

## 2016 Open Enrollment Frequently Asked Questions

### ***What is open enrollment?***

Open enrollment is the period of time employees may elect new benefits and make changes to existing benefit elections. Open enrollment allows you to change, add, or cancel your medical, dental, or vision plan or disability coverage and to continue your flexible spending account(s).

You can add or drop dependents during this time. You will be required to show proof of relationship for any dependent you are adding that was not covered during the 13/14, 14/15, or 15/16 school year. Failure to show the appropriate documentation (see dependent audit verification section in the 2016-2017 Benefits Changes document) will result in a loss of coverage for your dependent.

### ***When is the open enrollment period?***

Open enrollment begins Thursday, August 11<sup>th</sup> with a benefits fair at the School Administration Center from 1:00 PM to 4:00 PM and ends Friday, August 26<sup>th</sup>. See the enclosed schedule for locations and events.

### ***What do I need to do if I will be out of the area during the open enrollment period?***

If you wish to make changes to your benefits for the upcoming plan year you must notify Human Resources prior to August 11<sup>th</sup> if you will not be available during the open enrollment period. Please contact Nicole Samuelson at [nsamuelson@hampton.k12.va.us](mailto:nsamuelson@hampton.k12.va.us) or 727-2326 to make other arrangements.

### ***Am I required to meet with an enrollment counselor?***

While you are not required to meet with an enrollment counselor, we strongly encourage you to schedule an appointment with one. Employees hired September 1, 2015 or later will want to meet with an enrollment counselor to review and elect or waive Unum Whole Life, Critical Illness, Group Hospital Indemnity, and Accident benefits, as this will be the only opportunity to take advantage of the guaranteed issue offer. Please note that open enrollment is the only time Unum benefits are available for enrollment or increase.

In addition, if you will be adding your spouse or child on your medical, dental, or vision plan as of October 1, 2016, and they were not covered during the 13/14, 14/15, or 15/16 benefits plan years, you will need to schedule an appointment so that an enrollment counselor can review your documentation (see dependent audit verification section in the 2016-2017 Benefits Changes document).

***How long can I expect to spend with an enrollment counselor?***

The meeting with your enrollment counselor is only expected to take between 15-30 minutes. We realize your time is valuable. Therefore, your appointment will be customized to your interests. If you require more time with a counselor, time will be allotted to accommodate your needs.

***What do I need to bring with me to my meeting with the enrollment counselor?***

You should bring a picture ID with you to your meeting as well as the social security numbers and dates of birth for any dependents who will be covered under your benefits. You will also need to bring the appropriate documentation for our dependent audit if you are adding a dependent who was not covered during the 13/14, 14/15, or 15/16 benefits plan years. See chart in the 2016-2017 Benefits Changes document for accepted forms of identification.

***Do I have to schedule an appointment with an enrollment counselor or can I just show up to any of the locations during open enrollment?***

We strongly encourage you to schedule your appointment as soon as possible since there will be limited openings towards the end of the open enrollment period. Walk-ins will be accommodated on a first come, first served basis, but are not guaranteed a meeting with an enrollment counselor that same day. Enrollment counselors currently have appointments available at all of our schools. You can make an appointment by navigating to the site [www.myenrollmentschedule.com/hampton](http://www.myenrollmentschedule.com/hampton). You can also call toll free to 1-866-998-2915 weekdays from 9 – 5. You will be able to reschedule or cancel existing appointments using the same website and phone number listed above. You will not be able to schedule or change a same day appointment.

***Will I have an opportunity to meet with our vendors?***

Yes, Hampton City Schools is hosting a benefits fair on Thursday, August 11<sup>th</sup> from 1:00-4:00 at the School Administration Center at 1 Franklin Street. All of our vendors will be represented at the fair. Staff from our Employee Health & Wellness Center will be on site doing blood pressure checks and demonstrations on the Marathon Health portal, which is used to track points for the wellness premium incentive. In addition, our pharmacist will be at the event with information on the benefits available through our employee pharmacy. Our new flexible spending account vendor, P&A Group, will also be at our fair.

We will hold an information session on Thursday, August 11<sup>th</sup> at 11:00 in the 2<sup>nd</sup> floor conference room at the School Administration Center prior to our benefits fair. Our Anthem representative will review the three medical plans that are available to employees, with a focus on our new consumer-driven health plan. We'll cover changes to our wellness program for the new benefits plan year. Our pharmacist will also be on site with information on the discounts available through our employee pharmacy for employees enrolled in one of our medical plans.