

Annual Enrollment Opportunity

Change your elections

- Change medical, dental, vision or other plan elections
- Add or drop dependents

One Year Commitments

- Unless you experience a "qualifying life event"
- Marriage, divorce, birth or adoption of a child, loss or gain of other group coverage, etc.
- You have 30 days from the day you experience a change to notify HR

Effective March 1, 2024

Paycom Access:

Monday, February 5th through Tuesday, February 13th





Eligibility

Full-Time employees regularly working a minimum of 30 hours per week

Initial eligibility, effective 1st of the month after 30 days of employment

Eligible Dependents of Full-Time employees

- Your Spouse / Domestic Partner
- Yours, your spouses or your domestic partner's children, including natural, stepchildren, adopted children, and those whom you are the legal guardian, up to age 26
- Disabled children of any age if you support them, and their disability began before the age of 26

Proof of Dependent Eligibility may be required.

Proof of dependent eligibility may be requested at any time.



We're All In This Together

Rising Insurance Cost Affects Us All:

- √ Your pay
- ✓ Your payroll deductions
- ✓ Level of benefits(deductibles/copays)
- ✓ Company growth/hiring





Snapshot of 2024 Changes

Medical

- Vitori No change to plan benefits, small increase to employee payroll deductions
- MediExcel No change to plan benefits, still no payroll deductions

<u>Dental</u>

- Increase annual maximum for Standard PPO plan (\$1,500 annual)
- Small increase to your payroll deductions on the PPO plan, HMO is still free

<u>Vision</u>

No change to plan benefits or payroll deductions

Life, Disability, EAP, Accident and Critical Illness

No change to plan benefits

iGOE FSA

- New higher IRS election and rollover limits
- You have up to 60 days to submit requested substantiation documents for requested reimbursements before your card is shut off

Workplace Perks

- Costco, AAA and Amazon Prime reimbursements
- The Benefit Hub discount site



MEDICAL PLANS

MEDIEXCEL

ADJOIN'S LIMITLESS PATHWAY BENEFIT PLAN

MediExcel

	MediExcel
MEDICAL	VP-10 HMO
Plan Information	ln .
Deductible (Single/Family)	None
Out-of-Pocket Max (Single/Family)	\$4,500/\$9,000
Accumulation (Embedded/Aggregate)	Embedded
Professional Services	
Primary Care Visit & Outpatient Mental Health	\$10
Specialist Visit	\$15
Chiropractic/Acupuncture	Not covered
Telehealth	No charge
Preventive Care	No charge
Outpatient Services	
Outpatient Surgery	\$50
Diagnostic Testing	\$5
Imaging (CT/PET/MRIs)	\$30
Hospital Services	
Inpatient Hospitalization	\$50 per day
Emergency and Urgent Services	
Emergency Room Visit	15%; up to \$250 for outpatient
Urgent Care	\$20 Mexico; \$40 United States
Prescription Drugs	
Tier 1/Generic	\$10
Tier 2/Preferred Brand	\$15
Tier 3/Non-Preferred Brand	\$20
Tier 4/Speciality	25% up to \$250
Mail Order	No Mail Order

Offers health benefit coverage those in San Diego and Imperial Counties, with services available in Mexico.

Covers emergency and urgent care services worldwide, including locally in Tijuana, Tecate, and Mexicali, BC, Mexico.

Visit MediExcel.com to find a doctor or log in to the member portal.

Offered with *no payroll deductions*.





Vitori Limitless Pathway Plan

	Vitori Limitless Pathway Benefit Plan		
MEDICAL			
Plan Information	ln .		
Deductible (Single/Family)	None		
Out-of-Pocket Max (Single/Family)	\$3,000/\$6,000		
Accumulation (Embedded/Aggregate)	Embedded		
Professional Services			
Primary Care Visit & Outpatient Mental Health	\$5		
Specialist Visit	\$30		
Chiropractic/Acupuncture	\$10		
Telehealth	No charge		
Preventive Care	No charge		
Outpatient Services			
Outpatient Surgery	\$250 (Center of Excellence: No charge)		
Diagnostic Testing	No charge		
Imaging (CT/PET/MRIs)	No charge		
Hospital Services			
Inpatient Hospitalization	\$500 per admit		
Emergency and Urgent Services			
Emergency Room Visit	\$100		
Urgent Care	\$5		
Prescription Drugs			
Tier 1/Generic	\$10		
Tier 2/Preferred Brand	\$25		
Tier 3/Non-Preferred Brand	\$45		
Tier 4/Speciality	\$100		
Mail Order	3x Retail Copay		



Monthly Employee Cost			
	2024 Plan Year		
Employee Only	\$25.00		
Employee + Spouse	\$160.00		
Employee + Child(ren)	\$130.00		
Employee + Family	\$280.00		



Surgery Plus: \$0 Surgeries!

For Qualified, PLANNED, NON-EMERGENCY SURGERIES:

- High quality providers
- Best care at the best price

PROGRAM BENEFITS

- Quality Care
- Concierge Service
- Preferred Access
- No Out-of-Pocket Cost

Mandatory No Cost Surgeries

- Full joint replacements
- Spine surgeries



Before getting your surgery, call Vitori to help you find a surgery center of excellence.



\$0 Prescriptions

Vitori Health offers members the opportunity to get certain high-cost specialty or maintenance medications at **NO COST**.

- Purchased from more cost-effective sources
- Same medications you take now
- Voluntary option allows your cost share to be waived
- Contact Customer Service to get started and the Vitori Health Team will also contact eligible members throughout the plan year with the option to enroll











Vitori Health Pharmacy Services

HERE TO HELP YOU WITH:

- Signing up for mail order, international and specialty prescriptions
- Providing general information, like your copay and which drugs your plan covers
- Finding in-network pharmacies
- Pharmacy billing questions
- Communicating with physicians about prior authorization



Telehealth with **MDLIVE**: For Physical and Mental Health

MDLIVE is your anytime, anywhere doctor's office.

With MDLIVE, visiting the doctor is easier than ever at a **\$0 copay**. Visit a doctor by phone, secure video, or MDLIVE App. Pediatricians are available 24/7, and family members are also eligible.

When should I use MDLIVE?

- Instead of going to the ER or an urgent care center for a nonemergency issue
- During or after normal business hours, nights, weekends and even holidays
- If your primary care doctor is not available
- To request prescription refills (when appropriate)
- If traveling and in need of medical care

Common Ailments:

- Allergies, flu, cold
- Pink eye
- Sore throat
- Infections
- Insect bites

- Anxiety
- Depression
- Stress management
- Relationship issues
- And more!

YOUR VIRTUAL CARE IS HERE.
JOIN FOR FREE TODAY!



Vitorihealth.com/telehealth



Vitori Health Concierge Support

Call the Concierge for:

- Billing questions or balance bills
- EOB help or reconciliation
- Locating Network Providers
- Locating Surgery Centers of Excellence
- Scheduling visits
- Questions on prior authorizations
- Benefit or eligibility questions
- Questions on the app / portal
- Claims questions
- Pharmacy assistance



If you have any questions regarding your health plan benefits, you have a Vitori Concierge team ready to help!



If you have **any questions at all,** remember to ask for help. Vitori is available 5am to 8pm Pacific Time to assist at (833) 346-1543

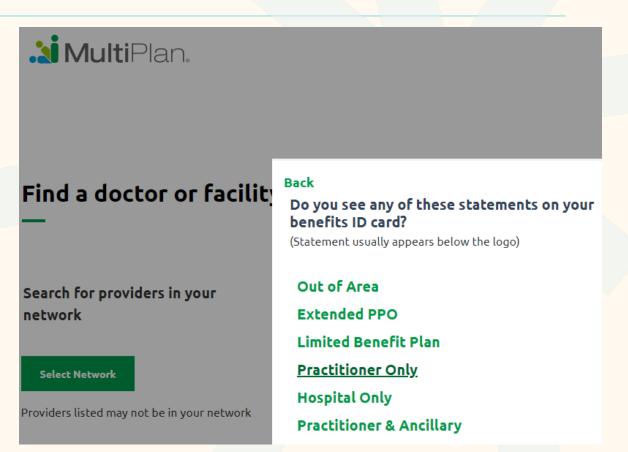


PREFERRED DOCTOR OPTION

PHCS Doctors Network:

- More familiar with Plan
- Less Paperwork
- No Balance Billing

https://www.multiplan.com/webcenter/portal/ProviderSearch



adjoin

Balance Bills

THE PROCESS

- 1. CALL the CONCIERGE
- 2. Wait while the concierge team works with the provider to resolve the billing issue





Concierge Line: (833) 346-1543

If you have any questions regarding your health plan benefits, you have a Concierge team ready to help!

WHILE YOU'RE WAITING

- 1. Vitori Contacts Provider
- 2. Vitori Keeps You Updated
- 3. Resolution

You May Experience (< 0.24%)

- Provider Contact
- Billing Updates
- A Collection Letter

DO NOT PAY!





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Forwarding Service Requested

Սյաքվարկիի իսկա ՍեիՍԱլաիկոբերժերումույից իիկեր ------

PB-KCK-35-ENV 1130 JANED DE 123 MAIN STREET ANYTOWN, NY 12345-6789

Explanation of Benefits

RETAIN FOR TAX PURPOSES

THIS IS NOT A BILL

Customer Service

For any questions, please contact the Vitori Health Concierge Team at (855) 555-1234

Date:9/14/2021

Clai m # 221-0000000052-00 Member ID: ACME0000257

Member Name: DOE Plan Sponsor: ACME Corp

Claim #: Patient:	JANE	-000000005 DOE	52-00			ler: Dr. Sn t Account					
Dates of Service	Service Code	Total Charge	Ineligible Amount	Covered By Plan	Discount Amount	Deductible Amount	Access Fee/ CoPay	Balance Amount	Paid At	Reason Code	Payment Amount
08/25-08/25/2021	POV	\$303.00	\$0.00	\$191.29	\$111.71	\$191.29	\$0.00	\$0.00	80%	PHC	\$0.00
Colu	mn Totals	\$303.00	\$0.00	\$191.29	\$111.71	\$191.29	\$0.00	\$0.00			\$0.00
Patient's R	oenoneib	si litur	\$191.29	_				Other Credits o	r Adjus	t ments	\$0.00
ratients K	esponsi	niky.	\$101Z0					Tota	al Net P	ayment	\$0.00

Service Code Description

POV Physician Visit Office

Reason Code Description

PHC Paid in accordance with the PHCS discount rate agreement

Accumulators

h-Network/Out-of-Network Description Amount Met Amt Remaining Maximum Amount
In-Network Individual Deductible \$988.19 \$1,511.81 \$2,500.00
In-Network Individual Out of Pocket \$988.19 \$2,211.81 \$3,200.00
In-Network Individual Out of Pocket \$988.19 \$2,211.81 \$3,200.00

To pay or not to pay...

Does My Bill Match My EOB?

Yes? Pay The Bill

No?: Do Not pay the bill! Call Vitori immediately!

EXTREMELY IMPORTANT!



Pro Tips when Accessing Care

- Don't try to explain the coverage to your doctor's office.
- **Give** them your <u>Vitori Health ID card</u>. **Request they verify benefits** by calling the number on the back of the card.
- Advocate for yourself. If this is a physician you have been seeing regularly, they should want to keep you as a patient. Ask them to please call Vitori Health to verify benefits because you would like to continue as a patient with their practice.
 - This is a standard process to verify benefits and retain a patient.
- If a provider says, "We don't take your insurance" **call Vitori** to help you. They'll explain your plan to your provider. If they still aren't willing to accept your insurance, Vitori can help.
- **Call Vitori** if a provider does not wish to participate in the plan. The Vitori Health Concierge can assist you in finding a new provider.





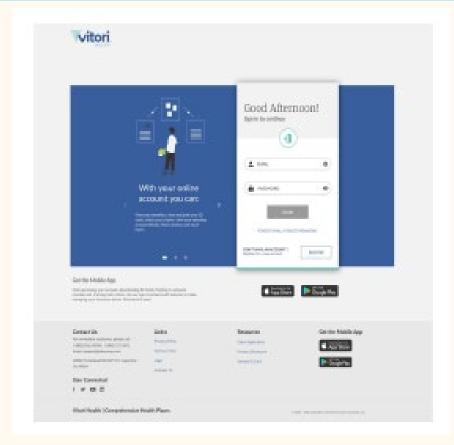
Member Portal Registration

- Download the app by searching "Vitori".
- Visit the member portal at vitorihealth.com/member.

Features Include

- View and/or print Member ID Card
- View plan benefits and claim details (EOBs)
- Send a message to Vitori
- Download or upload documents directly to Vitori

Vitori Member Access Portal & Mobile App





The Standard Dental Plans

DENTAL	Standard
	CA DHMO Select
Deductible	ln .
Single	N/A
Family	N/A
Annual Maximum	
Maximum Benefit	Unlimited
Preventive Services	
Exams	No cost
Cleanings	No cost
X-Rays	No cost
Basic Services	
Fillings	\$0 - \$40
Endodontics (Root Canal)	395
Periodontics (Gum Disease)	\$45 - \$65
Simple Extractions	\$12 - \$35
Major Services	
Crowns, Inlays, Outlays	\$250
Bridges and Dentures	\$325
Repairs and Adjustments	\$30 - \$96
Orthodontics	
Appliances and Services	\$1,775 - \$1,950
Lifetime Maximum	N/A
Age Limitation	N/A

DENTAL PPO	Standard		
	Dental PPO		
Deductible	In		
Single	\$50		
Family	\$150		
Annual Maximum			
Maximum Benefit	\$1,500		
Preventive Services			
Exams	No cost		
Cleanings	No cost		
X-Rays	No cost		
Basic Services			
Fillings	No cost		
Endodontics (Root Canal)	No cost		
Periodontics (Gum Disease)	No cost		
Simple Extractions	No cost		
Major Services			
Crowns, Inlays, Outlays	40%°		
Bridges and Dentures	40%°		
Repairs and Adjustments	40%°		
Orthodontics			
Appliances and Services	Not covered		
Lifetime Maximum	N/A		
Age Limitation	N/A		
Waiting Period	N/A		



Dental Plan Premiums

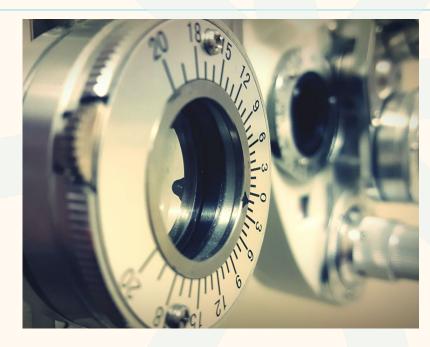
The Standard Dental HMO					
PLAN	TOTAL COST (Monthly)	EMPLOYER COST (Monthly)	EMPLOYEE COST (Monthly)	EMPLOYEE COST (Per Paycheck)	PLAN
Employee Only	\$11.12	\$11.12	\$0	\$0	Employee Only
Employee + Spouse	\$19.57	\$19.57	\$0	\$0	Employee Spouse
Employee + Child(ren)	\$20.46	\$20.46	\$0	\$0	Employee Child(ren)
Employee + Family	\$27.58	\$27.58	\$0	\$0	Employee Family

The Standard Dental PPO						
PLAN	TOTAL COST (Monthly)	EMPLOYER COST (Monthly)	EMPLOYEE COST (Monthly)	EMPLOYEE COST (Per Paycheck)		
Employee Only	\$38.92	\$33.08	\$5.84	\$2.92		
Employee + Spouse	\$72.79	\$53.40	\$19.39	\$9.69		
Employee + Child(ren)	\$84.50	\$60.43	\$24.07	\$12.03		
Employee + Family	\$118.35	\$80.74	\$37.61	\$18.80		



Vision Plan - The Standard

	Standard
VISION	Vision
Exams	ln
Benefit	\$20
Frequency	E∨ery 12 months
Frames	
Benefit	\$130 allowance + 20% discount
Frequency	Every 24 months
Lenses	
Benefit	\$20 copay
Frequency	Every 12 months
Elective Contacts	
Benefit	\$130 allowance
Frequency	Every 12 months
Other Benefits	
Discounts	15% off Lasik



Look up vision providers at vsp.com and the VSP Choice network.



Vision Plan Premiums

Standard Vision						
PLAN	TOTAL COST (Monthly)	EMPLOYER COST (Monthly)	EMPLOYEE COST (Monthly)	EMPLOYEE COST (Per Paycheck)		
Employee Only	\$6.57	\$5.58	\$1.00	\$0.50		
Employee + Spouse	\$10.21	\$7.77	\$2.44	\$1.22		
Employee + Family	\$16.18	\$11.35	\$4.83	\$2.42		





Employer Paid Life Insurance – The Standard

GROUP LIFE AND ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)

- Adjoin provides Basic Life and AD&D coverage to all active, full-time employees, regularly working a minimum of 30 hours per week
- No cost to you!

LIFE BENEFIT:

- Employee \$25,000
- Spouse \$5,000
- Child \$1,000

AD&D BENEFIT: \$25,000

Remember to designate and/or update your beneficiaries.



Long Term Disability (LTD) – The Standard

Long Term Disability (LTD) through The Standard is offered to all employees.

LONG TERM DISABILITY	Standard		
LONG ILKINI DISABILITI	LTD		
Benefits			
Benefit Percentage (%)	66.67%		
Maximum Monthly Benefit	\$7,000		
Elimination Period	90 days		
Plan Details			
Benefit Duration	To age 65		



Employee Assistance Program (EAP)

The Standard EAP provides confidential counseling and resources via phone, in-person or online chat for a variety of personal and work issues. This program is free, and includes up to 3 face-to-face, phone or video consultations with licensed counselors for you and your eligible dependents, per issue, per calendar year.

You can call (888) 293-6948 to speak with a counselor or schedule an appointment, 24/7/365.

- √Stress, anxiety and depression
- √Substance dependency/addiction
- ✓ Childcare, camps and after-school care
- ✓ Will Preparation
- ✓ Special needs services
- ✓ Identity theft resources
- ✓ Retirement planning
- ✓ Staying healthy

Help is easy to access:

Phone support: (888) 293-6948

Online Support:

healthadvocate.com/standard3
In-person: You can get up to three visits,
available at no additional cost to you with a
Licensed Professional Counselor. Your
counselor may refer you to resources in your
community for ongoing support.



Voluntary Life Insurance – The Standard

EMPLOYEE PAID LIFE AND ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)

- Employee paid benefit provided through The Standard
- Rates are age banded. Check Paycom for rates and payroll deductions.
- Any amount above the Guarantee Issue (GI) amount is subject to medical underwriting for approval. If you already have Voluntary Life, you will not have to go through medical underwriting again. Your current election will be grandfathered.
 - Employee: Up to \$500,000 (GI \$100,000)
 - Spouse: Up to \$500,000 (GI \$25,000) not to exceed 100% of employee election
 - Child: Up to \$10,000 (GI Full Benefit)

Remember to designate and/or update your beneficiaries!



Accident Insurance - The Standard



Injuries

- Fractures/dislocations
- Concussion
- Coma
- Ruptured disc
- Torn cartilage in knee
- Cuts/lacerations
- Torn/ruptured/severed tendon/ligament
- Broken tooth
- And more



Medical Services & Treatments

- Air/ground ambulance
- Emergency/nonemergency care
- Physician follow-up
- Transportation
- · Therapy services
- Pain management
- Blood/plasma/platelets
- Inpatient surgery
- Outpatient ambulatory Surgery
- And more



Hospital – Accident

- Admission
- Confinement
- Admission ICU
- Confinement ICU
- Inpatient Rehab Unit



Dismemberment, Loss & Paralysis

- Dismemberment & Loss
- Catastrophic
 Dismemberment & Loss
- Paralysis



Accidental Death

- Accidental Death
- Common Carrier



Additional Benefits

Lodging

Monthly Rates Employee: \$6.68

Employee + Spouse: \$10.62

Employee + Child(ren): \$12.62

Employee + Family: \$19.82



Critical Illness Insurance – The Standard



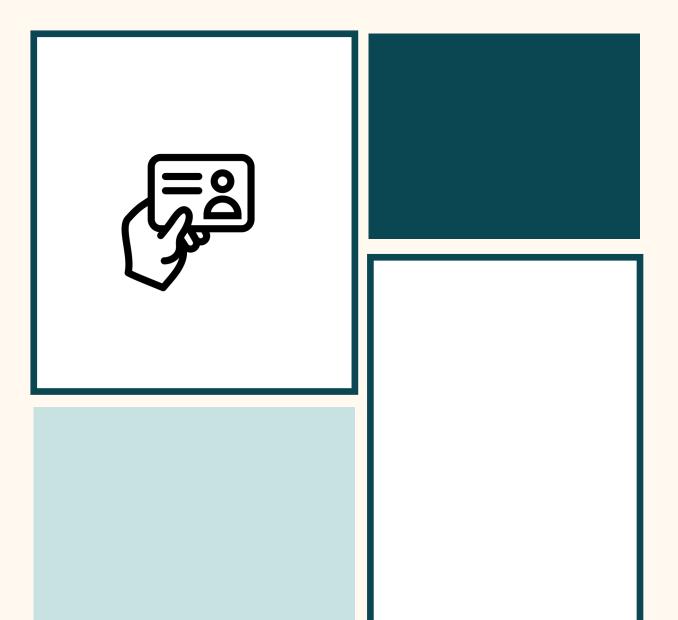
- Critical illness insurance provides coverage for specific critical illnesses and helps pay for expenses not reimbursed by other types of insurance.
- It is not a replacement for traditional medical or disability income insurance rather it is a supplement to these other coverages.

The Standard Critical Illness Insurance

Provides **a lump-sum payment** upon a verified diagnosis

ls not reimbursementbased, so covered individuals only need to submit proof of a verified diagnosis Allows covered individuals to use the lump-sum payments the way they see fit





Perks From Work

Pick Your Perk!

Adjoin employees employed for at least 60 days may be reimbursed annually up to \$100 for any combination of the following:

- Costco Membership
- AAA Membership
- Amazon Prime Membership

Pet Perks



- (800) 891-2565
- www.petbenefits.com
- customercare@petbenefits.com

Total Pet Plan by Pet Benefit Solutions

- Up to 40% off prescriptions, preventatives, food, toys, treats, and more
- Free shipping on all orders with no minimum purchase or same day pick-up from your local participating pharmacy
- Instant 25% savings on in-house medical services at participating veterinarians
- 24/7 access to real-time support from veterinarians, even when your vet's office is closed
- ID tag and lost pet recovery service for peace of mind that your pet(s) will return home if they go missing
- Pet Perks are voluntary, and 100% employee paid
- Covers dogs and cats, no exotic animals
- Sign up through Paycom
- Visit petbenefits.com/land/adjoin



Flexible Spending Accounts (FSA)

FSA - Healthcare offered through iGOE

Pre-tax benefit account to pay for healthcare expenses, funded by you, loaded on a debit card.

- "Use it or Lose it" risk
 - · Only expenses in the designated plan year can be reimbursed
 - You have 2.5 months after the plan year ends (until May 15th) to submit for reimbursement for qualified expenses
 - If you leave the company, you forfeit any unused contributions
- The 2024 annual IRS maximum is \$3,200
- You can only change your contribution amount into the FSA during Annual Enrollment, unless you have a
 qualifying life event
- The 2024 allowed carryover limit is \$640

FSA - Dependent Care offered through iGOE

- Pre-tax benefit account to pay for day care expenses for your dependent children or parents
- The 2024 annual maximum allowed is \$5,000 per household







403(b) Plan – Empower

New Hires are automatically enrolled into a 403(b) retirement plan starting at a 2% contribution. If no action is made, the contribution will continue increasing by 1% each year until it reaches 5%. Adjoin provides a company match which is 50% of your own contribution with a cap at 8% of gross wages. Employees start receiving the company match after 60 days of working with Adjoin.

To enroll or adjust contribution amounts or waive enrollment entirely, log on to empowermyretirement.com.



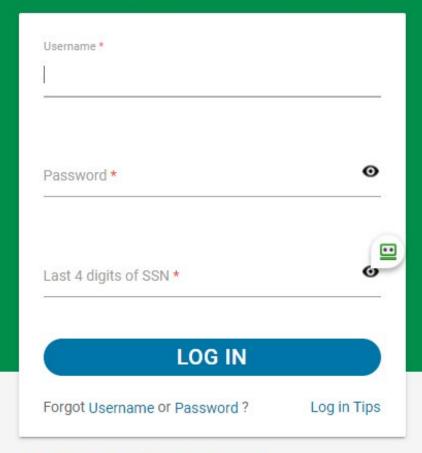




How to Enroll



EMPLOYEE SELF-SERVICE ®



For Security Reasons

- Paycom will never ask you to submit or change your account information through email.
- Paycom personnel will never ask you for your password.
- Paycom will never ask you to log in to our site through email.

How to Enroll: Paycom

All enrollment elections and changes must be completed online through Paycom's Employee Self-Service Center:

Step 1. Go to www.paycom.com
Step 2. Click **Login** (select **Employee**)

From the self-service portal you will be able to:

- ✓ Review detailed information about the available benefit plan options
- ✓ View your paychecks
- ✓ Request time off
- ✓ Review your costs
- ✓ Enroll in benefits
- ✓ Update beneficiaries
- ✓ And more!



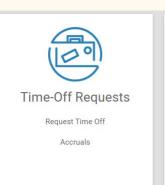
Self-Service Open Enrollment

Under **Benefits**, click on 2024 Benefits Enrollment



Documents

My Documents



Checklists

View My Checklists

Welcome to Pavcom





Payroll

View Pay Stubs

Pay-To-Date™

- Your dependent and beneficiary information carries over from last year. However, you will need dates of birth, social security numbers and address if making changes. Click **START ENROLLMENT**.
- ☐ Confirm your personal information and add your dependents.
- ☐ Complete the benefits enrollment, following along with the enrollment wizard.
- After you make your enrollment elections you will come to the Benefit Plan Selection Review screen which will summarize all your elections. Once your benefit elections for 2024 are accurate click **Complete Enrollment**.
- ☐ This will bring you to the Benefit Confirmation / Deduction Authorization screen. Review your elections and at the bottom of this page click **Sign and Submit**. You can print a copy for your records.





Claims, Order ID Cards, Find a Provider Find Doctors, Questions About Coverage

Learn More About Benefits, Resolve Issues Resolve Claims Disputes, Find Providers



Need assistance with resolving a benefits related issue?

Have questions regarding what is covered or where to be seen?

Contact the Benefit Advocacy Team and get the one-on-one support you need.

Call Toll Free | 833.4.Solvit (833.476.5848)

Text | 833,476,5848

Chat Online | www.solvins.com

Email | BAT@solvins.com

Solv Benefits Advocacy Team (BAT)

Formerly Verus Insurance Services

Please use SolV as your first primary point of contact for all benefits related issues!

We are here to help and get you to the right place!





Annual Enrollment Review

Key Takeaways

- Enroll through Paycom
 - Please make sure you complete your online enrollment by Tuesday, February 13th.
 - Remember to check your beneficiary(ies) and make sure they are up to date.
- Remember that the decisions you make now will remain in force until the next plan year (March 1, 2025) unless you experience a Qualifying Event
 - Qualifying Events include: Marriage, Divorce or Legal Separation, Death, Change in Employment Status, Birth, Loss of Dependent Status, etc.



Questions?

THANK YOU!

