

2024 Open Enrollment

SAFEGUARDING *YOUR* HEALTH



Open Enrollment 2024 – We Heard You!!

Open Enrollment will be October 30 - November 11, 2023

PASSIVE ENROLLMENT: All 2023 benefit elections will rollover automatically if you do NOT act. YOU MUST elect your HSA and FSA as they will not rollover to 2024.

THIS IS YOUR OPPORTUNITY TO CHANGE YOUR BENEFITS TO MEET YOUR NEEDS!

Qualifying life events include:

- ✓ Your marriage
- ✓ Your divorce or legal separation
- ✓ Birth or adoption of an eligible child
- ✓ Change in you or your spouse's work status that affects either of your benefits
- ✓ Change in residence or work site that affects your eligibility for coverage
- ✓ Change in your child's eligibility for benefits
- ✓ Receiving a Qualified Medical Child Support Order (QMCSO)



Request for coverage due to a qualifying life event must be made within 30 days of the event.

Highlights for 2024

We care about you, your family, and helping you live your best lives. Our goal is to provide you with benefits that support you on your health and well-being journey.

We heard you! For 2024 we are offering:

More Support

- Health Care Coordinators through Quantum Health to support our employees with their benefits and navigate you and you family's healthcare journey (New Health Care Member cards will be sent)
- Employee Assistance Program with Workplace Options
- PLANselect decision tool to help you decide which medical coverage will work best for you and your family

More Choice

- New Platinum PPO Plan
- Voluntary insurance coverage including critical illness, hospital indemnity, accident and pet insurance

More Coverage

- Improved coverage for certain critical medications
- Expanded vision benefits

Safeguarding YOUR Health – BENEFITS VIDEO OVERVIEW



<https://flimp.live/Sotera-Health-OE-DP-2024>

Additional Information You Should Know

Where to Go for Your Benefits Information – ALL Employees

YOUR BENEFITS RESOURCE CENTER

- Available to all employees.
- Information all in one place.
- Access information about your employee benefit plans, policies, resources, vendors, and more.

ACCESS FOR ALL EMPLOYEES

Visit <https://c2mb.ajg.com/soterahealth>

(No pass code needed)

Be sure to bookmark the page so you can revisit the site whenever you need to. Some of the resources available to you are:

- Benefits video and guide
- Decision support tools
- Company-provided benefits – what coverage you have and how to use it
- Benefit provider information and more in-depth plan documents
- Resources to support your overall wellbeing
- Legislative updates
- Information for what to do when you experience a qualifying life event



Where to Go for Your Benefits Information – Medical Plan Members



TAKE ADVANTAGE OF THIS SERVICE BY:

Contacting Your Care Coordinators at **866.920.1968**

When you and your family need help with your healthcare or benefits, your Care Coordinators are there to assist you!

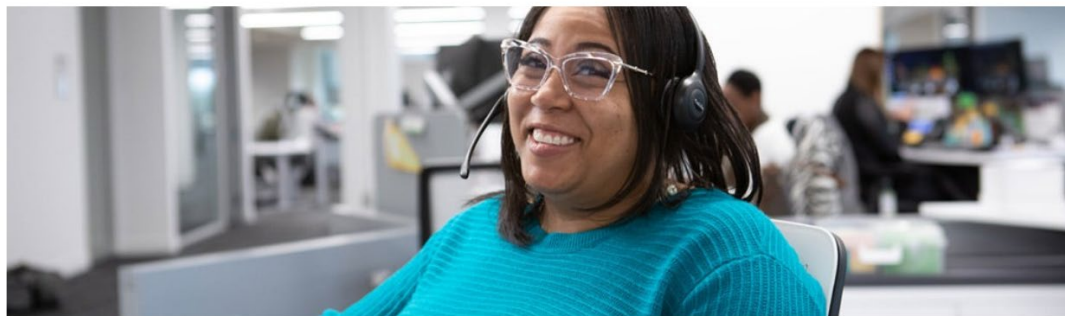
Visiting the website: **SoteraHealthBenefits.com**

Downloading the QUANTUM HEALTH App

NOTE: All members will receive a new medical card with the Quantum Health, UMR and OptumRx details



Welcome to Quantum Health



Healthcare is complicated. We make it simple.

We are hard at work building a great healthcare and benefits experience for you to begin using soon. Be sure to stop back!

Find in-network providers

In-network providers, like doctors and hospitals, provide services at a discounted rate and your plan covers more of the cost.

[Provider Search](#)

Discover what your Care Coordinators can do for you

When you need help with your healthcare and benefits, start with your Quantum Health Care Coordinators. Your Care Coordinators are your personal team of nurses, benefits experts and claims specialists who are your one resource to contact whenever you need help. You can find our contact information on your medical ID card, so you always have expert help on hand.

Quantum Health Care Coordinators

Care Coordinators will be LIVE on January 1st to support ALL your healthcare questions and needs!

Phone Access to Quantum Health Care Coordinators will be available December 1st

Limited support will be available as we finalize the set-up for 2024. However, you can obtain support to:

- Search for in-network providers
- If you have a prescheduled surgery in January
- If you are currently receiving treatment or ongoing care

Starting on January 1, 2024, you will have:

- Full access to your Care Coordinators
- Advocates to support you and your family's full healthcare journey (from finding a doctor, to settling claims)
- Webinars available to learn more about Quantum Health (on-site at a few locations)

Decision Support

Welcome to PLANselect, our new decision support tool for the medical plans:

https://flimp.live/2024_Sotera_PSnave

Life Needs Estimator from Voya:

www.voya.com/tool/life-insurance-calculator



Open Enrollment Reminders

October 30, 2023 – November 11, 2023

Remember:

- If you take our medical benefits, all members will be receiving a new Member Card
- This year is a passive enrollment, but you should still review your options, ensure you have a beneficiary listed, and elect your HSA and/or FSA for 2024!
- If you DO NOT act during enrollment:
 - Your 2023 elections will rollover.
 - You will NOT have an HSA and/or FSA election for 2024.
 - You will not be able to make changes after the enrollment period closes unless you have a life event.
- The Global Employee Portal link is provided in your 2024 Benefits Guide.

Open enrollment is your opportunity:

- To review the benefits package offered for 2024.
- Make changes (add or remove a dependent, change plans) to meet your needs.
- Add or update your beneficiaries.

Questions?