CookChildren's

2023-2024 Open enrollment

What's new for 2023–2024?

- **No premium increases.** All employee contributions, including those for medical, dental and vision, will remain unchanged for the second year in a row. While several of our benefit plans require cost increases, Cook Children's has decided to absorb those increases on your behalf. This is one way we can show our gratitude for all you do, day in and day out, as you remain focused on our Promise of taking care of children and our communities.
- **Enrollment is now in Workday.** Please review all of your and your dependents' contact information for accuracy. If you change your medical or dental plan, be sure to re-select any dependents you wish to cover.
- **The Virgin Pulse wellbeing program helps you achieve your health goals with fun and engaging experiences and challenges.** You can earn up to $210 per year for participating in activities that can be redeemed for gift cards, fitness accessories, and more.
- **Medicare Choice Group offers unbiased guidance and practical decision support to those nearing Medicare eligibility,** assisting you with Medicare plan research and selection.
- **The number of dental cleanings and exams covered at 100% each year in both dental plans will increase** from two to four annually.
- **The out-of-pocket maximum is decreasing** to $4,000 for individual coverage and $8,000 for family coverage in our HSA1 Plan and to $5,000 for individual coverage and $10,000 for family coverage in our HRA Plan.

Don't wait to feel better

Teladoc and CareATC clinics are convenient alternatives to urgent care or emergency room visits that can save you both time and money.

Teladoc

U.S. board certified physicians are available anytime, anywhere and can resolve many non-emergency medical issues via phone or online video.

Teladoc doctors can diagnose many health issues like cold and flu symptoms, allergies, ear infection, rash and skin problems and much more.

Visit **teladoc.com** and fill out the information to set up your account, including the member ID found on your medical insurance ID card. You will pay the full visit cost until your deductible is met. Visits will be covered at 100% after the deductible is met.

CareATC clinics

Get preventive and primary health care services, including annual physicals, health coaching, vaccinations and more, for no cost or low cost, and without driving around town or waiting at the doctor's office.

The CareATC location closest to the main campus is: 500 Henderson St.

Hours are: Mon/Wed/Thurs: 7 a.m. to 6 p.m. Tue/Fri: 8 a.m. to 12 p.m. and 1 p.m. to 5 p.m.

CareATC also has other locations throughout the DFW Metroplex and the U.S., including:

- Arlington
- Carrollton
- Fort Worth
- Irving
- Mansfield

To make an appointment or find additional CareATC locations and hours, call 800-993-8244, log in to **careatc.com/patients** or use the CareATC mobile app.

A personalized, guided health care experience

MyQHealth Care Coordinators can assist you with all your health care-related issues and questions. Care Coordinators organize and simplify your medical and prescription benefits to provide you with a better experience when you need care. From medical claims to checkups and even pre-certifications, your Care Coordinators are with you every step of your health care journey.

Don't know where to begin? Start with MyQHealth Care Coordinators

If there's a better way for you to experience health care, your MyQHealth Care Coordinators will find it. Think of them as your personal team of nurses, benefit experts and claims specialists who will do all they can to support your health care needs — starting with any questions you may have. MyQHealth Care Coordinators do things like:

- Verify coverage
- Provide health education resources
- Advocate for your care
- Help manage chronic conditions
- Find in-network providers
- Contact providers to discuss treatment
- Answer claims, billing and benefits questions
- Create health-improvement plans
- Help reduce unnecessary, out-of-pocket costs

Contact your MyQHealth Care Coordinators:

- Call 888-552-6455
- Visit **cookchildrensmyqhealth.com**
- Download the MyQHealth Care Coordinators app

What's next

- **Benefits booklet arrives.** You'll receive a new benefits booklet in the mail. It will contain all the information you need about your 2023–2024 benefits.
- **In-person Q&A sessions with the Benefits team.** Watch CookNet for a list of session days and times, and then visit a session that works best for you. A recording of a benefits overview will also be available on CookNet.
- **Visit our enrollment resource site.** See all your enrollment resources together in one place. Go to **flimp.live/cookchildrens2324OE** (or scan the QR code on the front) for your online benefits booklet, introductory videos, a link to ALEX® and a link to your enrollment site.
- **Enroll August 7–25.** Log in to Workday and go to *Benefits and Pay* or call the Benefits Center at 833-938-4154: Monday–Friday 7 a.m. to 7 p.m., CST.

Choose the right plans for you with ALEX®

ALEX® is the host of a unique online experience that will help you understand and make decisions about your benefits. He's funny, speaks in plain English – not insurance talk – and is available to help you figure out which benefits plans are best for you.

Visit ALEX® at **myalex.com/cook/2023**

Open enrollment coming soon

Open enrollment for 2023–2024 benefits is August 7–25.

It's time to talk about benefit changes, look at your benefit needs and get ready to enroll. As we approach a new benefit year, our priority remains optimizing the health and productivity of our employees and their families while managing future health plan costs.

For more information and full plan details, see our 2023–2024 Benefits Guide coming to your home soon and posted at **flimp.live/cookchildrens2324OE**. Or simply scan the QR code below with your mobile device's camera.

Scan this QR code to visit our enrollment resource site.

Cook Children's

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