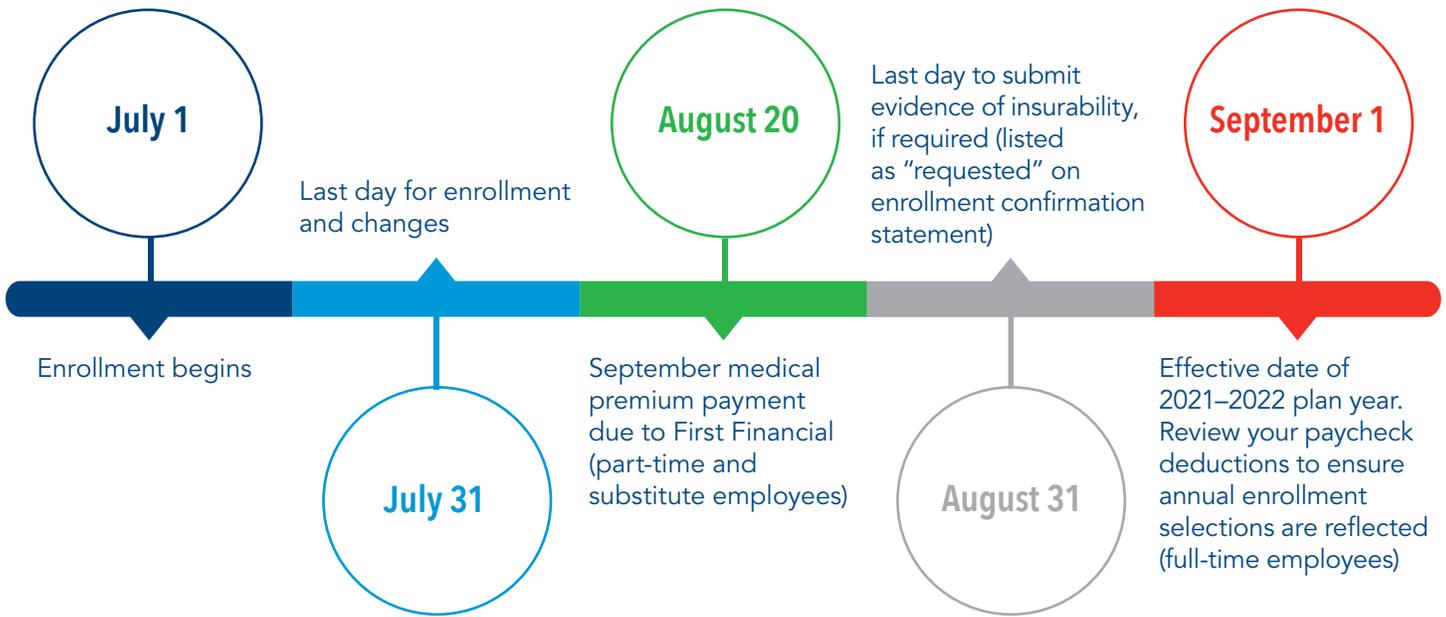


2021 enrollment timeline



2021 enrollment support schedule

Employees will have computer access to complete the electronic enrollment process at three of the District's high school campuses from July 6–30. Representatives from First Financial will be at all three locations to help with enrollment and answer questions about voluntary benefits plans. UnitedHealthcare® and Kelsey-Seybold Clinic representatives will also be available one day each week to answer questions about medical plan benefits. Please refer to the schedule on the right for specific dates and times.

You may receive enrollment support over the phone by calling the First Financial Enrollment Assistance Center at **1-855-765-4473**. Representatives are available Monday–Friday, 8:00 a.m. to 5:00 p.m. There is an option to leave a voice message for a representative to return your call as soon as possible, or the next business day if it is after hours.

For technical assistance with the enrollment site (password help, site errors, etc.), please call the FFenroll Help Desk at **1-855-523-8422** or send an email to ffenroll@ffga.com. Help Desk representatives are available Monday–Friday, 7:00 a.m. to 5:00 p.m.

While employees and guests are not required to wear a mask or face covering in District facilities as of June 1, 2021, unvaccinated individuals are encouraged to wear a mask or face covering when coming in close contact with others. Protecting the health and safety of staff, students, and the community by engaging in responsible measures to minimize the spread of COVID-19 is vital to the District's ability to meet its obligation to educate students. We appreciate your consideration of this guidance when receiving in-person support during annual enrollment.

Enrollment assistance locations and times

Conroe High School 9th Grade Campus library:

400 Sgt. Ed Holcomb Blvd. North
Conroe, TX 77304

Grand Oaks High School library:

4800 Riley Fuzzel Rd.
Spring, TX 77386

The Woodlands College Park High School LGI:

3701 College Park Dr., The Woodlands, TX 77384

Tuesday – Thursday, July 6 – 8	7:30 a.m. to 5:30 p.m.
Monday – Thursday, July 12 – 15	7:30 a.m. to 5:30 p.m.
Monday – Thursday, July 19 – 22	7:30 a.m. to 5:30 p.m.
Monday – Friday, July 26 – 30	8:00 a.m. to 4:30 p.m.

UnitedHealthcare and Kelsey-Seybold representatives will be on-site each Tuesday from 8:30 a.m. to 4:00 p.m.

Spanish-speaking assistance will be available on Mondays at Conroe High School 9th Grade Campus only.

To schedule an appointment with First Financial for enrollment assistance, please go to <https://conroeisd.timetap.com/#/> or call First Financial at **1-855-523-8422**. Walk-ins are accepted, but appointments will be honored.

Whether you self-enroll or seek enrollment assistance, you are responsible for the selections submitted in the enrollment site. You should review the Benefit Confirmation/ Deduction Authorization statement carefully to ensure it accurately reflects the coverage you want in effect or wish to decline as of September 1, 2021.



Because of a change in pharmacy codes on UnitedHealthcare ID cards effective September 1, 2021, all medical plan participants with coverage as of this date will receive new ID cards. It will be important to present your new ID card to retail and mail-order pharmacies for prescriptions filled on and after September 1, 2021.

You will not receive any other cards unless information on the current card changes, or the card is expiring (flex benefits). You should contact the plan carrier if you need a replacement card.

Note: Aetna® does not mail dental plan ID cards but will mail a welcome letter upon initial enrollment and at the beginning of each plan year.

If you need to print a dental ID card, log in at www.aetna.com.

What to expect for the new plan year

Conroe ISD works hard to offer outstanding, competitive benefits to its employees. As a self-funded medical plan sponsor, the District is responsible for all claims and administration costs associated with its plans. Therefore, the District must operate plans that generate ample revenue to cover all expenses.

This self-funded arrangement offers greater control over benefits offerings, but it does not shield the District from changes in health care and pharmaceutical costs. Based on actual and expected future claims, the following changes will take effect for the medical plan effective September 1, 2021:

- Slight premium increases for all plans and coverage tiers
- Choice Plus HDHP:
 - Out-of-pocket maximum increases
 - Health Savings Account (HSA) contribution limit increases

In addition, under the Nexus ACO R Memorial Hermann plan, office visits to Tier 2 primary care physicians (PCPs) and

specialists will no longer incur copays. Instead, you will pay 35% coinsurance after the Tier 2 deductible has been met. This means you will be responsible for the full contracted amount charged by the provider until you have satisfied the Tier 2 individual deductible of \$2,750 or the family deductible of \$6,875, per your enrollment level.

The following changes will occur in the voluntary plan options available to full-time employees:

- Decrease of 21% for Aetna DMO® dental premiums
- Minimal increases for Aetna PPO/PDN dental premiums
- Increase to maximum benefit amount per person, per plan year for Aetna PPO/PDN High dental plan
- No waiting periods for new Aetna PPO/PDN plan participants adding coverage effective September 1, 2021. After this date, all new participants will be subject to waiting periods for basic, major, and orthodontic services if they do not enroll within 31 days of first becoming eligible or after a qualifying life event.

Refer to the 2021–2022 Employee Benefits Guide for more information, or visit www.conroeisd.net/department/hr/benefits.

What Matters to You, Matters to Us

Employee Interest Survey Coming July 1 – July 31, 2021

At Conroe ISD, our people are our most valuable asset. Our vision makes it imperative that you have access to the tools, resources, and support you need to be the best versions of yourself both at work and at home.

In an effort to learn directly from you what matters most for your total well-being, and where we can do better, we are partnering with Gallagher, our Benefits Consultant, to conduct an employee interest survey from July 1 – July 31, 2021.

We cannot guarantee any new benefits will be added as a result of this survey, but your valuable feedback is important and will be considered in future decisions regarding our well-being offerings.

What about privacy?

This survey is strictly confidential. Your responses will be sent directly to Gallagher, and only aggregate results will be reported back to Conroe ISD.

To complete the survey, go to https://gbsviewpoints.co1.qualtrics.com/jfe/form/SV_427az15jUksIAP4.



Benefits Office
Human Resources Department
3205 West Davis
Conroe, TX 77304-2098

Phone: **936-709-7808**

Email: **benefitsoffice@conroeisd.net**

Website: **www.conroeisd.net/hr/benefits**

Fax: **936-709-9106**

Hours: **Monday – Friday, 8:00 a.m. to 4:30 p.m.**

Summer hours: **June 7 – July 23, 2021:**

Monday – Thursday, 7:30 a.m. to 5:30 p.m.; closed Fridays

Regular hours resume July 26, 2021

Important information from the Internal Revenue Service concerning section 125 plans

The Consolidated Appropriations Act of 2021 relaxed several health & welfare plan rules. The Act was approved by Congress on December 21, 2020, and resulted in the following relief features for the Conroe ISD flexible spending accounts (FSAs):

- **Grace period extension:** This change extends the grace period until the end of the following plan year. The usual grace period limits the period in which unused health FSA and dependent care FSA amounts can be used in the next plan year to 2½ months. This extension allows unused FSA amounts that remain at the end of the 2020-2021 plan year to be carried over and used for qualifying medical or dependent care expenses for a total of 12 additional months. Unused funds can be fully utilized.
- **Dependent care FSA modification:** This change allows an extra year for children who “aged out” during the ongoing

pandemic event. Unused dependent care FSA amounts can be used for children until they turn age 14 years (normally age 13 years), at least through the end of the 2021 plan year.

- **Terminated employee modification:** Employees who ceased participation in a health FSA during 2020 or 2021, and who did not use their remaining balances through the end of the plan year in which participation ceased, plus any grace period, can incur expenses and receive reimbursement from the plan. This applies without regard to electing health FSA participation under COBRA continuation provisions.

To check your account balance, please log in to the portal at **www.ffga.com**. If you have additional questions, please contact the First Financial Administrators Flex Department at **1-866-853-3539**.

This guide is based on official plan documents and provides highlights of benefits options for the 2021–2022 plan year. Every attempt has been made to ensure its accuracy. If there is a conflict between statements in this guide and the plan documents, insurance contracts, or state and federal regulations, the plan documents, insurance contracts, and state and federal regulations will prevail. Plan documents are available online at **www.conroeisd.net** under Employees > Benefits > Plan Documents.

The Conroe Independent School District (District) is an equal opportunity educational provider and employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in educational programs or activities that it operates or in employment matters. The District is required by Title VI and Title VII of the Civil Rights Act of 1964, as amended, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, as amended, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, as well as Board policy, not to discriminate in such a manner.

For information about Title IX rights or Section 504/ADA rights, contact the Title IX coordinator or the Section 504/ADA coordinator at 3205 W. Davis, Conroe, TX 77304, **936-709-7752**.