lumicera.com</a> 1-855-847-3553 (8 a.m. - 7 p.m. CST, Monday - Thursday and 8 a.m. - 6 p.m. CST, Fridays)
Dental <ul style="list-style-type: none"> <li>• Claim information</li> <li>• Dental providers</li> </ul>	Cigna HealthCare <a href="http://www.cigna.com">www.cigna.com</a> 1-800-244-6224
Vision	Vision Service Plan (VSP) <a href="http://www.vsp.com">www.vsp.com</a> 1-800-877-7195
Flexible Spending Accounts <ul style="list-style-type: none"> <li>• Health Care FSA</li> <li>• Dependent Care FSA</li> </ul>	Tri-Star Systems <a href="http://www.tri-starsystems.com">www.tri-starsystems.com</a> 1-800-727-0182 (phone) 1-800-315-0737 (fax)
Disability Insurance <ul style="list-style-type: none"> <li>• Short-Term Disability</li> <li>• Long-Term Disability</li> </ul>	UNUM <a href="http://www.unum.com">www.unum.com</a> 1-866-295-3007 Monday - Friday, 7 a.m.- 7 p.m. CST

