

Key Takeaways

- Open Enrollment is from May 1 through May 15, 2024.
- All benefited employees must participate in open enrollment this year.
- DU is moving our benefit plan year to January 1 through December 31, which means you will have another opportunity to enroll in October if needed.
- Employees can choose from either Cigna plans or Kaiser plans during this year's enrollment.
- Many resources are available for help understanding this year's benefit options.

Please join our HRIC Townhall as we review this pertinent information:

HRIC Town Hall: Spring Updates

Date: Tuesday April 9, 2024

Time: 10:00am-11:30am

Location: AAC 290

Zoom: <https://udenver.zoom.us/j/88957618391>

April 4, 2024

Dear faculty and staff,

As we approach the upcoming annual open enrollment period, the Human Resources and Inclusive Community (HRIC) Team would like to provide an update on what you can expect for this year's open enrollment. All elections

made during this open enrollment will become effective July 1, 2024 and will continue through December 31, 2024. The University will also move its benefit plan year to January 1 through December 31, meaning you will have another opportunity to enroll in benefits in October if needed. Participation in October's open enrollment will be required only if making changes or electing an FSA.

Be on the lookout for more information on the upcoming Open Enrollment period over the next few weeks. In the meantime, if you have questions about your benefits or how this will impact you and your family, please contact your HR partner.

We understand that your health and the health of your family is your top priority. These are our top priorities, too, which is why we continually strive to offer you the best employee health benefits plan available. Open enrollment will start May 1 and run through May 15.

During open enrollment, you'll be able to shop and select your healthcare coverage and other benefits that best fit you and your family's healthcare needs. Your medical plan will have a big impact on your healthcare experience, so it's an important decision. All benefitted employees **MUST** actively participate in this year's open enrollment. If you are not enrolled in medical coverage and do not enroll during this open enrollment period, we will consider no response as a waiver for this short plan year after the open enrollment period has closed.

Colleagues, we heard you. You want more choices in your healthcare.

Effective July 1, 2024, health benefits will transition from Cigna being the sole offering to having the option to choose offerings

from either Cigna or Kaiser Permanente as the University's health care providers.

Below is some preliminary information about what you can expect with the new Cigna and Kaiser plan offerings:

Medical Plan Designs Will Be the Same with Both Carriers

You will continue to have the option of choosing between the Copay Plan and High Deductible Health Plan with both carriers. For more information on benefits, please make sure to review your benefits guide.

Kaiser Permanente

If you choose to enroll in one of the Kaiser plans, you will be contacted by the Kaiser New Member Connect Team. The New Member Connect team plays a critical role in members' transition of care, prescriptions, finding the nearest doctors and locations, discussing the Kaiser Permanente benefits, and scheduling your first primary care appointment.

Members can choose from over 1,200 top-notch Kaiser Permanente primary care doctors and specialists — one of the largest multispecialty medical groups in Colorado. Kaiser's physician-led care teams are connected through an electronic medical record. They work together to coordinate each member's healthcare so it's more efficient, which results in healthier outcomes and a more seamless experience for members.

Customer Service Availability

The New Member Connect Department is available Monday through Friday, 8 a.m. to 5 p.m. at [844-639-8657](tel:844-639-8657). Members also have 24/7 access to the kp.org/newmember site or can email the New Member Connect Department at UniversityofDenver@kp.org.

Cigna Healthcare

As a reminder, we have provided some information about what you can continue to expect with Cigna's plan:

More choices, coverage and a deep commitment to equity of care, all at the same cost.

In Colorado, you will have access to more than 18,000 providers and 60 hospitals, including specialty hospitals: University, National Jewish and Children's Hospital. You will also have access to the largest mental and behavioral health network in the Denver/Boulder area. Cigna offers expanded mental health services and infertility treatment services, something our community specifically requested.

Customer service availability

Cigna offers access to a 24/7 customer service line that provides exceptional service all day, every day. The Cigna One Guide Service is available by calling [888-806-5042](tel:888-806-5042).

We know open enrollment can come with important decisions and inspire many questions. To address many of them, we are hosting several open enrollment meeting opportunities.

Here are the details for meetings to learn more about your benefit options:

Open Enrollment Meetings

Wednesday, April 24 from 11 a.m. – 12 p.m.

Monday, May 6 from 1 p.m. – 2 p.m.

Location: Mary Reed Building, Renaissance Room
2199 S. University Blvd, Denver, CO 80208

Meet one-on-one about your benefits

In-person or virtual appointments with a benefits specialist can be made Monday through Thursday, 10 a.m. to 2 p.m. Schedule an appointment by logging into MyDU and under the employee tab, select “open enrollment” as your reason for scheduling an appointment.

Location: Mary Reed Building, Room 403
2199 S. University Blvd, Denver, CO 80208

Benefits Fair

Wednesday, May 8 from 10 a.m. to 2 p.m.

Community Commons, Room 1700
2055 E. Evans Ave, Denver, CO 80208

Early Retirees will receive information on Open Enrollment and Medicare Enrollment details in a separate communication.

We are committed to helping ensure we provide the necessary support to DU employees for their Physical & Emotional, Financial, and Career well-being.

Thank you,

The Human Resources and Inclusive Community Team