



## BENEFITS OPEN ENROLLMENT

Non-Texas

2024-25



# WhiteWater Express Car Wash

## Non-Texas Benefits Guide

### Our Promise

We are committed to providing our greatest assets – our people – with comprehensive and affordable benefits. Our 2024-25 Employee Benefits offerings deliver maximum options and flexibility. This guide will help you understand the full range of health and wellness benefits that will be available. After reading through the enclosed information, be sure to use this guide as a benefits resource throughout the year.

This guide includes a quick reference directory of telephone numbers and websites for all of our providers. We encourage you to access these sites to learn more about the plans and make the best choices possible.

### *Protect your Health, Life & Well-Being*

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The information in this Enrollment Guide is presented for illustrative purposes and is based on information provided by the employer. The text contained in this Guide was taken from various summary plan descriptions and benefit information. While every effort was taken to accurately report your benefits, discrepancies or errors are always possible. In case of discrepancy between the Guide and the actual plan documents, the actual plan documents will prevail. All information is confidential, pursuant to the Health Insurance Portability and Accountability Act of 1996. If you have questions about your Guide, contact Human Resources.

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# Eligibility & Enrollment



## Who is Eligible?

Full-time employees who work a minimum of 30 hours per week and their eligible family members can enroll in the benefits described in this guide. Eligible family members include legal spouses, domestic partners, and dependent children up to age 26.

## When are you Eligible?

### **Full-Time Employees:**

Benefits are effective the 1st of the month following 30 days of full-time employment.

### **Variable Hour Employees:**

Benefits are effective the 1st of the month following 6 months of full-time employment. Any changes made following the stability period will be effective the 1st of the month following 6 months.

## Annual Open Enrollment:

You may make changes to your benefit elections in ADP during your open enrollment period in January for an effective date of February 1st.

## Qualified Change in Status:

You may make benefit changes within 30 days of a qualified event. Qualified events include marriage, divorce, legal separation, birth or adoption of a child, change in child's dependent status, death, and change in residence due to an employment transfer for you or your spouse or changed in spouse's benefits, or employment status.

*Note: Employee is responsible for notifying Human Resources of any changes within 30 days.*

## Enrollment Instructions

1. Review the information in this guide and benefit plan summaries.
2. You must complete your enrollments in the ADP Workforce Now online portal at [www.login.adp.com/welcome](http://www.login.adp.com/welcome).
3. You will not be allowed to make changes after the open enrollment window closes, unless you experience a qualifying life event.

# Medical Insurance



Medical Coverage	\$1,500 PPO Plan BC-ZE / V6		\$5,000 PPO Plan BC-ZC / V6	
	In-Network	Out-of-Network*	In-Network	Out-of-Network*
	Choice Plus PPO		Choice Plus PPO	
<b>Calendar Year Deductible (Embedded)</b>				
Individual	\$1,500	\$5,000	\$5,000	\$10,000
Family	\$4,500	\$15,000	\$10,000	\$30,000
<b>Calendar Year Out-of-Pocket Maximum (Embedded)</b>				
Individual	\$6,350	\$10,000	\$6,350	\$20,000
Family	\$12,700	\$30,000	\$12,700	\$60,000
Coinsurance (You Pay)	20%	50%	0%	30%
Lifetime Benefit Maximum	<b>Unlimited</b>		<b>Unlimited</b>	
<b>Physician Services</b>				
Primary Care Physician	\$40 Copay**	50% after Ded.	\$45 Copay**	30% after Ded.
Specialist Care Physician	\$80 Copay	50% after Ded.	\$90 Copay	30% after Ded.
Virtual Visits	No Charge	50% after Ded.	No Charge	30% after Ded.
Preventive Care	No Charge	50% after Ded.	No Charge	30% after Ded.
Urgent Care	\$100 Copay	50% after Ded.	\$100 Copay	30% after Ded.
<b>Hospital Services</b>				
Inpatient Stay	\$250 + 20% after Ded.	\$250 + 50% after Ded.	\$250 after Ded.	\$250 + 30% after Ded.
Outpatient Surgery	\$250 + 20% after Ded.	\$250 + 50% after Ded.	\$250 after Ded.	\$250 + 30% after Ded.
Emergency Room	\$400 + 20%		\$400 Copay	
<b>In-Network Prescription Drugs (Advantage Drug List)</b>				
Retail (up to a 31-day sup-	\$20 / \$50 / \$85		\$20 / \$50 / \$85	
Mail Order (up to a 90-day	\$50 / \$125 / \$212.50		\$50 / \$125 / \$212.50	
<b>Semi-Monthly Costs</b>				
Employee Only	\$98.95		\$84.74	
Employee & Spouse	\$406.68		\$375.43	
Employee & Child(ren)	\$316.93		\$290.64	
Employee & Family	\$530.63		\$475.17	

\*Out-of-network services may be subject to balance billing by the provider or facility as they are not contracted with UHC.

\*\*No Charge for child(ren) under age 19.

See Certificate of Coverage for full policy details including limits and exclusions – for a copy see Human Resources.

To identify an in-network provider go to [www.myuhc.com](http://www.myuhc.com).

# Medical Insurance



Medical Coverage	NexusACO OAP Plan CG-GU / V6		
	In-Network		Out-of-Network*
	Tier 1 (NexusACO OAP)	Tier 2 (PPO)	
<b>Calendar Year Deductible (Embedded)</b>			
Individual	\$5,000		\$5,000
Family	\$10,000		\$10,000
<b>Calendar Year Out-of-Pocket Maximum (Embedded)</b>			
Individual	\$7,900		\$10,000
Family	\$15,800		\$20,000
Coinsurance (You Pay)	20%	40%	50%
Lifetime Benefit Maximum	<b>Unlimited</b>		
<b>Physician Services</b>			
Primary Care Physician	\$15 Copay	\$45 Copay	50% after Ded.
Specialist Care Physician	\$50 Copay	\$125 Copay	50% after Ded.
Virtual Visits	No Charge		50% after Ded.
Preventive Care	No Charge		50% after Ded.
Urgent Care	\$50 Copay		50% after Ded.
<b>Hospital Services</b>			
Inpatient Stay	\$500 + 20% after Ded.	\$500 + 40% after Ded.	\$500 + 50% after Ded.
Outpatient Surgery	\$250 + 20% after Ded.	\$250 + 40% after Ded.	\$250 + 50% after Ded.
Emergency Room	\$300 + 20% after Ded.		
<b>In-Network Prescription Drugs (Advantage Drug List)</b>			
Retail (up to a 31-day supply)	\$20 / \$50 / \$85		
Mail Order (up to a 90-day supply)	\$50 / \$125 / \$212.50		
<b>Semi-Monthly Costs</b>			
Employee Only	\$63.56		
Employee & Spouse	\$338.73		
Employee & Child(ren)	\$259.78		
Employee & Family	\$456.79		

\*Out-of-network services may be subject to balance billing by the provider or facility as they are not contracted with UHC.

See Certificate of Coverage for full policy details including limits and exclusions – for a copy see Human Resources.

To identify an in-network provider go to [www.myuhc.com](http://www.myuhc.com).

# Telemedicine



The doctor can see you now. Getting sick or having a minor health emergency is never planned. Getting in to see your doctor or having to go to urgent care or even the emergency room can be hard to schedule when you need it and expensive. With telemedicine, you have virtual access (via mobile device or computer) to board-certified doctors and licensed counselors, therapists, or psychiatrists. Telemedicine is a cost-effective and convenient alternative to traditional doctor's care and urgent clinics and costs less than visiting the emergency room.

- 24/7/365 access to board-certified doctors – no waiting room and no need to leave home
- Receive diagnosis, treatment instructions and if necessary, prescription(s) sent to your preferred pharmacy
- Clear cost-savings – the cost of a phone or online visit is usually the same or less than your primary care provider copay
- Scheduled appointments available
- Talk Therapy is available for such issues as depression, anxiety, trauma, and loss or relationship problems

Doctors can treat a variety of health conditions during a virtual visit, including:

Allergies	Fevers (age 3+)	Rashes	Stomachaches
Asthma/Bronchitis	Headaches	Shingles	Urinary Tract Infections
Colds/Flus	Nausea	Sinus Infections	
Ear Problems (age 12+)	Pink Eye	Sore Throats	

Remember, telehealth services are only available for minor, non-life-threatening conditions. In an emergency, dial 911 or go to the nearest hospital.

**To get started call 855-615-8335, visit [www.myuhc.com/virtualvisits](http://www.myuhc.com/virtualvisits) or download the United Healthcare from your app store to get started today.**

# Finding A Health Care Provider/Facility

Understanding you have choices for where to go when you need non-emergency medical care can save you both time and money. Know the difference between available options before an emergency happens so you can make the best informed and cost-effective decision for your situation.

 <b>DOCTOR'S OFFICE</b> <i>Routine and annual visits.</i>	 <b>URGENT CARE CENTER</b> <i>For serious but not life-threatening medical needs</i>	 <b>CONVENIENCE CARE CLINIC</b> <i>For when you cannot get in to see your doctor.</i>
<ul style="list-style-type: none"> <li>• Health exams</li> <li>• Routine shots</li> <li>• Established relations where your health history and current medicines taken are known</li> <li>• Assistance with colds, flu, minor injuries, and chronic health issues such as asthma or diabetes</li> </ul>	<ul style="list-style-type: none"> <li>• Visit when experiencing a serious condition that isn't life-threatening.</li> <li>• May be open nights/ weekends/holidays but hours will vary by vendor and location</li> <li>• Appointments may or may not be required; should have a shorter wait time than an emergency room visit</li> <li>• Staffed by nurses and doctors</li> <li>• Receive treatment for minor and more severe medical issues, sprains/strains/broken bones, stitches</li> </ul>	<ul style="list-style-type: none"> <li>• When you can't get in to see your doctor, convenient care clinics are a convenient, cost-effective alternative</li> <li>• Usually located in retail stores and pharmacies</li> <li>• May times are staffed by physician assistants and/or nurse practitioners</li> <li>• Receive treatment for minor medical conditions, receive vaccinations and some testing</li> </ul>
<ul style="list-style-type: none"> <li>• By Appointment and during Office Hours</li> </ul>	<ul style="list-style-type: none"> <li>• By Appointment and during Office Hours</li> </ul>	<ul style="list-style-type: none"> <li>• Retail hours and appointments not required</li> </ul>
<ul style="list-style-type: none"> <li>• Cost for care usually copay, coinsurance, and/or deductible*</li> </ul>	<ul style="list-style-type: none"> <li>• Costs lower than emergency room visits*</li> </ul>	<ul style="list-style-type: none"> <li>• Cost for care is usually the same or lower than a doctor's visit*</li> </ul>
 <b>VIRTUAL CARE VISITS</b> <i>For non-emergency health issues.</i>	 <b>EMERGENCY ROOM</b> <i>For life-threatening medical needs.</i>	
<ul style="list-style-type: none"> <li>• Talk to board-certified doctors for non-emergency health issues</li> <li>• See a doctor whenever, wherever via phone or online video</li> <li>• Receive treatment for minor medical conditions</li> </ul>	<ul style="list-style-type: none"> <li>• For life- or limb-threatening condition you should go to the nearest hospital or call 911.</li> <li>• Located in hospitals and sometimes as free-standing facilities.</li> <li>• When using for true emergencies, can help lower out-of-pocket costs</li> <li>• Wait times can be lengthy for non-life-threatening issues</li> </ul>	
<ul style="list-style-type: none"> <li>• Appointments typically in an hour or less</li> </ul>	<ul style="list-style-type: none"> <li>• Open 24/7/365</li> </ul>	
<ul style="list-style-type: none"> <li>• Cost for care is comparable to primary care visit*</li> </ul>	<ul style="list-style-type: none"> <li>• Can be the most expensive type of care and may charge patients up to 10 times more for conditions that could be treated at an Urgent Care facility*</li> </ul>	

For routine care, or to find specialty providers, you can also use **Provider Finder**. This is a convenient way to search and locate a health provider/facility that fits your needs. To get started, go to [www.myuhc.com](http://www.myuhc.com) and select Find a Provider.

Searching is simple:

- Select find a doctor, choose the directory you'd like to search under, then select Employer & Individual Plans
- Narrow search even more by selecting your network name (Choice Plus or NexusACO OAP)
- Enter your location by zip code or city and state
- Search for a specific provider or facility name or find healthcare by choosing a category and UHC will provide you with a list of in-network providers and facilities near you

\*Receive the most cost savings when using in-network providers/facilities.

# Spend Smarter



## Use In-Network Doctors

By using in-network doctors, clinics, hospitals and pharmacies, you pay the lowest cost for care. When you visit out-of-network doctors, our health plan covers less of the cost.

## Choose the Right Type of Care

When you need care, know your options. Urgent care centers, online doctor visits or a call to the medical plan nurse line can help save time and money. Use freestanding imaging centers for MRIs, CT Scans and other imaging.

## Use Preventive Care Services

Most preventive care services are covered at 100% when you use in-network providers. Getting regular exams, screenings and immunizations can save you a lot of money in the long run by catching problems early or preventing them altogether.

## Use OptumRx Mail Order

Rather than visiting a pharmacy month after month, save time by having the medication delivered to your home. Through Optum Mail Order you can also save money by getting up to a 90-day supply for less than what you would pay through a retail pharmacy. And because shipping is free, you'll also save on gas money!

## Ask Your Doctor for Generic Drugs

The next time you need a prescription, ask your doctor if it is appropriate to use a generic drug rather than a brand name drug. Generic drugs contain the same active ingredients, are identical in dose, form and administrative method AND are less expensive than their brand name counterparts. If you must take a brand name drug, ask your doctor for samples or coupons. Also check the drug manufacturer's website for available rebates and discounts.

## Search Good Rx for Cheaper Prescription Costs

Drug prices sometimes vary significantly between pharmacies. GoodRx collects and compares prices for every FDA approved prescription drug at more than 70,000 pharmacies. Access GoodRx at [www.goodrx.com](http://www.goodrx.com) to find the lowest price pharmacy near you and/or print FREE coupons. You can also get coupons on-the-go through Good Rx's mobile app – just show your phone to the pharmacist. Also check the drug manufacturer's website for available rebates and discounts.

# Wellness Resources



## Real Appeal®

Real Appeal, an online weight loss program offered through United Healthcare, helps members support their weight loss initiatives and build healthy habits across key areas like nutrition, fitness, sleep, and stress management. Real Appeal is provided at no out-of-pocket expense. Members have access to:

- Digital tools to track your food, activity, and weight loss progress
- One-on-One online coaching with group sessions to help stay on track reaching your goals
- Scales, recipes, fitness equipment delivered to your door with the Success Kit

To learn more or to get started, visit [www.realappeal.com](http://www.realappeal.com).

## AbleTo

Get access to self-care techniques, coping tools, meditations and more—anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short, optional assessment. Self Care is here to help you feel better—and it's available at no additional cost to you.

To get started, visit [www.ableto.com/begin](http://www.ableto.com/begin) and have your health plan ID ready.

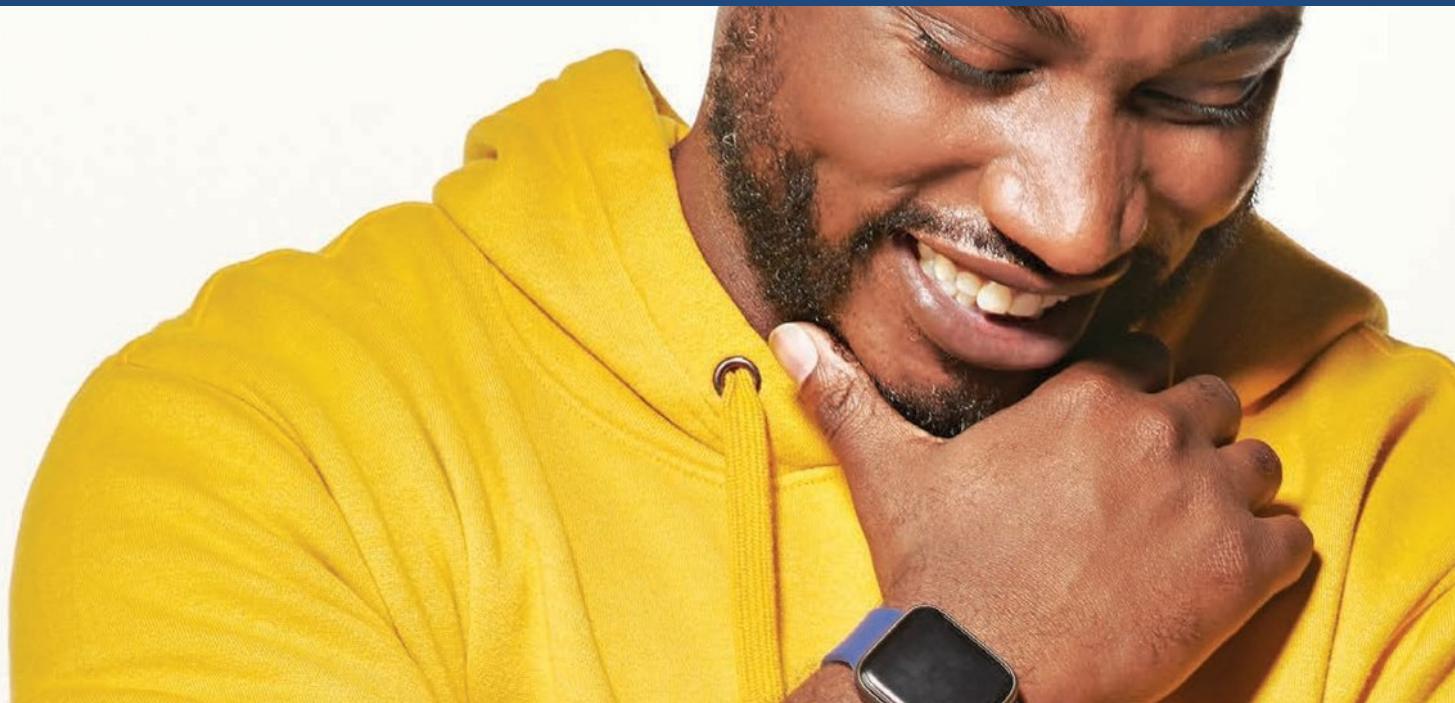
## One Pass Select™

With One Pass Select, we're on a mission to make fitness engaging for everyone. One Pass Select can help you reach your fitness goals, while finding new passions along the way. Choose a membership tier that fits your lifestyle and provides everything you need for whole body health in one easy, affordable plan. You and your eligible family members (18+) can get started with One Pass Select on January 01, 2024.

Choose from our large nationwide network of gym brands and local fitness studios. Use any gym in the network and create a routine just for you.

- Classic: \$29/mo & 11,000+ gym locations
- Standard: \$64/mo & 12,000+ gym and premium locations
- Premium: \$99/mo & 14,000+gym and premium locations
- Elite: \$144/mo & 16,000+ gym and premium locations

# Wellness Resources



## UHC Rewards

Good news—your health plan comes with a new way to earn up to \$300.

United Healthcare Rewards is included in your health plan at no additional cost.

Earn up to

**\$300**

### There's so much good to get

With UHC Rewards, a variety of actions—including many things you may already be doing—lead to rewards. The activities you go for are up to you—same goes for ways to spend your earnings. Here are some ways you can earn:

#### Reach daily goals

- Track 5,000 steps or 15 active minutes each day, or double it for an even bigger reward
- Track 14 nights of sleep

#### Complete one-time reward activities

- Go paperless
- Get a biometric screening
- Take a health survey
- Connect a tracker

Personalize your experience by selecting activities that are right for you—and look for new ways of earning rewards to be added throughout the year.

#### On the United Healthcare app

- Scan this code to download the app
- Sign in or register
- Select the **Menu** tab and choose **UHC Rewards**
- Activate UHC Rewards and start earning
- Though not required, connect a tracker and get access to even more reward activities

#### On [www.myuhc.com](http://www.myuhc.com)

- Sign in or register
- Select **UHC Rewards**
- Activate UHC Rewards
- Choose reward activities that inspire you—and start earning



# Dental Insurance



Dental Coverage	PPO Plan P8733	
	In-Network	Out-of-Network*
	Options PPO 30	
<b>Calendar Year Deductible (Embedded)</b>		
Individual	\$50	\$50
Family	\$150	\$150
Calendar Year Benefit Maximum	<b>\$1,000 per Person</b>	
<b>Preventive Care Services</b>		
Exams / Cleanings	No Charge	No Charge*
X-rays	No Charge	No Charge*
Sealants / Space Maintainers	No Charge	No Charge*
Fluoride Treatments	No Charge	No Charge*
<b>Basic Services</b>		
Fillings	20% After Ded.	20% After Ded.
Oral Surgery / General Anesthesia	20% After Ded.	20% After Ded.
Emergency Palliative Treatment	20% After Ded.	20% After Ded.
Endodontics / Periodontics	20% After Ded.	20% After Ded.
<b>Major Services</b>		
Crowns / Inlays / Onlays	50% After Ded.	50% After Ded.
Bridges / Dentures	50% After Ded.	50% After Ded.
Orthodontic Services (Children up to age 19)	<b>50% up to a \$1,000 Lifetime Benefit Maximum per Child</b>	
<b>Semi-Monthly Costs</b>		
Employee Only	\$17.03	
Employee & Spouse	\$41.82	
Employee & Child(ren)	\$37.38	
Employee & Family	\$57.98	

\*Out-of-network services may be subject to balance billing by the provider.

See Certificate of Coverage for full policy details including limits and exclusions - for a copy see Human Resources.

To identify an in-network provider go to [www.myuhc.com](http://www.myuhc.com).

# Vision Insurance



Vision Coverage	Frequency	In-Network	Out-of-Network
		UHC Vision	
Examination	12 Months	\$10 Copay	Reimbursement up to \$40
<b>Standard Lenses</b>			
Single Vision	12 Months	\$25 Copay	Reimbursement up to \$40
Bifocal			Reimbursement up to \$60
Trifocal			Reimbursement up to \$80
Lenticular			Reimbursement up to \$80
Frames	24 Months	\$25 Copay, \$100 Allowance, 30% Off Balance Over \$100	Reimbursement up to \$45
<b>Contact Lenses (In lieu of eyeglasses)</b>			
Fitting & Evaluation	12 Months	Included in Allowance	Not Covered
Elective		\$105 Allowance	Reimbursement up to \$105
Medically Necessary		\$25 Copay	Reimbursement up to \$210
<b>Semi-Monthly Costs</b>			
Employee Only			\$1.49
Employee & Spouse			\$4.42
Employee & Child(ren)			\$4.13
Employee & Family			\$7.17

See Certificate of Coverage for full policy details including limits and exclusions – for a copy see Human Resources.

To identify an in-network provider go to [www.myuhcvision.com](http://www.myuhcvision.com).

## Additional Benefits (In-Network Only)

- **Laser Vision**—UHC offers members access to discounted laser vision correction providers. Members can receive discounts on laser vision correction procedures. For more information, visit [www.myuhcvision.com](http://www.myuhcvision.com).
- **Additional Material**—At a participating in-network provider, you will receive up to a 20% discount on an additional pair of eyeglasses or contact lenses. This program is available after your vision benefits have been exhausted. Please note that this discount shall not be considered insurance, and that UHC shall neither pay nor reimburse the provider or member for any funds owed or spent. Additional materials do not have to be purchased at the time of initial material purchase.
- **Hearing Aids**—As a UHC vision plan member, you can save on custom-programmed hearing aids when you buy them from UHC Hearing. To find out more, go to [www.uhchearing.com](http://www.uhchearing.com). When placing your order, use promo code MYVISION to get the special price discount.
- **Contact Lenses**—Order extra contact lenses at [www.uhccontacts.com](http://www.uhccontacts.com) for 10% off.
- **Warby Parker**—Use your UHC vision benefits at Warby Parker. Try on 5 frames through Warby Parker's Home Try-On program or see styles instantly on your face with the Virtual Try-On tool in the Warby Parker app. Every pair of glasses comes with anti-reflective and scratch- and smudge-resistant lenses. Prescription sunglasses are scratch resistant and polarized to reduce glare. Shop Scout, Warby Parker's own brand of daily contacts, plus other daily, biweekly and monthly lenses. Learn more at [www.warbyparker.com/united](http://www.warbyparker.com/united).
- **Blue Light Eyesafe**—UHC Vision has collaborated with Eyesafe® to provide members with a 20% discount off the retail price on blue-light screen filters for their devices. Members can receive the discount by visiting [www.myuhcvision.com](http://www.myuhcvision.com) and clicking on the Eyesafe link.

# Flexible Spending Accounts (FSA)



A Flexible Spending Account (FSA) allows you to pay for qualified Health Care and Dependent Care expenses using tax-free dollars. The amount you elect is deducted from your paycheck pre-tax. This means you don't pay Federal Income Tax or Social Security Taxes on that portion of your paycheck. The money that is deducted is then used to reimburse your eligible qualified expenses.

You do not need to be enrolled in your employer-sponsored health plan to sign up for an FSA. Any changes in election (other than Open Enrollment) can only happen if there is a family status change (Marriage, Divorce, Birth or Death). In order for the employee's child's claims to be paid, the child must be dependent of the employee by IRS.

Flexible Spending Accounts		
	Health Care FSA	Dependent Care FSA
Maximum Annual Election Amount	\$3,200	\$5,000 (\$2,500 if married and filing separately)
Minimum Annual Election Amount	\$500	
Funds Availability	Full election amount will be available on day one of the plan year.	Funds accumulate as per pay period deductions are taken out on a semi-monthly basis.
Eligible Expenses	Qualified medical, prescription, dental, and vision expenses. For a complete list, please visit <a href="http://www.irs.gov/publications/p503">www.irs.gov/publications/p503</a> .	Qualified child and elder care expenses incurred which allow you to work. For a complete list, please visit <a href="http://www.irs.gov/publications/p503">www.irs.gov/publications/p503</a> .
Carryover Limit	\$640 of unused funds can be carried over into a new plan year. The carryover is available even if you do not make an election for the new plan year. Any amount remaining in your Health FSA over this limit is forfeited.	Not Available
Run-Out Period	90-Day period after the plan year ends during which expenses incurred during the plan year must be submitted to be eligible for reimbursement	

*See Summary Plan Description for full policy details including limits and exclusions – for a copy see Human Resources.*

## Flex Debit Card

The Flex Debit Card allows you to pay for your healthcare needs on the spot at qualified locations without having to wait for a reimbursement check. The card can be used at hospitals, physician offices, dental offices, vision service providers and pharmacies. Copies of receipts for some expenses still need to be submitted.

- Payment comes directly from your Health Care FSA account, which reduces your out-of-pocket expense.
- Limits the need to submit claim forms and wait for reimbursement.

# Basic Term Life and AD&D Insurance



Life insurance is a contract between an insurer and a policyholder. A life insurance policy guarantees the insurer pays a sum of money to named beneficiaries when the insured policyholder dies, in exchange for the premiums paid by the policyholder during their lifetime.

Accidental Death & Dismemberment (AD&D) provides benefits due to certain injuries or death from an accident. The covered injuries or death can occur up to 365 days after the accident. The AD&D Insurance pays certain percentages of the benefit amount based on the injury sustained. Coverage includes 10% additional benefit for use of Seatbelt only or Seatbelt and Air Bag for loss of life. Your total benefit for all losses due to the same accident will not be more than 100% of the amount of coverage provided to you.

Whitewater Express provides and pays for Group Term Life and Accidental Death and Dismemberment (AD&D) Insurance for all benefits eligible employees. The beneficiary you designate will receive the Life Insurance benefit in the event the insured policyholder dies.

Please ensure Human Resources and ADP have update to date beneficiary information.

## Basic Employee Term Life and AD&D Coverage

Life Amount	\$25,000
AD&D Amount	100% of Life Amount
Benefit Reduction	35% at age 65 55% at age 70 70% at age 75 80% at age 80 85% at age 85 90% at age 90

*See Certificate of Coverage for full policy details including limits and exclusions – for a copy see Human Resources.*

## Beneficiary Resources

- Provides beneficiaries with services for grief consultation, financial/legal assistance, and referral to community resources.
- Toll-free line available 24/7 as well as referrals for face-to-face counseling. Specialists provide in-depth consultation, information and referral to community resources such as grief support groups. Includes access to a national network of credentialed clinicians for grief and loss counseling. Beneficiaries receive two complimentary sessions.
- Financial and Legal Services: Telephonic access to financial consultants for assistance with financial decision-making. Includes access to a network of 22,000 attorneys for either a 30-minute telephonic or an in person consultation. Clients may retain the same attorney for representation at a discounted rate. CLC, Inc. provides access to legal services.
- Communication Support: A "Beneficiary Kit" is provided with informational resources to help beneficiaries with the emotional and financial process that follows the loss of a loved one.

For more information, call 866-302-4480.

## Wealth Management Account

- An enhanced benefit payment process.
- Life claim proceeds in excess of \$5,000 will automatically be deposited into an OptumBank Wealth Management Account (WMA).
- Beneficiaries receive an FDIC-insured, beneficiary-owned, interest earning account with convenient access to their claim proceeds via debit card or checkbook.

# Voluntary Term Life Insurance



In addition to the base life insurance plan offered by Whitewater Express, you also have the opportunity to "buy-up" more life insurance coverage. Please consider this option if you need more coverage for yourself or your dependents.

Voluntary Term Life Coverage	Employee	Spouse	Child(ren)
<b>Life Amount</b>	Choice of \$10,000 Increments	Choice of \$5,000 increments	Choice of \$2,000 Increments
<b>Minimum Amount</b>	\$10,000	\$5,000	\$2,000
<b>Maximum Amount</b>	Lesser of 5x Salary or \$250,000	Lesser of 50% of Employee's Coverage or \$50,000	Lesser of 50% of Employee's Coverage or \$10,000
<b>New Hire Guarantee*</b>	\$100,000	\$50,000	\$10,000
<b>Benefit Reduction</b>	35% at age 70 55% at age 75 70% at age 80 80% at age 85 85% at age 90	35% at age 70 55% at age 75 70% at age 80 80% at age 85 85% at age 90	None

\*Guarantee Issue Limit: Highest amount of life insurance you can purchase without filling out a medical questionnaire.

See *Certificate of Coverage* for full policy details including limits and exclusions – for a copy see Human Resources.

Semi-Monthly Rates	
Age Band	Rate per \$1,000 of Benefit
<25	\$0.0415
25 - 29	\$0.0450
30 - 34	\$0.0475
35 - 39	\$0.0605
40 - 44	\$0.0895
45 - 49	\$0.1400
50 - 54	\$0.2240
55 - 59	\$0.3535
60 - 64	\$0.4825
65 - 69	\$0.7870
70 - 74	\$1.3170
75+	\$3.8895
Child(ren)*	\$0.0600

## Voluntary Life Premium Calculation Samples

- Employee, age 36:  $\$100,000 \times \$0.0605 \div \$1,000 = \$6.05$  Semi-Monthly Premium
- Spouse:  $\$20,000 \times \$0.0605 \div \$1,000 = \$1.21$  Semi-Monthly Premium
- Child(ren):  $\$10,000 \times \$0.06 \div \$1,000 = \$0.60$  Semi-Monthly Premium

Employee and Spouse age is based on the employee's age.

\*Regardless of how many children you have, they are included in the "All Children" premium amounts listed in the table to the left.

# Voluntary Short Term Disability Insurance



Short-term disability (STD) insurance pays a weekly benefit to eligible employees that are unable to work for an extended length of time because of a non-work related injury, illness or maternity leave. These benefits are typically for a 3-month period. Benefits are paid as a percentage of employee earnings. STD benefits vary with the amount of pre-disability earnings or length of disability.

## Voluntary Short Term Disability Coverage

Benefit Begins	15th day of Disability due to Accidental Injury, Sickness or Maternity
Payable Benefit Duration	11 weeks
Percentage of Income Replaced	60% of Weekly Salary
Maximum Benefit	\$1,500 Per Week
Pre-Existing Condition (3/12)	You may not be eligible for benefits if you have been diagnosed or received treatment for a condition within the past 3 months until you have been covered under this plan for 12 months.

*Certificate of Coverage for full policy details including limits and exclusions - for a copy see Human Resources.*

Semi-Monthly Rates	
Age Band	Rate per \$10 of Weekly Benefit
<25	\$0.2175
25 - 29	\$0.2155
30 - 34	\$0.1875
35 - 39	\$0.1605
40 - 44	\$0.1535
45 - 49	\$0.1415
50 - 54	\$0.1685
55 - 59	\$0.1890
60 - 64	\$0.2115
65+	\$0.2575

## Voluntary Short Term Disability Premium Calculation Samples

**Benefit Formula:** Annual Salary  $\div$  52 Weeks  $\times$  60%

(Note: Maximum Benefit is \$1,500)

Example:  $\$50,000 \div 52 \times 60\% = \$576.92$  weekly covered benefit

**Cost Formula:** Weekly Covered Benefit  $\times$  Rate  $\div$  \$10 = Premium

Example: Employee, age 36, Annual Earnings = \$50,000  
(weekly covered benefit = \$576.92)

$\$576.92 \times \$0.1605 \div \$10 = \$9.26$  Semi-Monthly Premium

# Voluntary Long Term Disability Insurance



Long-term disability (LTD) insurance pays a monthly benefit to eligible employees that are unable to work for an extended length of time because of a non-work related injury or illness. Benefits are paid as a fixed percentage of pre-disability earnings up to a set limit. Participants have a waiting period of 3 months or until sick leave or STD benefits end before LTD benefits begin. LTD benefits generally continue until retirement or a specified age, or for a period that varies with the employee's age at the time of the disability.

## Voluntary Long Term Disability Coverage

Elimination Period	90 Calendar Days of Disability due to Accidental Injury or Sickness
Benefit Duration	Social Security Normal Retirement Age
Percentage of Income Replaced	60% of Monthly Salary
Minimum Benefit	Greater of 10% of Month Benefit or \$100
Maximum Benefit	\$5,000 Per Month
Pre-Existing Condition (6/12)	You may not be eligible for benefits if you have been diagnosed or received treatment for a condition within the past 6 months until you have been covered under this plan for 12 months.

*Certificate of Coverage for full policy details including limits and exclusions - for a copy see Human Resources.*

Semi-Monthly Rates	
Age Band	Rate per \$100 of Monthly Covered Payroll
<25	\$0.080
25 - 29	\$0.110
30 - 34	\$0.190
35 - 39	\$0.200
40 - 44	\$0.320
45 - 49	\$0.490
50 - 54	\$0.540
55 - 59	\$0.735
60+	\$0.770

## Voluntary Long Term Disability Premium Calculation Samples

Annual Earnings  $\div$  12 = Monthly Covered Payroll

Maximum monthly covered payroll = \$8,333.33 (\$5,000 maximum monthly benefit  $\div$  60% = \$8,333.33)

Example: Employee, age 36, Annual Earnings = \$50,000

\$50,000  $\div$  12 = \$4,166.67 Monthly Covered Payroll

\$4,166.67  $\times$  \$0.20  $\div$  100 = \$8.33 Semi-Monthly Premium

# Voluntary Pet Insurance



Protect your furry family member with Pet Insurance. Pet insurance pays a portion or full cost of veterinary treatment of an ill or injured pet. FIGO has no network, meaning you have the freedom to have your pet see any licensed veterinarian.

## What's Covered?

<ul style="list-style-type: none"><li>• Emergency and hospitalization</li><li>• Surgeries</li><li>• Veterinary specialists</li><li>• Prescriptions</li></ul>	<ul style="list-style-type: none"><li>• Hereditary and congenital conditions</li><li>• Chronic conditions</li><li>• Cancer treatments</li><li>• Hip dysplasia</li></ul>	<ul style="list-style-type: none"><li>• Imaging</li><li>• Knee conditions</li><li>• Prosthetics and orthopedics</li><li>• And much more!</li></ul>
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Select the coverage that's best for your pet and enroll.



When an unexpected accident or illness occurs, take your pet to the vet.



Pay the bill.



Send your claim and bill to us via our app, online portal, email, fax or mail.



Receive reimbursement by direct deposit or check.

## Other Features

- **Virtual Vet**—Get direct access to a licensed veterinary professional via text or video chat—anytime, anywhere, within seconds without copay.
- **Artificial Intelligence (AI) Claims**—Powered by cat bot Evie, which brings experience to the claim filing process. Over 50% of claims closed within 24 hours, and an overall average of 2.8 days.
- **Inbox and docs**—From medical notes to policy documents, keeping pet's records in one place is easier, with on-the-go access.
- **Welcome Kit**—Each insured pet receives a welcome package upon enrollment including a collapsible pet bowl and pet tag that connects to the pet profile on the cloud, should the pet get lost.
- **Community Resources**—Online pet community to connect with pet parents and find pet-friendly services. Curated lists of pet-friendly locations: hotels, restaurants, pet parks and more.

**To get a quote or enroll, contact Human Resources.**

# Employee Assistance Program (EAP)



Life can be hard and sometimes we need some extra help in dealing with personal, family, or work issues. With the EAP provided through UHC, you have access to Licensed Professional Counselors that will work to define issues and address concerns or provide references to appropriate counselors or community resources.

You have 24/7/365 confidential access to staff from a national network of over 60,000 licensed, master's level EAP affiliates and clinicians. You can have up to three face-to-face counseling sessions or access HIPPA compliant video counseling sessions on the following topics.

- Stress, depression, anxiety
- Relationship issues, divorce
- Job stress, work conflicts
- Family and parenting problems
- Anger, grief, and loss
- Addiction, eating disorders, mental illness

Additional services are available to help with work/life balance. Specialists can answer questions or help with outside resources for:

- Childcare
- Eldercare
- Financial or Legal Services

## What to Expect

Information gathered by the EAP is confidential - the EAP does not communicate with your employer about your situation unless there is a risk of harm to you or others.

Your EAP benefits are provided through your employer. Your EAP no cost to you for utilizing EAP services. If additional resources are needed, your EAP will help locate appropriate providers in your area.

Don't delay if you need help. Call (888) 887-4114 or visit [www.myuhc.com](http://www.myuhc.com) for confidential consultation and resource services.



# 401(k) Retirement Savings Plan



## Saving for your future

401(k) is a Company sponsored plan that allows employees to take a portion of their pay check and place it into an account for retirement. The funds in the account can be invested in a number of different stocks, bonds, mutual funds, or other assets, and are not taxed on any capital gains, dividends, or interest until they are withdrawn.

You will become eligible to defer a portion of your pay to the WhiteWater Express 401(k) Plan when you are **21 years of age and complete 500 hours of service in a 6-month period**. You will be able to contribute a portion of your compensation as a Pre-tax deferral or as a Roth deferral.

Pre-tax deferrals are contributions made before taxes are calculated. These deferrals and any earnings accumulated while invested in the plan will be taxable to you when withdrawn from the plan. This will reduce your taxable income for each year that you contribute. Through payroll deduction, you can contribute from 1% up to 100% of your salary up to the maximum limit for the year which is set by the Internal Revenue Service (IRS).

Roth deferrals are contributions made to the plan after taxes are calculated. Roth deferrals will not reduce your taxable income in the year in which you contribute a portion of your compensation into the plan. You may contribute from 1% up to 100% of your salary as a Roth deferral if the total amount, when combined with any pretax deferrals, does not exceed the IRS contribution limit for the year. When Roth deferrals are withdrawn, distributions, including contributions and earnings—are tax free if certain requirements are met.

**WhiteWater Express will make a 401(k) contribution on your behalf matching \$0.50 per dollar of your contributions up to a maximum of 10% of compensation.**

Voya the record keeper and third-party administrator for the Plan. Once you enroll you will be able to:

- Review the Plan
- Set your contribution rate
- Select your investment choices
- Assign your beneficiary

## Accessing your account

Online: [www.enroll.voya.com](http://www.enroll.voya.com)

Phone: (888) 311-9487

Plan # 81H888

Verification # 81H88899

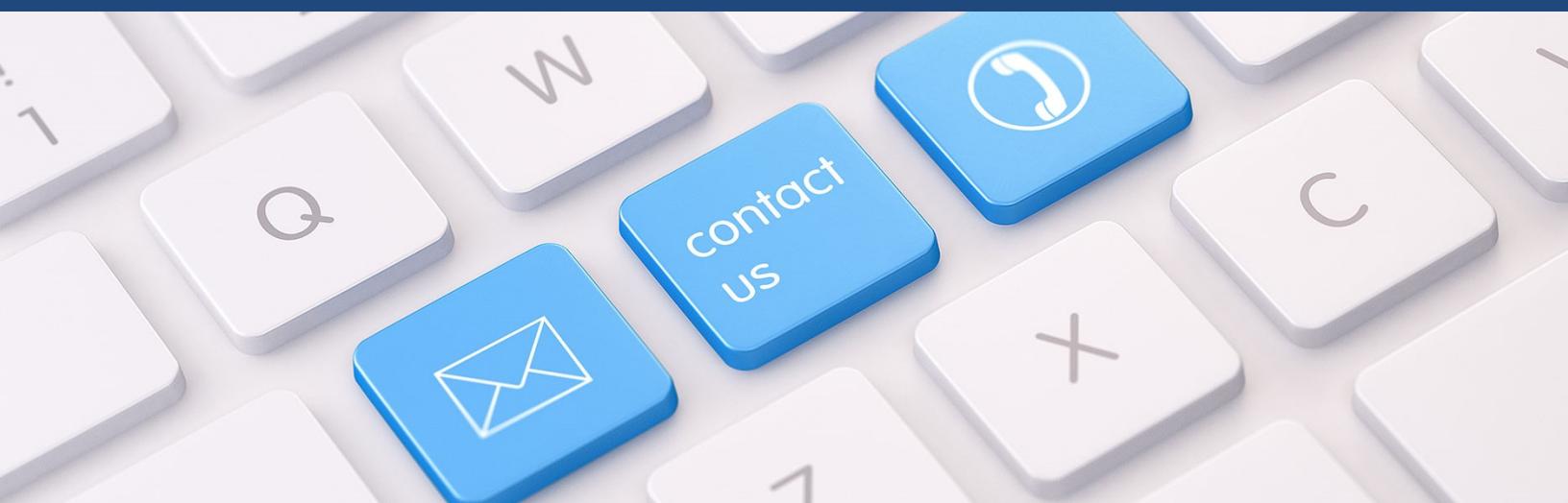
More information about the 401(k) Plan is available in the Summary Plan Description (SPD).

*See Certificate of Coverage for full policy details including limits and exclusions – for a copy see Human Resources.*

Employer Contribution Vesting Schedule	
Years of Service	Non-Forfeitable Percentage
1	0%
2	20%
3	40%
4	60%
5	80%
6 or more	100%



# Contact Information



Benefit	Carrier	Phone	Website
Medical	United Healthcare	866-414-1959	<a href="http://www.myuhc.com">www.myuhc.com</a>
Telemedicine	United Healthcare	855-615-8335	<a href="http://www.myuhc.com">www.myuhc.com</a>
Dental	United Healthcare	800-657-8205	<a href="http://www.myuhc.com">www.myuhc.com</a>
Vision	United Healthcare	800-657-8205	<a href="http://www.myuhcvision.com">www.myuhcvision.com</a>
Flexible Spending Account (FSA)	iSolved	866-370-3040	<a href="http://www.isolvedbenefitservices.com">www.isolvedbenefitservices.com</a>
Term Life and AD&D	United Healthcare	888-299-2070	<a href="http://www.myuhc.com">www.myuhc.com</a>
Disability	United Healthcare	800-638-3120	<a href="http://www.myuhc.com">www.myuhc.com</a>
Pet Insurance	FIGO	844-738-3446	<a href="http://www.figopetinsurance.com">www.figopetinsurance.com</a>
Employee Assistance Program (EAP)	United Healthcare	888-887-4114	<a href="http://www.myuhc.com">www.myuhc.com</a>
401k Retirement Savings Plan	Voya	888-311-9487	<a href="http://www.enroll.voya.com">www.enroll.voya.com</a>

## Human Resources

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Insurance / Risk Advisory / Employee Benefits

**HORTON**