

Benefacts

Information about your employee benefits:

- Enrollment
- Changes in Coverage
- Service Providers
- Contact Numbers

November 2001

Employee Benefits: What's new for 2002

Employee benefits are important and the City understands that each employee has different benefit priorities, concerns and needs. In order to offer a package that incorporates quality, flexibility, and affordability, employees will have:

- Improved and Expanded Benefits
- Added Voluntary Benefits
- Simplified Open Enrollment via Internet or IVR (interactive voice response), and
- An Additional Group Term Life Insurance Option

The City has made enrollment easier and faster for the upcoming year. The paper enrollment forms have been eliminated. Employees now have three new ways to make employee benefit selections. The employees will be able to add/drop dependents from employee coverage, enrollment for Group Term Life Insurance (all employees must enroll for life insurance for 2002), change beneficiary designation, and enrollment for Flexible Spending Accounts, etc. To enroll, from November 12 through November 28, employees may access the Web site at <http://cityofdallas.synhrgy.com>, call the IVR voice activated telephone system or the enrollment service center at **1-866-213-2756**.



Health Plan

The City has adopted a standard PPO plan design for 2002 for active employees and retirees that will offer them richer benefits; however, HMO Plan Option will not change. The City will continue to utilize the United Healthcare and CIGNA networks for these products.

Life Insurance

The City provides \$40,000 group term life insurance at no cost to the employee. In the past, there have been two options for additional life insurance: either one or two times the employee's annual salary (not to exceed \$300,000). For 2002, the option of three times the employee's annual salary (not to exceed \$300,000) is being added.

2002 Plan Rates

	Employee Only	Employee + Spouse	Employee+ Children	Employee+ Family
PPO Option	\$23.00	\$93.00	\$81.00	\$148.00
HMO Option	\$92.60	\$203.21	\$182.45	\$313.01
Dental Indemnity HMO	\$20.86	\$41.72	\$42.55	\$63.41
	\$7.81	\$14.46	\$14.46	\$20.32
Vision	\$5.35	\$9.75	\$10.25	\$15.75

Important enrollment information:

- Open Enrollment will begin November 12 and end November 28.
- During the week of November 5, a Personalized Enrollment Worksheet will be sent to each employee's home address. Please review and completed the worksheet prior enrollment.
- The process is easy, self-explanatory, and should take only about 15 minutes to complete.
- If a court ordered dependent is on file, then automated enrollment is not an option. Contact the Service Center at **1-866-213-2756** to make benefit elections/changes.
- The enrollment process will follow the same sequence that is shown on the Personalized Enrollment Worksheet.
- If the website is used to enroll, it can be accessed by logging onto any open Internet site and typing <http://cityofdallas.synhrgy.com>.
 - To log on, enter Social Security Number (SSN) and Personalized Identification Number (PIN). PINs are initially the last four digits of the SSN. PINS must be changed upon initial entry.
 - If a Personalized Enrollment Worksheet is lost, contact the Service Center to request a new PIN.
 - After successful logon to

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Benefits at a glance

<i>Plan Provision</i>	<i>2001 Benefit</i>		<i>2002 Benefit</i>		<i>Change/Highlight</i>
	<i>In Network</i>	<i>Out of Network</i>	<i>In Network</i>	<i>Out of Network</i>	
<i>Co-Insurance</i> The amount of expenses shared by you and the plan after you meet your deductible	Plan Pays 80% You Pay 20%	Plan Pays 55% You Pay 45%	Plan Pays 80% You Pay 20%	Plan Pays 60% You Pay 40%	<i>Enriched out of Network</i> <i>You pay less for Out-of-Network Charges</i>
<i>Maximum Out-of-Pocket</i> Total amount you pay out-of-pocket before the plan pays 100% of your medical expenses	Combined In or Out of Network equals deductible plus: Individual 20% of \$8000 eligible expenses Family 20% of \$24,000 eligible expenses		Individual \$2,300 Family \$4,900	Individual \$4,600 Family \$9,800	Simplified way to determine out-of-pocket maximum
<i>Deductibles</i> <i>The amount you pay before the plan begins covering your medical expenses</i>	Individual \$300 Family \$900	Individual \$300 Family \$900	Individual \$300 Family \$900	Individual \$600 Family \$1,800	Added family out of network deductible Encourages participants to use network providers
<i>Emergency Room Care</i>	Plan Pays 80% You Pay 20% Subject to deductible	Plan Pays 45% You Pay 55% Subject to deductible	\$50 Co-pay per visit		Enrichment
<i>Mental Health</i> <i>Outpatient</i> <i>Inpatient</i>	In or Out-of-Network Plan Pays 70% You Pay 30%		Plan Pays 80% You Pay 20%	Plan Pays 60% You Pay 40%	Increased amount the plan will pay. Limited the number of outpatient visits.
	Serious Mental Health paid as any other Illness		Serious Mental Health paid as any other Illness		
<i>Second Surgical Opinion</i>	<i>In or Out-of-Network</i> Plan Pays 100%		Plan Pays 80% You Pay 20%	Plan Pays 60% You Pay 40%	This benefit is now consistent with payment for other benefits
<i>Routine Annual Examination</i>	Plan Pays \$100		Plan Pays 80% You Pay 20%	Plan Pays 60% You Pay 40%	This benefit is now consistent with payment for other benefits
<p><i>New Benefits for 2002</i></p> <p><i>Inpatient Rehabilitation Facilities</i></p> <p><i>Orthoptic Training (Eye Muscle Exercises)</i></p> <p><i>Pre-Existing Condition Exclusion Waived for Continuous Creditable Coverage</i></p> <p><i>Enriched Benefits for Organ/Tissue Transplant</i></p> <p><i>Birthing Center and Nurse Mid-Wives</i></p>					

Voluntary Benefits: *Four New Benefits Offered to Employees*

In addition to Dental and Vision coverage, the City of Dallas announces **four new benefits** available to employees through payroll deduction in 2002. New benefits include a Short Term Disability Plan, Long Term Care Insurance, Intensive Care Insurance, and a Pre-Paid Legal Services Plan.

Guaranteed Issue Short Term Disability Insurance - About one third of all Americans age 35 to 64 will suffer a disability for at least 90 days.

You now have an opportunity to protect you and your loved ones by enrolling in the Short Term Disability Plan. The Plan covers you from an off-the-job disability and will replace up to 60 percent of income while out of work due to a covered illness or injury. The monthly benefit period extends to six months after a 14-day elimination period. Periods of disability of less than one month will be paid at 1/30th the monthly benefit for each day of total disability. Special benefits include benefits for recurring disabilities, pregnancies, and part-time work. This plan is very comprehensive and is offered at a discounted rate. This plan is offered on a Guaranteed Issue basis. All employees actively at work will be accepted regardless of health history during this initial open



enrollment period.

Modified Issue Long Term Care Insurance - Unexpected events, as well as the aging process, can leave you in a vulnerable position both personally and financially.

The plan covers against the high cost of Nursing Home, Home and Community Care, Assisted Living Facility Care, and Adult Day Care situations. Employees can purchase coverage on themselves as well as spouses, parents, and other family members. Employees must only answer two medical questions to qualify. Family members are subject to underwriting approval. Additional benefits include, inflation protection, care coordination, bed reservation, and waiver of premium. If both husband and wife enroll, an additional 10 percent premium discount will apply. The plan is also portable with no increase in rates and no decrease in coverage. This is truly a unique opportunity to purchase a quality policy with limited qualifying questions for the employee.

Contingent Issue Intensive Care Insurance - Intensive care expenses can quickly eliminate anyone's ability to maintain financial security. You and/or your spouse may not have adequate protection from the high cost of an extended hospital stay. You now have an opportunity to purchase added protection in a new Intensive Care Select Plan. This policy pays for admission to intensive care units and related expenses for sickness or accidents. Benefits continue for up to 30 days for sick-

ness and up to 45 days for an accident. The policy also covers ambulance and other family members. There is no lifetime maximum and the policy is guaranteed renewable for life.

Pre-Paid Legal Plan Services - Under special agreement with Legal Club of America, a group legal services plan will be offered. Legal Club of America membership provides employees access to an assigned attorney who will provide free and discounted legal services. Members are assigned to a local attorney based on their language, legal need, and zip code. Members receive eight free services. Some of the services include, free over the phone consultation, free document reviews, and free will preparation for the member and his or her spouse.



Dental, vision, and the new voluntary benefits will be provided by CitiStreets. Please call **972-652-5000** to schedule a meeting with a CitiStreet representatives for plan rates and enrollment information. Employees may enroll for one or more voluntary benefits from November 12 through December 21.



2002 Prescription Drug Program

The prescription drug program will remain with Eckerd Health Services (EHS) for participants enrolled in the City of Dallas PPO health plan. The deductible of \$75 per person, per calendar year will remain the same. The deductible may be satisfied by any combination of prescription drug purchases under the retail or the mail service part of the program. A third-tier prescription co-pay has been added for 2002 as follows:

Local Pharmacy (30 day supply)

Generic - 10% Co-pay / \$5 minimum
Preferred Brand - 20% Co-pay / \$10 minimum
Non-Preferred Brand 30% Co-pay / \$25 minimum

Mail Order (90 day supply)

Generic - \$10 Co-pay
Preferred Brand - \$20 Co-pay
Non-Preferred - \$30 Co-pay

A list of formulary drugs will be mailed directly to the participants by EHS.

Frequently Asked Questions about WEB and IVR Enrollment

Q. What if I need to go to the doctor before I receive my new ID Cards?

A. You may take a copy of your confirmation statement with you as proof of your benefit elections. If your physician or dentist needs further clarification, please have them contact the Enrollment Service Center at 1-866-213-2756 to confirm your eligibility. Our representatives will provide them with the correct phone number to call and confirm your medical/dental benefits.

Q. How do I know what Plan Options I have? How do I know what the cost is for each one?

A. A Personalized Enrollment Worksheet that includes your Plan options and contributions will be sent to your home address and. In addition, your election Confirmation Statement will include your elections and final contributions.

Q. I did not receive a Personalized Enrollment Worksheet. What do I do now?

A. Please contact the Enrollment Service Center and advise the representative that you did not receive a Personalized Enrollment Worksheet. Our representative can assist you in enrolling over the phone, if necessary.

Q. Should I add my dependents? If I don't add them now, can I add them later?

A. We cannot advise you whether or not to add dependents to your coverage. Dependents may only be added during Annual Enrollment. The only exception would be when there is a qualified life event during the Plan Year. There are specific criteria that must be met for qualified life events. Please see your Summary Plan Description for details.

Q. If I decide not to enroll now, can I enroll later?

A. You may only enroll during Annual Enrollment. The

only exception would be if you have a qualified life event during the Plan Year. There are specific criteria that must be met for qualified life events. Please see your Summary Plan Description for details.

Q. Who is Synhrgy HR Technologies?

A. They are a Third Party Administrator for the City of Dallas that provides open enrollment services and on-going administration. We are here to assist you in enrolling and answering general questions regarding your benefits. Specific questions should be referred to your Insurance Carrier.

Q. My address has changed. Who do I notify?

A. You should contact the City of Dallas Enrollment Service Center and your payroll clerk at the City of Dallas or your Retirement System to ensure the address change is made and updated in your payroll records. If you do not update the address in BOTH places, there is a chance that your Personalized Enrollment Worksheet and/or your Confirmation Statement will be sent to the wrong address.

Q. I want to update my life insurance, how do I do that?

A. You can make selections on the WEB for life insurance as well as updating your beneficiaries. You may not update your beneficiaries on the IVR system. You may only change your Group Term Life Options at Open Enrollment. Dependent Life and Accidental Death & Dismemberment (AD&D) may done at any time during year.

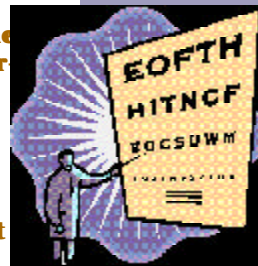
If you change your Dependent Life by adding dependents during the year, if it is not a qualifying life event (new birth, new marriage, etc.), the dependents you add will require a Personal Health Statement (PHS) be completed and sent to Hartford for medical underwriting. We cannot cover these pending dependents until Hartford approves them.

Important enrollment information...

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the website, the first screen is the Welcome Page. On this page there will be multiple options such as reviewing personal data, dependent data, beneficiary data, changing PIN, or looking for primary care physicians through the Provider Lookup.

- From the Welcome Page click on the [Review your Beneficiary Data](#) link to ensure beneficiary designations are correct.
- From the Welcome Page click on the [Complete your Annual Enrollment](#) link, which is probably the last bullet on the Welcome Page, to enroll for 2002.



Vision Benefits

has been chosen as the vision benefits provider for 2002. Spectera currently administers vision care benefits for 1,700 employer groups representing more than six million members. The Spectera national vision care provider network consists of over 8,400 private practice ophthalmologists, optometrists, and retail chain providers offering the most convenient and flexible hours of operation. The benefits available are as follows:

Exam Benefit (every 12 months) 100% after a \$10 co-pay

Materials Benefit (frames every 24 months) 35% discount on lenses and frames, (exams, lenses, contacts every 12 months) 20% discount on contacts

Lasik 25% discount off selected provider's usual charge at specific network facilities

Network Independent providers—Eyemasters, Wal-Mart and TSO

