

2020 CHOOSEwell Highlights



Open Enrollment Starts October 1st!

Make elections by October 31, 2019. Benefits start January 1, 2020.

Open Enrollment benefit elections will be in effect for all of 2020 unless you experience a qualifying life event. Use this 2020 CHOOSEwell Highlights as your quick reference guide to 2020 plan changes and the steps you need to take to make your elections.

What's New for 2020?

• Enrollment and Account Access Changes

- **Call Center:** The phone number for the LAwell Benefits Service Center has changed. Call **833-4LA-WELL (833-452-9355)** to ask questions about your LAwell benefits, enroll, or report a qualifying life event.
- **Benefits Central Portal:** The online portal has improved capabilities and resources. Accessing your account for the first time this calendar year requires registration:

Read pages 2-4 for details about Online Account Registration and making your Open Enrollment Elections online at keepingLAwell.com.

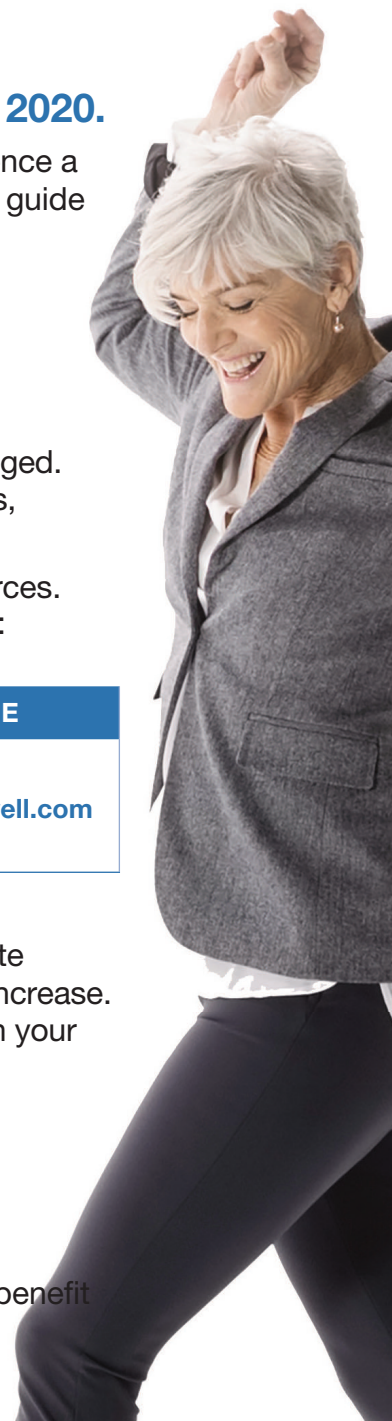
	PHONE	ONLINE
ENROLL, Make Changes, & Ask Questions	833-4LA-WELL	keepingLAwell.com

- **New medical premium and subsidy rates.** All medical plans will experience a rate increase that goes into effect on January 1, 2020. The City-paid subsidy will also increase. Review the new rates on pages 16-17 of the CHOOSEwell Enrollment Guide, or on your Personalized Benefit Statement.
- **Contribution limit increase for the Health Care Flexible Spending Account.** The maximum contribution limit has increased to \$2,700. See page 41 of the CHOOSEwell Enrollment Guide for more information.
- **Maximum benefit increase for Basic Disability Coverage.** The basic disability benefit maximum has increased to \$3,367 per month. See page 38 of the CHOOSEwell Enrollment Guide for more information.

Open Enrollment Ends October 31!

Don't wait. Make your elections by logging into your account at keepingLAwell.com or contacting the LAwell Benefits Service Center at 833-4LA-WELL.

If you do not make a change during Open Enrollment, your current 2019 benefit elections will generally roll over to 2020. *(Health Care and Dependent Care Flexible Spending accounts require enrollment annually.)*



Attend a Weekly Event and Learn More:

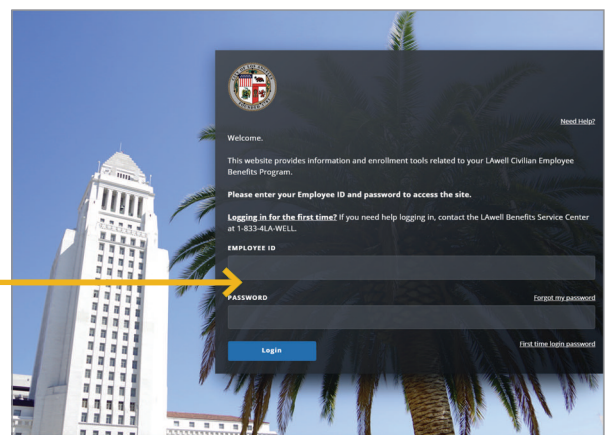
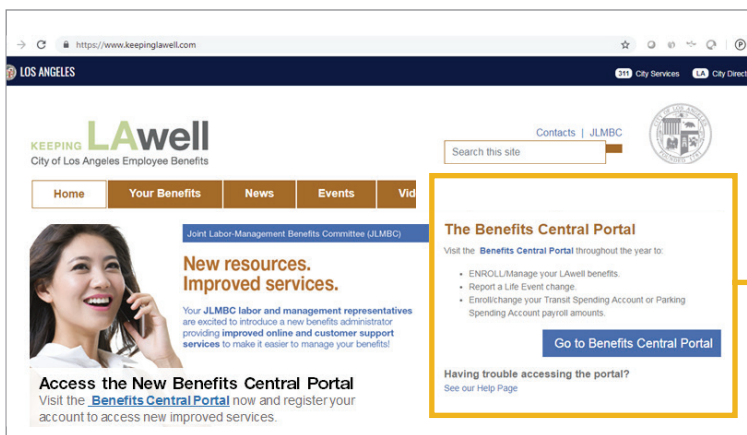
Date	Event Type	Duration	Location
Oct 9	Benefits Onsite – LAWA	10:00 am – 3:00 pm	Los Angeles World Airport (LAWA) 1 World Way West, Admin West Lobby
Oct 10	Benefits Onsite – LAWA	10:00 am – 3:00 pm	Los Angeles World Airport (LAWA) 1 World Way West, Admin West Lobby
Oct 10	Lunchtime Seminar/Webinar 2020 LAWell Benefits Overview/Q&A	12:00 – 12:30 pm (Q&A to follow)	In-Person Seminar: Los Angeles World Airport (LAWA) 1 World Way West, Training Room 7307-A Live Webinar: keepingLAwell.com/events
Oct 16	Benefits Onsite – GARLAND	10:00 am – 3:00 pm	Garland Building 1200 W 7th St, 8th Floor, Lounge Room
Oct 17	Benefits Onsite – GARLAND	10:00 am – 3:00 pm	Garland Building 1200 W 7th St, 8th Floor, Lounge Room
Oct 23	Benefits Onsite – PUBLIC WORKS	10:00 am – 3:00 pm	Public Works Building 1149 S Broadway, Sub-basement Room 7
Oct 24	Benefits Onsite – PUBLIC WORKS	10:00 am – 3:00 pm	Public Works Building 1149 S Broadway, Sub-basement Room 6
Oct 24	Lunchtime Seminar/Webinar 2020 LAWell Benefits Overview/Q&A	11:30 am – 12:00 pm (Q&A to follow)	In-Person Seminar: Public Works Building 1149 S Broadway, Sub-basement Room 6 Live Webinar: keepingLAwell.com/events
Oct 24	Nighttime Seminar/Webinar 2020 LAWell Benefits Overview/Q&A	5:30 – 6:00 pm (Q&A to follow)	In-Person Seminar: City Hall East 200 N Main Street, Room 351 Live Webinar: keepingLAwell.com/events
Oct 31	Lunchtime Seminar/Webinar 2020 LAWell Benefits Overview/Q&A	11:30 am – 12:00 pm (Q&A to follow)	In-Person Seminar: City Hall East 200 N Main Street, Room 351 Live Webinar: keepingLAwell.com/events
Oct 31	Lunchtime Seminar/Webinar 2020 LAWell Benefits Overview/Q&A	12:30 – 1:00 pm (Q&A to follow)	In-Person Seminar: City Hall East 200 N Main Street, Room 351 Live Webinar: keepingLAwell.com/events

Online Account Registration

Register your online account by visiting keepingLAwell.com and clicking on the link or button to access the Benefits Central Portal.

Your user name is your Employee ID. When you first use the system, your temporary password will be your birthdate and the last four digits of your Social Security Number. If you need help logging in, review the help link information on the login page, or call **833-4LA-WELL** for assistance.

You'll be asked to establish a new password and set security questions to complete your registration. That's it! You'll then have access to all of your current benefits information.





Make Open Enrollment Elections Online

The Benefits Central Portal enrollment tool is a multiple step, online process that allows you to modify your 2020 choices at any time during the Open Enrollment period (October 1 - 31). Follow these instructions to complete your 2020 enrollment online at **keepingLAWell.com**.

• Modify your Open Enrollment event.

LAWell members are automatically (passively) enrolled into benefits for the next year. If you want to keep the same elections, you do not need to enroll*; your current elections will automatically continue at the new 2020 per pay period costs. To change your elections for 2020, **Modify** your Open Enrollment event.

Select the **Call To Action** banner OR Access through the **My Forms and Documents** tile

To change your elections for 2020, **Modify** your Open Enrollment event.

**Note: Health Care and Dependent Care Flexible Spending accounts do not automatically continue and require an annual election.*

• Add your LAWell eligible dependents.

In Step 1 you will add your **LAWell** eligible dependents. Select through all other steps to change your **LAWell** coverage elections and to add and remove dependents from coverage.

Add and remove eligible dependents

Click **Recalculate** to see how changes to covered dependents impact your per pay period costs.

• Finalize and complete your elections.

Review your full list of benefit elections on the Finalize screen (Step 6) and ensure your elections are accurate. You can make changes to any benefit by clicking the Change link on each associated benefit.

Review your elections and make changes if needed

Click **Change** if you want to make changes

When you are satisfied with your elections, review and accept the Terms and Conditions, then click **Complete** to finish your enrollment and receive confirmation.

Agree to Terms and Conditions; Complete

IMPORTANT:
You must keep your records up-to-date. Immediately inform your employer if your mailing address or other personal information changes.

I agree to Terms and Conditions

[Previous](#) [Complete >](#)

Check box to agree to Terms and Conditions, then click **Complete**

Receive your enrollment confirmation

Your enrollment is complete!

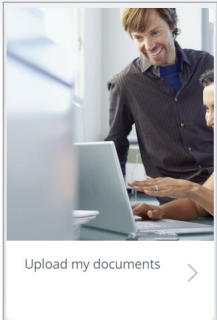
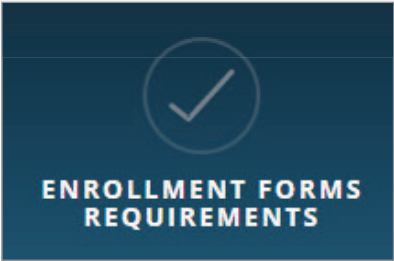
Your coverage starts	Your per pay period payment is
Wednesday, January 1, 2020	\$141.81

Required documents

Here is the list of documents you are required to provide to finalize the enrollment

- **Submit documentation.**

Some election actions, such as adding dependents to coverage, require your submission of supporting documentation. Upload your supporting documents directly to your account using the **Upload my documents** tile, or select the **Enrollment Forms Requirements** Call To Action that should appear after you successfully complete an applicable enrollment event. You can also monitor the status of your uploaded documents.

<p>Select the Upload my documents tile</p>	<p>OR</p>	<p>Select the Enrollment Forms Requirements Call To Action</p>
 <p>The tile shows a person at a computer with the text "Upload my documents" and a right-pointing arrow.</p>		 <p>The tile is dark blue with a white checkmark icon and the text "ENROLLMENT FORMS REQUIREMENTS" in white.</p>

Choose Wisely, and CHOOSEwell!

What are My Benefit Options and Costs in 2020?

	Your Benefit Options	Provider	Your Cost*
Medical	HMO health plans PPO health plan	Anthem and Kaiser	Cost varies based on coverage level elected and your MOU.
	Cash-in-Lieu	City	None. Pays you up to \$100** each month.
Dental	PPO dental plan DHMO dental plan	Delta Dental	Cost varies based on coverage level elected.
	Preventive Only plan		None. Pays you up to \$5** each month.
Vision	In-Network	EyeMed	Included at no cost
	Out-of-Network reimbursements		
Support Plus	Employee and family assistance, counseling, and convenience services	Optum	Included at no cost
Insurance	Disability – Basic Coverage (up to 50% of earnings for a maximum of 2 years)	Standard Insurance Company	Included at no cost
	Life – Basic Coverage (\$10,000 for full-time, \$5,000 for half-time)		Included at no cost
	Disability – Supplemental Coverage (up to 66 2/3% of earnings until retirement age)		Cost varies based on coverage level elected and is calculated by age and income. See your Personalized Benefit Statement or log into your account at keepingLAwell.com for your specific cost details.
	Life – Supplemental Coverage (up to 5x your annual salary)		
	Life – Spouse/Domestic Partner Coverage (up to \$100,000)		
	Life – Child Coverage (\$5,000 per child)		
	Accidental Death & Dismemberment (up to \$500,000)		
Tax-Advantaged Spending Accounts	Health Care Flexible Spending Account Dependent Care Reimbursement Account Parking & Commuter Accounts	WageWorks	You elect voluntary contributions up to maximum limit.

* Your personal cost options are detailed in your Personalized Benefit Statement. They are also available by logging into your account at keepingLAwell.com.

** Amounts represent full-time employment status. For half-time employees, the benefit is reduced 50%.

Review the full details of these benefit options and costs in your Open Enrollment **CHOOSEwell** Guide or on your Personalized Benefit Statement.

Key Things to Remember During Open Enrollment

- Open Enrollment will be your only opportunity to make coverage elections for yourself and your dependents for 2020 – unless you experience a qualifying life event.
- Unless you make a change during Open Enrollment, your current 2019 benefit elections will generally roll over to 2020.
- However, your enrollment in either the Dependent Care Reimbursement Account or the Healthcare Flexible Spending Account **DOES NOT automatically roll over**. If you wish to continue participating in these accounts – or if you wish to enroll in either of these accounts for 2020, you'll need to make an election during Open Enrollment.
- Open Enrollment elections take effect January 1, 2020.

Meet a Member Advocate — Member Advocates from our health providers are available to provide personal, one-on-one assistance in our office in City Hall, 200 N. Spring Street, Room 867, 8:00 a.m. to 4:00 p.m. during Open Enrollment and throughout the year.

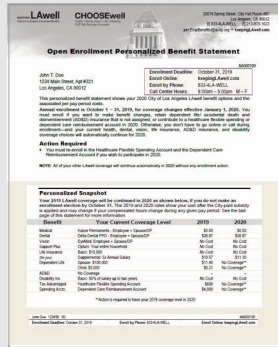
Anthem	Kaiser
8:00 AM – 4:00 PM	
Monday - Friday	Tuesday - Thursday

How to use this CHOOSEwell Enrollment Guide

First

1

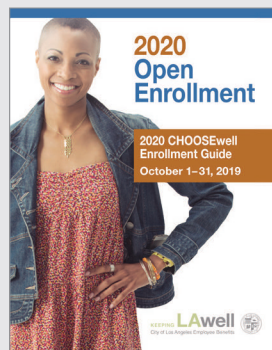
Review your current enrollment and your 2020 costs and options using your Personalized Benefit Statement or by logging into your account at keepingLAwell.com.



Second

2

Review the **CHOOSEwell** Enrollment Guide to learn more about **using your benefits**, and any **rules/restrictions** that may apply.



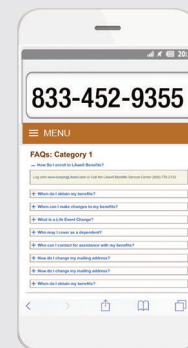
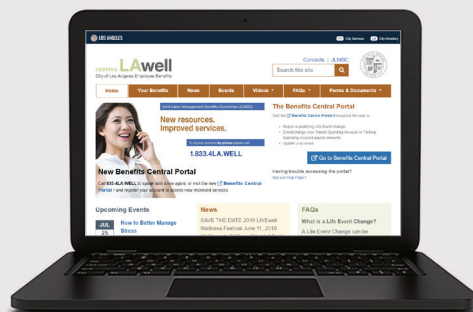
Review your **CHOOSEwell** Highlights for a quick overview of 2020 benefits.



Third

3

Make your 2020 enrollment elections by October 31, 2019! Go to keepingLAwell.com or call **833-4LA-WELL (833-452-9355)** to make elections.



Your Enrollment Resources

To enroll or make changes online or on the phone, visit keepingLAwell.com or contact the Benefits Service Center at **833-4LA-WELL (833-452-9355)** (for TDD or TTY service, call **800-735-2922**). Representatives are available 8 a.m. to 5 p.m., Pacific Time, Monday – Friday.

Extended phone hours are provided on **Wednesday, October 30 and Thursday, October 31: 8 a.m. to 7 p.m.** On Saturday and Sunday, October 26 and 27, the Benefits Service Center will **NOT** be available via phone; however you can still enroll online.