

## Frequently Asked Questions

- What's a Deductible/Premium/Coinsurance/ Out-of-Pocket Maximum
  - A deductible is the amount paid for covered health care services before your insurance plan starts to pay.
  - A premium is the amount paid for your insurance.
  - A coinsurance is the percentage of the costs of a covered health care service that CM's pay after the CM's meets their deductible.
  - The Out-of-Pocket Maximum is the most you will have to pay for covered services in the plan year.
- Difference between FSA and HSA
  - A Health Spending Account (HSA) is a type of saving account which is only attached to our medical HDHP. The HSA allows you to set money aside to pay for qualified medical, dental and vision expenses.
  - A Flexible Spending Account (FSA) is a type of savings account that allows you to pay for certain types of health care and dependent care expenses. It's important to note that with an FSA, it is use it or lose it during the plan year.
- Can I enroll in both an HSA and FSA?
  - No. If you are enrolling in the Anthem HDHP, you may enroll in the HSA. If you enroll in the Medical PPO plan you can enroll in the FSA.
- What if I want/need to add/drop coverage outside of open enrollment?
  - This would be considered a potential Qualifying Life Event and you can reach out to the Total Rewards Team for further information
- Basic difference between a PPO and HMO?
  - HMO plans typically have lower monthly premiums. PPOs tend to have higher monthly premiums.
- When do I become eligible for Benefits?
  - You become eligible 30 days after you date of hire.
- What dependent verification documents are needed and how/when are they provided
  - We require dependent verification documents for qualifying life events within 30 days of the event.
- What if I miss the open enrollment period for benefits (November 1 – November 15)
  - If you miss the open enrollment period, you will not be able to enroll or make changes until the next annual open enrollment period — unless you experience a Qualifying Life Event.

