



INTEGRIS
HEALTH

Benefits Newsletter

2021 Open Enrollment: November 1 – 21, 2020

Welcome to your 2021 Open Enrollment! Your physical, mental, and financial wellbeing is important to us at INTEGRIS. Each one of you contributes to the success of the organization and creates a culture of improvement in safety, quality, experience, access, affordability, and caregiver engagement.

We are proud to support your overall wellbeing through our competitive benefits package, which is designed with your health and financial protection in mind. These plans give you and your family options, so you can choose the right coverage. We encourage you to review your benefits carefully and make wise decisions about your health care.

This newsletter outlines everything you need to know about your benefits and how to enroll in coverage for the upcoming plan year. Thank you for all you do to make INTEGRIS a special place to work!



2020 Recap

In 2020, the COVID-19 pandemic brought unprecedented challenges to our company, our nation, and our world. With the impact felt on a personal level from reduced hours and income, our focus at INTEGRIS has been to support our caregivers and their families.

In true INTEGRIS spirit, we met this challenge head on and quickly made adjustments to our benefit programs to improve accessibility and provide financial relief to caregivers impacted by the pandemic. Some of these actions included:

- Covered COVID-19 testing at 100% (deductible waived)
- Waived copays for office visits related to COVID-19
- Waived the deductible for hospitalizations and emergency room visits due to COVID-19
- Relaxed life event rules to allow caregivers who had reduced hours to make changes to their benefits
- Provided additional mental health resources
- Expanded telehealth offerings
- Allowed furloughed caregivers to continue coverage when they did not have adequate pay to cover the cost of premiums

- Allowed caregivers to carry up to 80 hours of negative PPL
- Extended the filing deadline for 2019 Reimbursement Account claims
- Expanded Retirement Savings Plan (RSP) withdrawal provisions
- Allowed suspended loan payments for RSP loans
- Amended the Dependent Care Reimbursement Account provisions to provide improved access to funds
- Changed the Education Assistance policy to increase benefits for caregivers with less than 10 years of service and regular part-time employees

As we look toward 2021, our commitment to you continues as we pursue cost containment initiatives to keep both premium increases and out-of-pocket expenses to a minimum. While the future may be uncertain, we will remain steadfast about living out our values.

Get Ready for Open Enrollment

1. Explore

Review your enrollment materials and visit the INTEGRIS Total Rewards site at www.integrisoskbenefits.com. Look around the site to learn more about all the benefits available to you.

2. Decide

Choose which plans you will enroll in for 2021. If you are adding any dependents to your coverage, make sure you have all the information you will need – date of birth, Social Security number, and supporting documentation.

3. Enroll

Set a reminder on your calendar to enroll early – beginning November 1. This ensures that you will have the coverage you need in 2021. Remember, Open Enrollment ends on November 21, 2020.

4. Need help?

Contact the HR Customer Service team for assistance at 405-949-4045 or 888-546-8347 or by emailing HRcustomerservice@integrisosk.com.



INTEGRIS Announces New Mission, Vision, Values, and Logo

As part of our recent transformation, the INTEGRIS Mission, Vision, Values, and logo have been updated to better reflect who we are today, what we strive to become, and how we perform our work. As we look to the future and capture our enduring spirit as a company, our focus is on improving health for Oklahomans through the power of partnerships.

Mission

Partnering with people to live healthier lives

Our mission statement is evolving to reflect our commitment to the power of partnerships to improve the health of our communities. Partnering with our patients, health systems, elected officials, business leaders, and community organizations, we can empower healthier lives, together.

Vision

The Most Trusted Partner for Health.

INTEGRIS Health is more than a name. We are a community partner striving to improve health across Oklahoma. We envision a future where patients live better lives, spend less time in the hospital, and more time with the people they love. Our new vision statement is evolving to match those aspirations.

Values

While the new values have always been a part of how INTEGRIS caregivers work with our patients, customers and co-workers, we are now clearly defining these behaviors.

Our company values are represented by five simple, but meaningful, words:

- **Integrity:** We are honest and consistently adhere to the highest standards of ethical and professional behavior.
- **Compassion:** We are kind and suspend judgment to appreciate other’s perspectives and situations.
- **Accountability:** We take ownership for our actions and outcomes.
- **Respect:** We embrace diversity and inclusion and value others.
- **Excellence:** We seek to continuously improve, leading to exceptional outcomes.

That’s iCARE for short.



Logo

For long-time residents of Oklahoma, the INTEGRIS logo is recognized as the symbol of the state’s largest Oklahoma based healthcare system. However, newcomers and visitors to our state don’t know that INTEGRIS is a healthcare organization. For this reason, we are adding “Health” back to the logo to better identify our brand.





What's New for Benefits in 2021?

INTEGRIS continues to provide the same great benefit plans with only minor changes.

- We are pleased to announce that there will be no plan design changes to any of our programs, and you will see no premium increases for dental, vision, life, AD&D, or disability (except for premiums based on age or salary).
- Premium increases for the medical plan vary based on salary tier, deductible amount, and level of family coverage.
- The IRS has increased the Health Care Reimbursement account limit from \$2,700 to \$2,750.



Wellness

Our Wellness Program can help you improve your general health and wellbeing.

- The Wellness Incentive applies to all caregivers and spouses enrolled in the INTEGRIS medical plan. You and your spouse can earn up to \$400 in 2021.
- You can earn the incentive by receiving your Wellness Visit and participating in one of our Lifestyle Management and Maintenance Programs, such as Maternal Wellness, National Diabetes Prevention Program, Care Coordination, and more. You can see a list of all the available programs at [integrisk.com/employee-wellness](https://www.integrisk.com/employee-wellness).
- In addition to the formal Caregiver Wellness program, the benefits team will be exploring additional ways to meet the overall well-being needs of our caregivers, especially through our Employee Assistance Program (EAP), financial wellness programs, and additional voluntary programs.

Finding a Network Provider

Your Primary Care Physician (PCP)

Partnering with a Primary Care Physician is a key component of maintaining good health and identifying health issues before they become serious. INTEGRIS encourages all caregivers and their family members to have a PCP. Prior to Open Enrollment we encourage you to select a PCP. During Open Enrollment you will be asked to designate your primary care physician. For metro Oklahoma City and Enid caregivers, you can find a list of network providers by logging into www.hchlogix.com, choose INTEGRIS/network IHP, and search for Family Medicine or Internal Medicine. Caregivers in Miami, Grove, and who live outside of the IHP service area should choose INTEGRIS as the employer and add any additional filters to narrow your search.

Oklahoma City and Enid Area Caregivers

You have access to the INTEGRIS Health Partner (IHP) network for care. If you go out-of-network for non-emergency services, you must receive prior authorization in order for the plan to pay benefits. Failure to follow the authorization process may result in non-payment.

To find an in-network provider, visit www.hchlogix.com (Employer: INTEGRIS/Network: IHP). If you are unable to find a service or specialist, contact the IHP Care Coordination team at 405-951-2504 or toll-free at 855-582-3003. Please provide the following information:

1. Name and specialty of the provider
2. Service that is needed
3. Documentation from the referring physician supporting the need for the service, such as last office visit, history, and physical or referral notes

Miami and Grove Caregivers

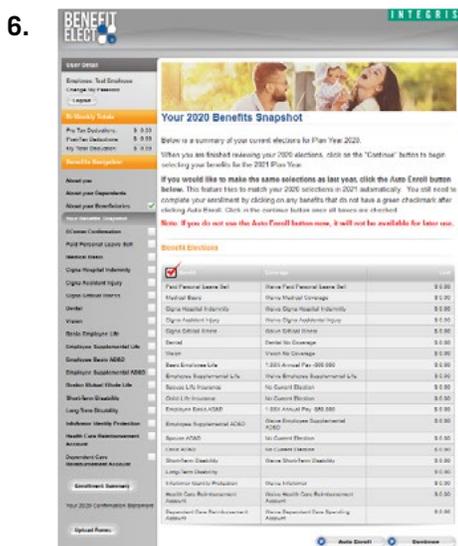
Since you are outside the IHP service area, use the Healthcare Highways Logix (HCH) network. Visit www.hchlogix.com (Employer: INTEGRIS) to find a provider near you.

Out of State Members

For dependents covered under the Out of State option, or if you are traveling and need urgent or emergency care, call the number on your medical ID card to find a network provider.

Enrolling in Your Benefits

1. Login to www.myintegrishenefits.com.
2. Follow the instructions on the login page to enter your User-ID and password.
3. Review your personal information on the **About You** screen. If the information is correct, click the **Update Information** button at the bottom of the page.
4. Answer the three questions at the bottom of the page and click **Save**. Then click **Continue**.
5. Follow the instructions on the **About Your Dependents** page and **Your Beneficiaries** page.



Review the **2020 Benefits Snapshot** information. If you would like to make the same benefit selections as last year, click the **Auto Enroll** button at the bottom of this page. This feature will map your 2020 elections to 2021 automatically. **If you do not use the Auto Enroll button now, you will have to enroll in each individual benefit.**

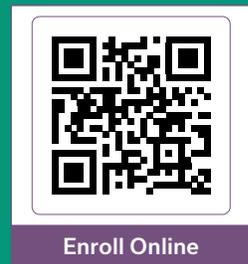
7. Click on any benefit that does not have a green checkmark in the list to the left and make your election. Click **Save and Continue** after you make an election.
8. Once every benefit to the left has a green check mark, review the enrollment summary making sure everything is correct, including your dependent information and dependent coverage. If you need to make a change, click on the benefit in the list to the left and make your change.
9. Enter your password at the bottom of the page. Click **Finish**.
10. Print out your **2021 Enrollment Election Summary**.

Be sure to complete the Dependent Verification forms if you have added dependents, the Benefit Verification form if you are covering a spouse, or the Proof of Residence Out of State Dependent form if you have a dependent living out of state. The deadline for submitting these forms to HR is November 21.

No Onsite Enrollment Assistance or In-person Information Meetings for 2021

Due to COVID distancing requirements, we will be unable to provide in-person enrollment assistance. Please watch the step-by-step video available on the benefits website at www.integriskbenefits.com that will walk you through the enrollment process. You can also schedule a virtual meeting with a benefit specialist by clicking this link: <https://go.oncehub.com/Integrisk>

To make the enrollment experience as easy as possible, we have developed these QR codes that give you direct access to the enrollment system and our benefits website:



What You Need to Know about Open Enrollment

Beginning on November 1, you may enroll in benefits online for the upcoming plan year at www.myintegrisbenefits.com. While your current coverage automatically rolls over, surcharges will apply if you do not login to the system to:

- Confirm your tobacco status
- Confirm your spouse's eligibility for other coverage (if applicable)

In addition, you must login to the enrollment system to:

- Contribute to a Health Care and/or Dependent Care Reimbursement Account
- Elect your PPL sell amount
- Make any changes to your benefits
- Add or drop dependents from coverage

Keep in mind that once Open Enrollment ends on November 21, you will not be able to make changes to your coverage until the next Open Enrollment period (unless you have a qualifying event, such as marriage or the birth of a child).

Enrolling Dependents?

Please make sure all Social Security numbers for you and your dependents are accurate. If they are incorrect, provide the correct information to Human Resources Customer Service.

Dependent verification forms for newly added dependents must be submitted to Human Resources by November 21, 2020. **Any dependents who are not verified will be dropped from coverage.**

Fast Facts about 2021 Open Enrollment

When: November 1 – 21, 2020

Benefits Effective Date: January 1, 2021

Enroll: Go to www.myintegrisbenefits.com

Username: Network ID (usually first four letters of your last name + first and middle initial)

Password: First four letters of your last name (first letter capitalized) + last four numbers of your Employee ID + last four numbers of your SSN

Questions?

Contact the HR Customer Service team at 405-949-4045 or 888-546-8347 or by emailing HRcustomerservice@integrisok.com.

Don't Get Caught without the Coverage You Need

Before you enroll, take some time to assess your needs and ask yourself a few questions:

- **Who should I cover?**
Take a look at your coverage options for yourself and your dependents. Make sure all of your dependents currently enrolled in any INTEGRIS benefits meet the eligibility requirements.
- **How much do I expect to spend on health care next year?**
Review what you have spent in 2020 and estimate your upcoming health care expenses.
- **Will the plans I currently have meet my health care needs in 2021?**
Look closely at the plans INTEGRIS offers to see if other options are a better fit for you and your family.

Mark Your Calendars

Take some time to learn about all your options to make sure you have the coverage you need in 2021.

Key Open Enrollment Milestones	Date
Open Enrollment Begins	November 1, 2020
Open Enrollment Ends (This is the deadline for submitting all dependent verification forms and documentation to Human Resources Customer Service.)	November 21, 2020
Benefits Plan Year Begins (This is when new elections go into effect.)	January 1, 2021
Benefits Plan Year Ends	December 31, 2021
Health Care Reimbursement Account Deadline for 2020 Claims (Any money left in your Health Care Reimbursement Account after you have been reimbursed for expenses incurred through December 31, 2020 will be forfeited.)	Deadline for incurred expenses: December 31, 2020 Deadline for reimbursement filing: March 15, 2021
Dependent Care Reimbursement Account Deadline for 2020 Claims (Any money left in your Dependent Care Reimbursement Account after you have been reimbursed for expenses incurred through December 31, 2020 will be forfeited.)	Deadline for incurred expenses: December 31, 2020 Deadline for reimbursement filing: March 15, 2021
INTEGRIS Contribution to RSP for Plan Year 2020	January 2021
IRS Form 1095-C	Mailed by January 31, 2021

