

2015 Employee Benefits Guide

W Y M A N

Real Teens. Real Life. Real Results.



CONTACT INFORMATION

ANTHEM BLUE CROSS BLUE SHIELD	<u>Medical</u> *See number on the back of your card
DELTA DENTAL & VISION	<u>Dental & Vision</u> Dental : 1-800-335-8266 Vision: 1-877-488-5130 www.deltadentalmo.com
METLIFE	<u>Life & Long Term Disability</u> 1-800-858-6506 Www.metlife.com
CALL A DOC PLUS	<u>Telemedicine</u> 1-860-217-0851 support@cadplus.com



If you have called the 800 number on your identification card and still need assistance regarding your benefits, please contact our benefit consultants below

Donna Clifton, Account Executive

314-692-5812 ~ dclifton@cbiz.com

Nicol Schmidt, Account Manager

314-692-5847 ~ nschmidt@cbiz.com

ENROLLING IN THE PLANS

ENROLLING IN THE PLANS IS FAST AND EASY - HERE'S HOW:

Starting November 1st employees will need to log into the Enrollment Management System (EMS). You will need to register with a username and password and make your next year elections through this website. More information will follow in this newsletter with detailed information. You will have until Tuesday November 10th to complete your enrollment.

ELIGIBILITY

WHO CAN YOU ADD TO YOUR PLAN:

Eligible: Employee currently working 30 or more hours per week and have satisfied a 30 day waiting period

Ineligible: Employees working under 30 hours per week

FREQUENTLY ASKED QUESTIONS

ARE CHANGES TO MY PLAN ALLOWED DURING THE YEAR?

Generally, you may only enroll in the plan, or make changes to your benefits, during the re-enrollment period or when you are first hired. However, you can make changes/enroll during the plan year if you experience a qualifying event. As with a new enrollee, you must have your paperwork turned in within 31 days of the qualifying event or you will have to wait until the next annual open enrollment period. Premiums and enrollment eligibility may change; see your Human Resources department for details.

EXAMPLES OF QUALIFYING EVENTS?

- Your dependents or you lose health coverage because of loss of eligibility or loss of employer contributions
- You get married, divorced, or legally separated (with court order)
- You have a baby or adopt a child
- You or your spouse take an unpaid leave of absence
- You or your spouse dies
- Gain or loss of Medicaid entitlement
- You become eligible for Medicare

Health Savings Account (HSA)

Anthem H.S.A. Plan Summary (PPO - Blue Access Choice E4-AH)

Benefit/Service	In-Network	Out-of-Network
Deductible (Individual/family)	\$3,000 / \$6,000	\$6,000 / \$12,000
Coinsurance	100%	70%
Out-of-Pocket Max. (Individual/family)	\$4,000 / \$8,000	\$12,000 / \$24,000
Office Visit	100% After Deductible	70% after Deductible
Well care Benefits	100%	70% after Deductible
Inpatient Hospital	100% after Deductible	70% after Deductible
Outpatient Surgery	100% after Deductible	70% after Deductible
Emergency Room	100% After Deductible	100% After Deductible
Urgent Care	100% After Deductible	70% After Deductible
Prescription:	Deductible, then:	
Retail	\$10 / \$35 / \$60 / 25% \$200 Max	50% (Minimum \$60)
Mail Order	\$10 / \$90 / \$180 / 25% \$200 Max	Not Covered

Wyman also offers to pay a portion of your deductible, called a **Health Reimbursement Arrangement**. According to ACA guidelines, Wyman may only reimburse \$400 of the individual deductible after you meet the first \$2,600, and \$1,400 of the family deductible after your family meets \$4,600. You will need to provide an **Explanation of Benefits** in order to be reimbursed by Wyman for any deductible amount.

Type of Coverage	Employee Bi-Weekly Cost
Employee	\$19.50
Employee & Spouse	\$143.30
Employee & Child(ren)	\$133.07
Employee & Family	\$208.13

In order to qualify for reimbursement, an HRA claim form must be completed and submitted to CBIZ along with an Explanation of Benefits for the services for which you are seeking reimbursement. Please see Sarah Smith for this form.

Three Convenient Ways to Manage Your Health Care

1. Download Anthem's free app - just search for Anthem Blue Cross and Blue Shield at the app store on your mobile device. Find doctors and urgent care centers, and get driving directions from wherever you are. You can also log in and view, email or fax an electronic version of your ID card.
2. Get to Anthem's mobile site by going to www.anthem.com on your smartphone - and you'll get many of the same features of their app.
3. Get the full www.anthem.com experience on the go - by using your tablet computer. Check your claims and benefits, use your health and wellness tools, get discounts on contact lenses and glasses. Coupons for health foods and much more.

To log in on your smartphone, you must be registered on Anthem's secure member site and have a username and password. If you are an Anthem member but haven't registered, go to www.anthem.com from your computer and click *Register Now*.

Your Care Options and When to Use Them

PRIMARY CARE

For routine, primary/preventive care, or non-urgent treatment, we recommend going to your doctor's office for medical care. Your doctor knows you and your health history, and has access to your medical records. You may also pay the least amount out-of-pocket when you receive care in your doctor's office.

CONVENIENCE CARE

Sometimes, you may not be able to get to your doctor's office, and your condition is not urgent or an emergency. In these situations, you may want to consider a Convenience Care Center that can be an alternative to seeing your doctor.

Convenience Care Centers are conveniently located often

in malls or some retail stores, such as CVS Caremark, Walgreens, Walmart and Target, and offer services without the need to schedule an appointment. Services at a Convenience Care Center may be provided at a lower out-of-pocket cost than an urgent care center visit and are subject to primary care physician office visit copays and/or deductible/coinsurance.

Services at a Convenience Care Center are generally available to patients 18 months of age or older. Services that are available may vary per center. We do, however, recommend that you seek routine medical care from your primary care physician whenever possible.



Convenience Care Center

Typical conditions that may be treated at a Convenience Care Center include:

- Common infections (e.g.: bronchitis, bladder infections, ear infections, pink eye, strep throat)
- Minor skin conditions (e.g.: athlete's foot, cold sores; minor sunburn, poison ivy)
- Flu shots
- Pregnancy tests

This is a sample list and not all-inclusive. For a full listing of services please visit each center's Website.

To find an in-network Convenience Care Center near you, visit anthem.com.

URGENT CARE

Sometimes you may need medical care fast, but a trip to the emergency room may not be necessary. Of course, during office hours you may be able to go to your doctor for any urgently needed service; however, if you require urgent care outside your doctor's regular office hours or you are unable to be seen by your doctor immediately, you may consider going to an urgent care center. At an urgent care center, you can generally be treated for many minor medical problems faster than at an emergency room. We do however, recommend that you seek routine medical care from your primary care physician whenever possible.

Wyman Center, Inc.

Services that are available for Urgent Care may vary per center. If you choose to use an urgent care center, please make sure it is in-network by calling the toll-free number on the back of your medical ID card or visiting the carrier's website at www.anthem.com.



Typical conditions that may be treated at a Urgent Care Center include:

- Sprains
- Strains
- Mild asthma attacks
- Minor infections
- Screenings
- Vaccinations
- Small cuts
- Sore throats
- Rashes
- Preventive
- Back Pain or Strains

This is a sample list and not all-inclusive. For a full listing of services please visit each center's Website.

LAB SERVICES

If you require lab work consider having these services performed at LabCorp and Quest Diagnostics. When coded as preventive, the cost will be covered 100%. If you choose to use a lab other than these, services associated with the cost of your lab work will apply to the out-of-network deductible and coinsurance.

EMERGENCY ROOM

If you think you or your loved one may be experiencing an emergency medical condition, you should go to the nearest emergency room or call 911. Emergency services are always considered at the in-network benefit level.

An emergency medical condition is any condition (including severe pain) which you believe that without immediate medical care may result in:

- Serious jeopardy to your or your loved one's health, including the health of a pregnant woman or her unborn child
- Serious impairment to your or your loved one's bodily functions
- Serious dysfunction of any of your or your loved one's

EMERGENCY ROOM

Some examples of emergency conditions may include the following:

- Heavy bleeding
- Chest pain
- Major burns
- Severe head injuries
- Sudden weakness or trouble walking
- Large open wounds
- Sudden change in vision
- Spinal injuries
- Difficulty breathing

This list only provides examples and is not intended as an exclusive list. If you believe you or your loved one is experiencing an emergency medical condition, you should go to the nearest emergency room or call 911, even if your symptoms are not described here.

bodily organ or part

If you obtain care at an emergency room, you will likely pay more out-of-pocket than if you were treated at your doctor's office, a Convenience Care Center or urgent care facility.

*If you receive treatment for an emergency in a non-network facility, you may be transferred to an in-network facility once the condition has been stabilized.

Please Note: you may incur out-of-network expenses if you receive services from an out-of-network Emergency Room physician, pathologist, radiologist or anesthesiologist, even if the hospital is in-network.

Get the most out of your insurance by using in-network



Health Savings Account (HSA)

A Health Savings Account (HSA) is type of health care plan that involves a tax advantaged savings plan paired with a qualified high deductible health plan. There are two components to an HSA plan: the *qualified high deductible health plan* (required) and the *health savings account* (optional but encouraged).

The *qualified high deductible health plan (QHDHP)* will be designed within the specific regulations established by the IRS. It will consist of the underlying insurance benefits and will include deductibles, co-insurance amounts and costs for various benefits including how prescription drugs are covered. It is important to note that the deductible must be completely satisfied before the plan pays any benefits.

The *health savings account (HSA)* is optional but is recommended that participants fund this account. Individuals who place money in this account will enjoy the following tax advantages:

- Funds that go into the HSA are payroll deducted before taxes are taken so the employee's taxable income is reduced. Generally, you can deposit enough money each year to fund your deductible. Individuals who are age 55 or older are also allowed to contribute extra money into their account.
- Any earnings or investment income in the HSA is not taxed. This bank account can grow tax free.
- Any funds used for qualified health care expenses are not taxed. Additionally, once an individual becomes Medicare eligible, those funds can be used for other items without being taxed.

The HSA is established in your name. It is your bank account and can be taken with you if you change employers. Any money deposited into the account is your money. HSA accounts do not include the "use it or

lose it" provision you would see with a flex spending account. Keep in mind that you can only spend money that is actually in your account. If your health care expenses are more than your HSA balance, you will have to pay the remaining cost in another manner such as cash, personal check, credit card, etc. Later, once you have accumulated the funds in your account, you can request reimbursement of what you've spent.

You can use your HSA funds for your spouse and dependents – even if they are not covered by your Qualified High Deductible Health Plan. You can use HSA funds to pay for qualified expenses of your spouse and tax eligible dependents for

You can use HSA funds for IRS-approved items such as...

- Doctor's office visits
- Hospitalization, urgent care, emergency room, etc.
- Dental services
- Eye exams, eyeglasses, contact lenses and solution, and laser surgery
- Hearing aids
- Orthodontia, dental cleanings, and fillings
- Prescription drugs and some over the counter medications
- Physical therapy, speech therapy, and chiropractic expenses

Facts about the HSA:

What is an HSA?

A savings account set up by either you or your company where you can either direct pre-tax payroll deductions or deposit money to be used by you to pay for current or future medical expenses for you and/or your dependents. Once money goes into the account, it's yours forever – the HSA is in your name, just like a personal banking account.

Why would I want an HSA?

Because you fund the HSA with pre-tax money, you are using tax-free funds for healthcare expenses you would normally pay for out-of-pocket using after-tax dollars. Your HSA contributions do NOT count toward your taxable income for federal taxes.

What rules must I follow?

- You must be covered under a *Qualified High Deductible Health Plan (QHDHP)* in order to establish an HSA.
- You cannot establish an HSA if you also have a medical *flexible* spending account (FSA).
- You cannot set up an HSA if you have insurance coverage under another plan, for example your spouse's employer, unless that secondary coverage is also a qualified high deductible health plan.
- You cannot be enrolled in Medicare or Tricare.
- You cannot be claimed as a dependent under someone else's tax return.

What is the difference between Qualified High Deductible Health Plan and a traditional PPO Plan?

In a QHDHP, all services received, with the exception of preventive office visits, are applied to the deductible first. This would include office visits that are not preventive, emergency room visits, and prescription drugs. You will, however, still benefit from the discounts associated with using an in-network physician or facility.

What else do I need to know?

- Contributions are based on a calendar year. For 2016, contribution limits are \$3,350 for Single and \$6,750 for Family coverage. You cannot put more than this amount in the account; you can put less. Individuals who are age 55 or older can also contribute an additional \$1,000 in catch up contributions per year.

- The contributions from your paycheck are tax-free, grow tax-free, and come out tax-free as long as you utilize the funds for approved services (medical, dental, vision and over-the-counter medically necessary items).
- Your unused contributions roll over from year to year and can be taken with you if you leave your current job.
- If you use the money for non-qualified expenses, then the money becomes taxable and is subject to a 20% excise tax penalty (like in an IRA account).
- Once you turn 65, become disabled, or upon account holder's death, the account can be used for other purposes without paying the 20% penalty.
- The savings account can be established with a variety of banking institutions, so you can take advantage of payroll deductions on a pre-tax basis.

This type of health plan may be right for you if.....

- You do not use a lot of medical services.
- You do not have a lot of prescription medications.
- You would like money in a savings account to pay for "Qualified Expenses" permitted under Federal Law. This includes most medical care, dental and vision services.
- You'd like a tax-advantaged savings account.
- You would like more control over your healthcare dollars.
- You would rather pay less in payroll deductions and you can afford the higher deductible.
- Please note: the deductible applies to all services with the exception of wellness.

More information about approved items, plus additional details about the HSA, is available on the IRS Website at www.irs.gov.

Every time you use your HSA, save your receipt in case the IRS asks you to prove your claim was for a qualified expense. If you use HSA funds for a non-qualified expense, you will pay tax and a penalty on the ineligible amount.

Please Note: if you elect to enroll in the QHDHP and you establish a HSA you will not be eligible to participate in the FSA. You may establish a Limited Purpose FSA, which allows you to set aside pre-tax funds for dental and vision, but not for any expenses covered under the medical plan.

Enhance Your Smile with Dental Coverage

PPO Benefits	PPO Network	Premier Network	Out-of - Network
Deductible			
Individual	\$50	\$50	\$50
Family	\$150	\$150	\$150
Coinsurance			
Diagnostic/Preventive	100%	100%	100%
Basic Services	90%	80%	80%
Major Services	60%	50%	50%
Orthodontia (Child)	50%	50%	50%
Annual Maximum	\$1,500/person		
Ortho Lifetime Max.	\$1,000/child		

Effective December 1, 2015, Delta Dental will remain our dental carrier. The benefits with Delta Dental are not changing. The benefits are listed below. To find a provider in your area, please go to www.deltadentalmo.com.

Type of Coverage	Employee Bi-Weekly Cost
Employee	\$3.65
Employee & Spouse	\$14.94
Employee & Child(ren)	\$15.62
Employee & Family	\$24.82

See Clearly with Vision Coverage

Our vision plan will also remain with Delta Vision effective December 1, 2015. The benefits are detailed below. If you utilize an out of network provider, your benefit is based on a reimbursement schedule. If you are considering lasik surgery, there is a discount available. Go to www.deltavisionmo.com and click on "Find a Vision Care Provider" to find a participating provider. You may also contact Customer Service at 877.488.5130.

Type of Coverage	Full Time Employee Bi-Weekly Cost
Employee	\$3.22
Employee + One	\$6.43
Employee & Children	\$6.12
Employee & Family	\$10.51

Benefits	In-Network	Out-of-Network
Examination Co-pay	\$10 Copay	\$40 Reimbursement
Frequency of Service:		
Exam	Every 12 months	
Lenses	Every 12 months	
Frames	Every 24 months	
Lenses	\$15 Copay then	Reimbursement
Single	100%	\$20
Bifocal	100%	\$40
Trifocal	100%	\$60
Lenticular	100%	\$100
Frames	100%, up to \$100 Retail	\$40
Contacts	\$15 Copay then	Reimbursement
Necessary	\$250 Allowance	\$250
Cosmetic	\$100 Allowance	\$60

2015-2016 Benefits Guide

Metlife Life and Accidental Death & Dismemberment (AD&D)

Effective December 1, 2015 our Life and AD&D insurance will remain with Metlife. Wyman offers all full time staff this benefit at no cost to you. This protection will provide **2 X earnings** of life insurance for the employee up to a maximum of \$300,000. Keep in mind any amount over \$300,000 must be underwritten by Metlife once a medical questionnaire is completed. The employee benefit amount also carries an equal benefit of accidental death and dismemberment coverage.

You will need to complete a new beneficiary form. Please make sure that Elaine St. Clemmons has this updated information as soon as possible.

Metlife Voluntary Life/AD&D

Wyman Center will continue to offer you the opportunity to purchase additional life and accidental death and dismemberment (AD&D) insurance on yourself and your dependents through Metlife. Employees must purchase voluntary life in order to purchase coverage for your spouse and dependent children. If you are NOT currently enrolled in this plan OR would like to increase your coverage, now is the time to apply! You will be required to complete an Evidence of Insurability form (EOI) and be approved for coverage by Metlife if you did not previously elect coverage when initially eligible. If you have elected life insurance in the past and want to increase the amount, you can do so by \$10,000 without completing Evidence of Insurability. Any increases over \$10,000 will require medical underwriting. Your AD&D amount will equal your voluntary term life benefit amount.

EMPLOYEE COVERAGE

Employees may elect coverage in increments of \$10,000, or 5x earnings, whichever is less, up to a maximum of \$300,000. Guaranteed Issue for employees is \$60,000.

SPOUSE COVERAGE

Spousal coverage is available in \$5,000 increments up to \$100,000 not to exceed 50% of the employee amount. Guaranteed Issue for spouses is \$25,000. Spouse rate is based upon employee's age.

CHILDREN

Coverage for children 15 days to 6 months is \$100. You may elect coverage in increments of \$1,000, \$2,000, \$4,000, \$5,000 or \$10,000 for children 6 months to 26 years. This amount may not exceed the spouse election.

Please keep in mind that if you should leave Wyman Center you will have 31 days to convert your voluntary life policy to an individual policy. Please speak with Elaine St. Clemmons if you would like to enroll and/or change your voluntary life insurance amount.

Employee Monthly Cost	
Age Band	Employee/ Spouse Rate per \$1,000
Under 30	\$0.054
30-34	\$0.072
35-39	\$0.081
40-44	\$0.118
45-49	\$0.185
50-54	\$0.286
55-59	\$0.435
60-64	\$.597
65-69	\$1.143
70+	\$1.854
AD&D	EE & SP \$0.025 Child \$.051

Child Life Rate/ \$1,000	\$0.24
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Long Term Disability Insurance

Effective December 1, 2015 Wyman Center will continue to provide Long Term Disability Benefit at no cost to you. It protects your income to age 65 if you become totally disabled. Following are some key components of the plan:

- ◆ 180 Day Waiting Period Before Benefits Begin
- ◆ 60% Salary Reimbursement to \$5,000 per Month Maximum

Telemedicine

Call a Doctor Plus is designed specifically to reduce your Healthcare costs while providing convenience by giving you immediate access to Healthcare solutions and other personal services. You have unlimited 24/7 access to doctors and more....with NO CO-PAY!

This is a service provided by Wyman Center AT NO COST TO YOU!

Services Include:

- ◆ US Board Certified Doctors
- ◆ Medical Bill Saver
- ◆ Telephonic Counselors
- ◆ Legal & financial Services
- ◆ Eldercare Services
- ◆ Childcare Services
- ◆ Online Worklife Resources
- ◆ FREE Discount Health Card
- ◆ And More...

Call A Doctor Plus

- ⇒ **Talk to a doctor in 14 minutes on average**
- ⇒ **No co-pays, deductibles or per-call charges**
- ⇒ **US based, trained & board certified Doctors**
- ⇒ **Get prescriptions, diagnosis & treatment plans**
- ⇒ **Connect 24/7/365 by phone, video or app**
- ⇒ **For employee's and families**

Flexible Spending Account (FSA)

A Flexible Spending Account allows an employee to set aside a portion of earnings to pay for qualified expenses as established in the cafeteria plan, most commonly for medical expenses but often for dependent care or other expenses. Money deducted from an employee's pay into an FSA is not subject to payroll taxes, resulting in substantial payroll tax savings. Open enrollment allows you the opportunity to enroll in and/or increase your election amounts for your Flexible Spending Account. Therefore, now is the time to gauge how much you utilize your benefits and how much money you spend in deductibles and copayments each year so that you can properly enroll in the FSA. In accordance with Health Care Reform, the maximum contribution in the Medical Reimbursement Account is \$2,500.

Medical Reimbursement Account (\$2,500 Maximum) - This account allows employees the opportunity to pay for medical expenses not covered by insurance with pre-tax dollars. This means the amount you elect for the year comes out of your paycheck in equal deductions **before** the federal government takes their taxes out. Many employees use this account for deductible amounts, copayments, eyeglasses, etc.

Dependent Care Reimbursement Account (\$5,000 Maximum) - This account allows employees the opportunity to pay for qualified child/dependent care expenses with pre-tax dollars. In most cases, there is substantially more tax savings with this plan than there is with the "tax credit" that you get when doing your tax return. It is best to discuss your options with your tax advisor if you have any concerns.

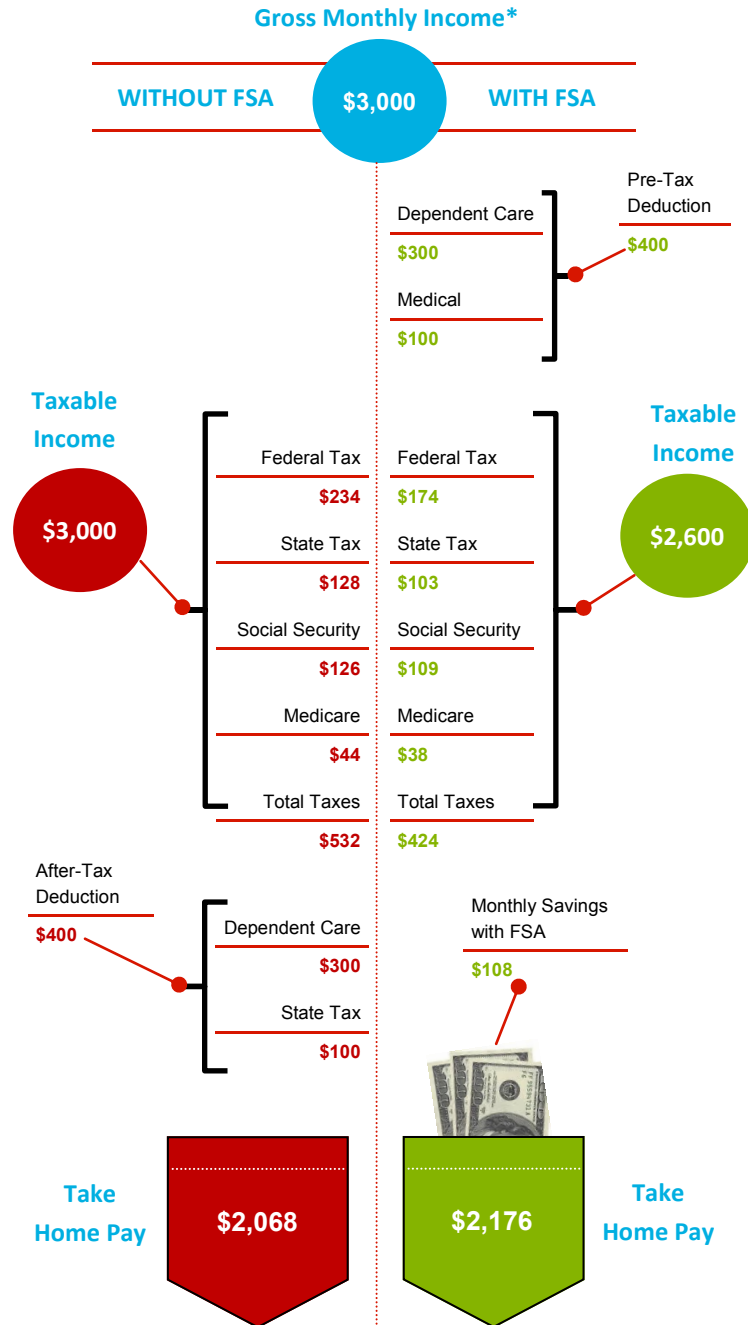
Limited Flexible Spending Account (\$2,500 Maximum)- A limited-purpose health flexible spending account (referred to as a limited-purpose FSA) is much like a typical, general-purpose health FSA. However, under a limited-purpose FSA, eligible expenses are limited to qualifying dental and vision expenses for you, your spouse, and your eligible dependents.

IRS rules do not allow you to contribute to a health savings account (HSA) if you are covered by any non-qualifying health plan, including a general-purpose health FSA. By limiting FSA reimbursements to dental and vision care expenses, you (or your spouse) remain eligible to participate in both a limited-purpose FSA and an HSA. Participating in both plans allows you to maximize your savings and tax benefits.

Getting reimbursed is easy! You can either use your debit card for approved medical expenses or you can fax in your receipts to CBIZ along with a claim form and receive a reimbursement check. The fax number is (877) 634-6236. You can also mail claims to CBIZ Flex, 2797 Frontage Rd NW, Suite 2000, Roanoke, VA 24017. The phone number is (800) 815-3023, Option 4.

Remember...you may still be required to submit your receipts even if you choose to use the debit card. The IRS requires your FSA Vendor to substantiate expenses that do not match your copayments exactly. Please respond to all requests for receipts promptly. This will prevent CBIZ from temporarily turning off your debit card until the requested information is received. Feel free to log on to www.myplans.cbiz.com to review your Flexible Spending Account balance.

How will a flexible spending arrangement save you money?



* This is an example and for illustration purposes only. Taxes are not exact and will vary.

2015-2016 Benefits Guide

ELIGIBLE EXPENSES

Below is a partial list of eligible expenses that can be reimbursed from a Section 125 Medical Account. Other out-of-pocket expenses may qualify.

Alcoholism treatment	Ambulance	Artificial limbs
Braces	Chiropractors	Coinsurance and co-payments
Contact lens solution	Contraceptives	Crutches
Deductible amounts	Dental expenses	Dentures
Dermatologists	Diagnostic expenses	Laboratory fees
Eyeglasses, including exam fee	Handicapped care and support	Nutrition counseling
Hearing devices and batteries	Hospital bills	Orthopedic shoes
Licensed osteopaths	Licensed practical nurses	Prescription drugs
Orthodontia	Obstetrical expenses	Psychologist expenses
Oxygen	Podiatrists	Smoking cessation programs
Prescribed vitamin supplements	Psychiatric care	Surgical expenses
Routine physical	Seeing-eye dog expenses	
Sterilization and reversals	Substance abuse treatment	

Employee Assistance Program

Option 3

MetLife

YOUR EAP CAN HELP YOU RESOLVE A BROAD RANGE OF ISSUES INCLUDING:

- Marriage, Relationship and Family Problems
- Problems at Work
- Changes in Mood
- Legal and Financial Issues
- Stress and Anxiety
- Alcohol and Drug Dependency
- Identity Theft
- Health and Wellness Concerns

WE ALL NEED HELP EVERY NOW AND THEN

Problems are just a part of everyday life. In addition to the benefits provided under your MetLife Group Insurance coverage, you and your household members now have access to E4 Health's Employee Assistance Program (EAP) to help with the everyday challenges of life that may affect your health, family life and desire to excel at work. *(EAP services provided through an agreement with E4 Health, Inc. E4 Health is not a subsidiary or affiliate of MetLife and the services provided are separate and apart from the insurance and services provided by MetLife.)*

CONSULTATION AND SUPPORT

You and the members of your household are entitled to up to **3 consultations with a licensed clinician per incident, per individual, per calendar year**. You choose between in-person sessions with a provider from E4 Health's extensive network or convenient and easy telephonic consultations with a licensed E4 Health clinician. Please call 1-844-7-METLIFE anytime to speak with a clinician, request a referral or schedule an appointment.

WORK AND LIFE SERVICES

Telephonic consultations are available in the following areas:

Legal Services: Consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and MetLife/E4 Health/your employer).

Financial Services: Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues.

Childcare and Eldercare Assistance: Needs assessment plus referrals to childcare and eldercare providers.

Identity Theft Recovery Services: Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized.

Daily Living Services: Referrals to consultants and businesses that can help with event planning, transportation services, pet services and more (does not cover the cost nor guarantee delivery of vendors' services).

Employer Consultation Services: E4 Health coaches your employer about ways to help you cope with daily challenges.

Online Member Services: E4 Health's EAP member website features a wide range of tools and information to help you take charge of your well-being and simplify your life. Log on to metlifeeap.com, **user name: MetLife3-3** and **password: guest**.

Services are provided by E4 Health, one of the nation's premier providers of EAP services, with a national network of more than 35,000 practitioners. E4 Health's staff provides immediate crisis resolution, information and referrals to appropriate counseling and support services. Licensed staff clinicians with crisis intervention expertise, including bilingual Spanish-/English-speaking staff, are available to handle emergency or urgent need cases.

ANSWERS TO FREQUENTLY ASKED QUESTIONS

Are EAP services confidential?

Yes. E4 Health abides by state and federal mandates governing confidentiality, and your identity is protected by law.

When should I seek help?

The right time to seek help for a problem is as early as possible, before the problem becomes critical. EAP services can be accessed through a dedicated toll-free number 24 hours a day, 7 days a week.

How do I get help?

You can call E4 Health directly at 1-844-7-METLIFE to arrange for your EAP services. E4 Health will consider one of your consultations used if you fail to cancel an appointment at least 24 hours in advance, unless the appointment is missed because of an emergency or circumstances beyond your control.

Will I have to pay for services?

No! Your employer pays for EAP services. There are no co-payments, co-insurance or deductible payments, and you will not be liable to an E4 Health counselor for any fees covered by your EAP under any circumstances. If you decide you want services not included in the EAP program offered by your employer, you will have to arrange and pay for them separately.

Do I have rights under the Consolidated Omnibus Budget Reconciliation Act ("COBRA")?

For information about COBRA rights, contact your Human Resources Department.

Does E4 Health's EAP have any limitations?

E4 Health's EAP services **do not** provide:

- Inpatient or outpatient treatment for any medically treated illness
- Prescription drugs
- Treatment or services for mental retardation or autism
- Counseling services beyond the number of sessions covered
- Services by counselors who are not E4 Health providers
- Counseling required by law or a court, or paid for by Workers' Compensation, or
- Formal psychological evaluations and fitness-for-duty opinions

**WE'RE HERE TO LEND A HAND: 1-844-7-METLIFE
TDD CALLERS CAN CALL: 1-877-267-9903**

Some restrictions may apply to all of the above-mentioned services. Please contact E4 Health for details. EAP services provided through an agreement with E4 Health, Inc. E4 Health is not a subsidiary or affiliate of MetLife and the services provided are separate and apart from the insurance and services provided by MetLife. Information disclosed directly to E4 Health is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.

ENROLLMENT WORKSHEET

Medical	Plan 1	Plan 2	Plan 3	Plan 4	Monthly Cost
Employee	\$	\$	\$	\$	
Employee & Spouse	\$	\$	\$	\$	
Employee & Child(ren)	\$	\$	\$	\$	
Family	\$	\$	\$	\$	

Dental	Plan 1	Plan 2	Plan 3	Plan 4	Monthly Cost
Employee	\$	\$	\$	\$	
Employee & Spouse	\$	\$	\$	\$	
Employee & Child(ren)	\$	\$	\$	\$	
Family	\$	\$	\$	\$	

Vision	Plan 1	Plan 2	Plan 3	Plan 4	Monthly Cost
Employee	\$	\$	\$	\$	
Employee & Spouse	\$	\$	\$	\$	
Employee & Child(ren)	\$	\$	\$	\$	
Family	\$	\$	\$	\$	

Health Savings Account (HSA)					Monthly Cost
If participating, what is your monthly contribution? (<i>Yearly Maximums: Individual \$3,350; Family \$6,650 and if you are 55 or older, you can make "catch-up" contributions of an additional \$1,000 per year.</i>)					

Medical Flexible Spending Account					Monthly Cost
If participating, what is your monthly contribution? (<i>\$2,550 Yearly Maximum</i>)					

Limited Flexible Spending Account (with an HSA)					Monthly Cost
If participating, what is your monthly contribution? (<i>\$2,550 Yearly Maximum</i>)					

Dependent Care Flexible Spending Account					Monthly Cost
If participating, what is your monthly contribution? (<i>\$5,000 Yearly Maximum</i>)					

2015-2016 Benefits Guide

ENROLLMENT WORKSHEET

Employee Monthly Cost	
Age Band	Employee/Spouse Rate per \$1,000
Under 30	\$0.054
30-34	\$0.072
35-39	\$0.081
40-44	\$0.118
45-49	\$0.185
50-54	\$0.286
55-59	\$0.435
60-64	\$0.597
65-69	\$1.143
70+	\$1.854
AD&D	EE & SP \$0.025 Child \$.051

Employee			
\$ _____	÷ 1,000	X \$ _____	= \$ _____
Amount of Coverage		Unit Cost from Rate Table	Employee Monthly Cost
Spouse			
\$ _____	÷ 1,000	X \$ _____	= \$ _____
Amount of Coverage		Unit Cost from Rate Table	Spouse Monthly Cost
Child(ren)			
\$ _____	÷ 1,000	X \$ _____	= \$ _____
Amount of Coverage		Unit Cost from Rate Table	Child(ren) Monthly Cost

ENROLLMENT WORKSHEET

DEPENDENT PARTICIPATION DETAIL

Legal Name	SS#	Relationship	Gender	DOB	Medical Yes or No	Dental Yes or No	Vision Yes or No

BENEFICIARY INFORMATION

Basic Life Primary Beneficiary(s) - Total Must Equal 100%			
Name	SS#	Relationship	%
Name	SS#	Relationship	%
Basic Life Contingent Beneficiary(s) - Total Must Equal 100%			
Name	SS#	Relationship	%
Name	SS#	Relationship	%
Voluntary Life Primary Beneficiary(s) - Total Must Equal 100%			
Name	SS#	Relationship	%
Name	SS#	Relationship	%
Voluntary Life Contingent Beneficiary(s) - Total Must Equal 100%			
Name	SS#	Relationship	%
Name	SS#	Relationship	%

IMPORTANT NOTICES

SPECIAL ENROLLMENT NOTICE

During the open enrollment period, eligible employees are given the opportunity to enroll themselves and dependents into our group health plans. If you elect to decline coverage because you are covered under an individual health plan or a group health plan through your parent's or spouse's employer, you may be able to enroll yourself and your dependents in this plan if you and/or your dependents lose eligibility for that other coverage. If coverage is lost, you must request enrollment within 30 days after the other coverage ends. In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may enroll any new dependent within 30 days of the event. To request special enrollment or obtain more information, contact *Sarah Smith*.

WOMEN'S HEALTH AND CANCER RIGHTS ACT OF 1998

As a requirement of the Women's Health and Cancer Rights Act of 1998, your plan provides benefits for mastectomy-related services including all stages of reconstruction and surgery to achieve symmetry between the breasts, prostheses, and complications resulting from a mastectomy, including lymphedema. The benefits must be provided and are subject to the health plan's regular co-pays, deductibles, and co-insurance. You may contact our health carrier at the phone number on the back of your ID card for additional benefit information.

NOTICE OF PRIVACY PRACTICES

The Anthem Plan is subject to the HIPAA privacy rules. In compliance with these rules, it maintains a Notice of Privacy Practices. You have the right to request a copy of the Notice of Privacy Practices by contacting Sarah Smith

MARKETPLACE OPTIONS

HEALTH INSURANCE MARKETPLACE COVERAGE OPTIONS AND YOUR HEALTH COVERAGE

General Information

When key parts of the health care law took effect in 2014, there was a new way to buy health insurance: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information about the Marketplace and employment-based health coverage offered by Wyman Center.

What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance which meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit which lowers your monthly premium right away. Open enrollment for health insurance coverage through the Marketplace begins November 1st through January 31st.

Can I Save Money on my Health Insurance Premiums in the Marketplace?

You may qualify to save money and lower your monthly premium. Savings depends on your household income.

Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?

Yes. If you have an offer of health coverage from your employer which offers minimum essential coverage and meets affordability standards, you will not be eligible for a tax credit through the Marketplace. If you purchase health coverage through the Marketplace, you may lose any employer contribution offered for the employer-offered coverage. Employer and employee contributions for employer-offered coverage are often excluded from Federal income tax. Payment for Marketplace coverage is made on an after-tax basis.

More Information

New employees will receive a notice of Marketplace Coverage Options advising the standards of offered coverage. Please visit HealthCare.gov for more Marketplace information.

MEDICAID CHIP NOTICE

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.

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed on the DOL website provided 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 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 or call **1-866-444-EBSA (3272)**.

2015-2016 Benefits Guide

Following is a link to the latest form and states where you may be eligible for assistance paying your employer health premiums: <http://www.dol.gov/ebsa/pdf/chipmodelnotice.pdf>

For more information on special enrollment rights, you can contact either:

U.S. Department of Labor
Employee Benefits Security Administration
www.dol.gov/ebsa
1-866-444-3272
Menu Option 4, Ext 61565

U.S. Department of Health and Human Services
Centers for Medicare and Medicaid Services
www.cms.hhs.gov
1-877-267-2323

MEDICARE PART D CREDITABLE COVERAGE.

This notice has information about your current prescription drug coverage and about your options under Medicare's prescription drug coverage. If you are eligible for Medicare the following information can help you decide whether or not you want to join a Medicare drug plan. You should consider comparing your current coverage through our medical plan with the costs of plans offering Medicare prescription drug coverage in your area. Two important things you need to know about your current coverage and Medicare prescription drug coverage:

Medicare prescription drug coverage is available if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan. All Medicare drug plan provide at least a standard level of coverage set by Medicare. More coverage may be offered at a higher premium.

Anthem has determined that the prescription drug coverage offered by Wyman Center is on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pay and is therefore considered Creditable Coverage. Because this coverage is Creditable Coverage, you can keep it and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

If you lose your current creditable prescription drug coverage through no fault of your own, you will be eligible for a two-month Special Enrollment Period to join a Medicare drug plan.

If you decide to join a Medicare drug plan, your current coverage will not be affected. This plan will coordinate with Part D coverage. If you drop your current coverage, be aware that you and your dependents will be able to get this coverage back.

If you drop or lose your current coverage and don't join a Medicare drug plan within 63 continuous days after your coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

A notice will be provided to you prior to the October 15 Medicare open enrollment period. If you want more information about Medicare plans that offer prescription drug coverage, you will find it in the Medicare & You handbook or you can visit www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)

TTY users: 1-800-486-2048. If you have limited income and resources, visit Social Security on their website at www.socialsecurity.gov, or call them at 1-800-772-1213. TTY users: 1-800-325-0778.

Keep all Creditable Coverage notices. If you decide to join one of the Medicare drug plans, you may be required to provide a copy of the notice when you join to show whether or not you have maintained creditable coverage and, therefore, whether or not you are required to pay a higher premium (a penalty).

GLOSSARY OF TERMS

Coinsurance – Your share of the cost of covered services which is calculated as a percentage of the allowed amount. This percentage is applied after the deductible has been met. The plan pays any remaining percentage of the cost until the out-of-pocket maximum is met. Coinsurance percentages will be different between in-network and non-network services.

Copays – A fixed amount you pay for a covered health care service. Copays can apply to office visits, urgent care, or emergency room services. Copays will not satisfy any part of the deductible. Copays should not apply to any preventive services.

Deductible – The amount of money you pay before service are covered. Services subject to the deductible will not be covered until it has been fully met. It does not apply to any preventive services as required under the Affordable Care Act.

Emergency Room – Services you receive from a hospital for any serious condition requiring immediate care.

Lifetime Benefit Maximum – All plans are required to have an unlimited lifetime maximum.

Medically Necessary – Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease or its symptoms, which meet accepted standards of medicine.

Network Provider - A provider who has a contract with your health insurer or plan to provide services at set fees. These contracted fees are usually lower than the provider's normal fees for services.

Out-of-Pocket Maximum – The most you will pay during a set period of time before your health insurance begins to pay 100% of the allowed amount. The deductible, coinsurance, and co-pays are included in the out-of-pocket maximum.

Preauthorization – A process by your health insurer or plan to determine if any service, treatment plan, prescription drug, or durable medical equipment is medically necessary. This is sometimes called prior authorization, prior approval, or precertification.

Prescription Drugs – Each plan offers its own unique prescription drug program. Specific copays apply to each tier and a medical plan can have one to five separate tiers. The retail pharmacy benefit offers a 30-day supply. Mail Order prescriptions provide up to a 90-day supply. Sometimes the deductible must be satisfied before copays are applied.

Preventive Services – All services coded as Preventive must be covered 100% without a deductible, coinsurance, or copayments.

UCR (Usual, Customary and Reasonable) – The amount paid for medical services in a geographic area based on what providers in the area usually charge for the same or similar service.

Urgent Care – Care for an illness, injury or condition serious enough that a reasonable person would seek immediate care, but not so severe to require emergency room care.

EMS ON-LINE ENROLLMENT

This year's annual enrollment will be handled on-line. This means you can enroll in and review your benefit information from work, home, the library, or anywhere you can access the internet. **All employees MUST COMPLETE THE OPEN ENROLLMENT EVENT whether or not you are electing benefits.** Any choices made during this enrollment will override any previous elections.

TO GET STARTED

- ◆ Access www.cbizems.com to log in to the Employee Portal Homepage Log In.
- ◆ Please click on "First Time User? The system will prompt you to enter your SSN and date of birth to verify your identity. The system will then advise you of your account credentials.
- ◆ Once you have logged in, select "Begin Event" link to commence the enrollment process. **Please note, the Open Enrollment link will only be activated during the active Annual Enrollment window (1 week).** You will not have access to the Open Enrollment event outside of this one week window.
- ◆ Review information on each tab, beginning from "Instructions" through "Confirmation" tabs.
- ◆ Should you wish to make changes to personal information, dependent, beneficiary and/or emergency contacts, you will be allowed the opportunity to do so on each of the tabs shown above.
- ◆ Under "Benefits" tab, you may choose to elect a different plan, coverage level or waive current elections.
- ◆ Please complete the enrollment process and submit your enrollment on the "Confirmation" tab.
- ◆ You will receive a notification via email when the event is reviewed and processed by your Human Resources Department.

ONCE YOU ARE IN THE SYSTEM

- ◆ When you start the enrollment process, you will be asked to review your demographic information and report any changes.
- ◆ You will then be asked to provide the Name, Home Address, Social Security Number and Date of Birth for ALL of your dependents.
- ◆ Then, you will be directed through several screens that will provide information on all of your benefit plan options.
- ◆ **You will be required to provide your beneficiary information for the Employer Provided Life and AD&D and any elected Voluntary Life coverage, this includes the SSN of your beneficiaries.**
- ◆ Please print TWO copies of the confirmation statement. Keep one copy for your records. Please sign and date the other copy and give to Elaine St. Clemmons in Human Resources by **November 10, 2015.**
- ◆ **You will not be enrolled in the benefits you choose unless you hand in a signed copy of your confirmation statement by the deadline stated above.**

NOTE: Once you have printed your confirmation statements you will need to return to the home page to complete your online enrollment process.

The online portal will be active and ready for you to enroll on **November 1, 2015.**

You will have to complete your enrollment by the end of the day **November 10, 2015.**