



Enrollment Highlights

KEEPING LAwell
City of Los Angeles Employee Benefits



What's in this Enrollment Kit

Open Enrollment October 1 – 31, 2016

Welcome to Open Enrollment! We're pleased to share significant improvements to the Civilian Benefits Program in 2017. We're also making efforts to better communicate benefits information. This year's enrollment materials include:

- **Personal Enrollment Fact Sheet:** Your personal information and benefits choices.
- **Enrollment Highlights:** Overview of what's changing and your Enrollment Checklist.
- **New CHOOSEwell Guide:** Key information for making your 2017 choices.
- **New Eligibility, Making Changes & Supplemental Plan Information Guide:** Guidelines for eligibility and making changes.
- **New Wellness, Retirement & Commuter Benefits Guide:** Highlights of other important benefits offered to City employees.

Announcing: Major Benefits Enhancements for 2017

- **New Health Plan Provider** – Anthem Blue Cross (“Anthem”) will replace Blue Shield, becoming the new provider of our PPO and HMO Full Network and HMO Narrow Network plans.
- **New HMO Option: “Vivity”** – A new health plan option, called “Vivity,” will be added to our health plan menu. Vivity is an affiliation of seven hospital systems and medical provider groups in Los Angeles and Orange counties — **Cedars-Sinai, UCLA, PIH Health, Huntington Memorial, Torrance, Memorial Care, and Good Samaritan.**
- **New Vision Plan** – A single vision plan, “EyeMed”, for all members will be established to provide one point-of-service, increased eyewear benefit allowances, and on-site vision exam clinics and eyewear delivery. You will be automatically enrolled in this plan at no additional cost. Eyewear prescription benefits will no longer be bundled with the City’s health plans.
- **Increased Dental PPO Benefits** – Improvements to the Delta Dental PPO Plan will help reduce member out-of-pocket costs.

Enrollment Elections & Defaults

- **Open Enrollment 2016 is your only opportunity to make coverage elections for yourself and your dependents for 2017** (unless you experience a life event change in 2017).
- Generally, your previously elected 2016 benefit elections will automatically roll over to 2017 unless you make a change during Open Enrollment. **If you are currently enrolled in a Blue Shield plan and do not make an election during Open Enrollment, you will be automatically enrolled in the equivalent (Anthem PPO, HMO Full Network, or HMO Narrow Network) plan.**
- Enrollment in our **Dependent Care Reimbursement and Flexible Spending Accounts** does not automatically roll over — if you wish to continue participating or become a new participant in one of these accounts, you will need to elect to do so during Open Enrollment.
- Employees without health coverage who do not elect a health plan during Open Enrollment will be automatically enrolled in the Employee Only level of the Anthem HMO Narrow Network plan.



ACCESS ON THE GO!

You can access keepingLAWell.com and the enrollment site from any device:

- Computer
- Smartphone
- Tablet

To access the Benefits Service Center enrollment site from keepingLAWell.com, click **Enroll in Benefits** or **Make Changes**, then log in.

Your Enrollment Checklist

- 1 Review your annual personal enrollment fact sheet.** If your personal/ address information is incorrect, contact your department's personnel section to make updates
- 2 Review your options and coverage costs** in the **CHOOSEwell Guide** and at keepingLAWell.com.
- 3 Review your dependent information and eligibility rules** to verify current dependents, add new dependents, or remove ineligible dependents.
- 4 Document your dependents** by **December 12, 2016**; adding a dependent does not entitle that individual to coverage unless the City receives the appropriate documentation of eligibility.
- 5 Provide Social Security numbers or Taxpayer Identification numbers** for your dependents, if you have not already done so, by calling **800-778-2133** (This is for federal tax reporting purposes).
- 6 Review the Eligibility, Making Changes & Supplemental Plan Information Guide** to understand plan rules and successfully manage your benefits over time.
- 7 Make your 2017 enrollment elections!** Go to keepingLAWell.com or call **800-778-2133** to make elections.
- 8 Review your confirmation statement** when you receive it in early November.

Successfully Manage Your Dependents in 2017

- To **add a new dependent** during the year you must do so within **30 days** of the date he or she becomes your eligible dependent. If you do not act in a timely manner, you will not be able to enroll that dependent until the following year.
- To **remove an ineligible dependent** during the year you must do so within **30 days** of the date he or she no longer meets the City's eligibility requirements. If you do not act in a timely manner, you may be subject to paying the cost of dependent coverage for periods of ineligibility.

Important Dates

- **Open Enrollment: October 1 – October 31, 2016**
- **Webinars and Onsite Meetings:** Webinars and onsite meetings will be offered throughout Open Enrollment— check for updates at keepingLAWell.com.
- **Last day to make changes: October 31, 2016**
- **Documentation deadline: December 12, 2016**
- **Benefit changes take effect: January 1, 2017;** Health & Vision plan ID cards will be issued shortly thereafter.



Our Open Enrollment materials provide highlights of the **LAWell** program.

Questions?

- **Call the Benefits Service Center at 800-778-2133** and immediately press “0#” two times to speak to a representative. For TDD or TTY service, call **800-735-2922**. Representatives are available 8 a.m. to 5 p.m., Pacific time, Monday – Friday. *Extended hours are provided on Friday, October 28 and Monday, October 31: 8 a.m. to 7 p.m. On Saturday and Sunday, October 29 and 30, the Benefits Service Center will NOT be available via phone; however you can still enroll online.*
- **Chat with the Benefits Service Center**— Live Chat with Benefits Service Center representatives is available from 8 a.m. to 5 p.m., Monday through Friday. Representatives can answer questions about the enrollment site and benefit options.
- **Meet a Member Advocate** — Member Advocates from our Health and Dental providers will provide personal, one-on-one assistance out of our office in City Hall, 200 N. Spring Street, Room 867, during Open Enrollment and throughout the year.