

Annual Enrollment 2024 Frequently Asked Questions (FAQs)

We've tried to anticipate some questions you may have about your 2024 benefits. For support with more specific questions once Annual Enrollment opens on November 1, 2023, please visit the 2024 Annual Enrollment Portal via www.88sears.com

1. **When is Annual Enrollment for 2024?**

Annual Enrollment for 2024 benefits will take place Wednesday, November 1, through Wednesday, November 15, 2023.

2. **Who is Eligible to enroll during Annual Enrollment?**

Annual Enrollment is your chance to enroll and change your benefits for the plan year 2024.

Benefits-eligible associates **MUST** actively enroll in benefits for 2024. This includes all Full-time Hourly and Salaried associates, PT associates working on average of 20hours per week and those New-Hires that fall into a Dual Enrollment scenario.

Dual Enrollment occurs when your New-Hire elections occur during the Annual Enrollment cycle for salaried associates and or the Hourly new-hire date occurs after October 1, 2023. Due to the 90 day waiting period, some new-hires have eligibility that spreads across plan years, elections for each plan year are required.

Be sure to print or download a copy of your final confirmation page and Benefits Summary for your records and verify that your coverage elections are correct.

3. **How do I enroll in my 2024 coverage?**

Beginning November 1, 2023, go to www.88sears.com to see costs, compare options, check which providers are in-network, use available tools, and enroll.

Step By Step Instructions to the Benefits Site

1. Go to **www.88sears.com**
2. Under **Quick Links**, click on **Health Benefit Center**
3. Enter your Enterprise ID and Password
4. Click Start Here to begin enrollment

4. **What happens if I do not enroll?**

As in past years, you **must** enroll or you **will not** have medical and prescription drug, dental, or vision coverage in 2024, or be able to participate in a flexible spending account or open a Health Savings Account (HSA) next year. You must also "refresh" your spouse surcharge and tobacco-free credit elections. These elections will not carry over from 2023.

5. **What are my options for medical and prescription drug coverage?**

Medical:

We continue to offer two medical carriers in 2024, Blue Cross Blue Shield (BCBS) and Kaiser Permanente (if available in your area). If you want medical coverage through Transformco in 2024, you must enroll with one of these carriers.

- All continental U.S. associates nationwide (including Alaska) will have access to medical coverage through **BCBS**, a well-respected insurance provider, known for outstanding customer service and a large network of doctors.
- Associates located in California, Colorado, Georgia, Maryland, Oregon, Washington (state),

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Washington, D.C., and Virginia will also have the option of choosing coverage through another reputable carrier, **Kaiser**, which is available in your area. Please note **Kaiser** does not offer Out-of-Network benefits.

- Both **BCBS and Kaiser** offer the following medical options for 2024:
 - Enhanced: This coverage level is a preferred provider organization (PPO) option.
 - Basic: This coverage level is a high-deductible option that provides you the opportunity to contribute to an HSA.
- BCBS also offers the Blue High Performance Network (HPN) option. Blue HPN provides access to a select group of quality doctors and hospitals in more than 55 major U.S. cities. The plan is limited to areas that have High Performance Network coverage. Blue HPN plan does not offer Out-of-Network benefits. Eligible associates will see the BlueHPN plan as an enrollment option.

Prescription Drug Coverage:

- If you choose medical coverage through BCBS, prescription drug coverage will be provided through Express Scripts, Transformco's chosen pharmacy benefit manager for BCBS.
- If you choose medical coverage through Kaiser, prescription drug coverage will be provided through Kaiser.
- Your prescription drug coverage depends on the coverage level you choose, Basic, Enhanced, or BlueHPN

6. Where can I learn more about my medical and prescription options for 2024 and how they directly affect me?

Once Annual Enrollment begins on November 1, 2023, you will have access to all of the details via www.88sears.com, including rate information. In addition, for specific information on the carriers and coverage options through BCBS and Kaiser, you can visit the following websites:

- Blue Cross Blue Shield: www.bcbsil.com/transform (or call **1.855.547.1393**)
- Kaiser: www.my.kp.org/transform (or call **1.877.580.6125**)

7. What's changing in 2024?

Annual Enrollment is the perfect time to revisit all benefits to make sure you are taking advantage of all of the options Transformco makes available to associates. The Annual Enrollment eGuide, which will be posted on the benefits page on PeopleDock in October, contains a recap of these important other benefits to consider.

- **New:** Explore Your Benefits with the new 2024 Interactive **eGuide**.
Our Benefits Guide has undergone a transformation! In previous years, our Benefits Guide was offered as a PDF. However, this year, we've converted it into an interactive digital eGuide to provide you with a more convenient and engaging way to explore your benefits. Soon, you'll be able to access the eGuide in both English and Spanish by visiting TransformcoBenefitsGuide.com.
- **New:** Allstate Group Whole Life with Long-Term Care (LTC)
For more details, visit the **Security** category in the new **eGuide**.
- **New and Changing:** BCBS Plan Design – updated Basic Plan deductible, updated Enhanced Plan co-insurance, new Blue Distinction Centers (BDC). For more details, visit the **Health** category in the new **eGuide**
- **New:** Dependent Tier Subsidy for medical plan elections, explore tech and non-tech eligibility within the enrollment portal
- **New:** Express Scripts RX Programs – Member Choice Network (Walgreens or CVS), Exclusive

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Smart 90, Out-of-Pocket Protection. For more details, visit the **Health** category in the new **eGuide**.

- **New:** Health Savings Account (HSA) Employer Matching Contributions - Individual \$500 and Family \$1,000
 - Note: The matching contribution will require associate participation of the minimum dollar amount (Individual \$500 and Family \$1,000) with matching contributions deposited to active associate's account on a quarterly basis
- **Increases:** to Health Savings Account (HSA) Plan Contribution Limits – Individual \$4,150 and Family \$8,300
- **Increases:** to Reimbursement Plan Contributions - FSA Health Care/ Limited FSA Health Care contributions and FSA carryover amount are reported to increase for 2024 - once the IRS confirms limits, all updates will be placed in the eGuide and enrollment portal
- **New:** Long-Term Disability Evidence of Insurability (EOI) - 2024 Annual Enrollment One Time Only – No EOI for late entrants
- **New:** Talkspace ChatPlus EAP Feature. For more details visit the **Health** category in the new **eGuide**.
- **Increases:** to 401(k) Savings Plan Contributions Limits – 2024 increases pending IRS announcement
- **New:** Roth Feature in your Transform 401(k) Savings Plan – New savings option for tax flexibility. For more details, visit the **Savings** category in the new **eGuide**.
- **New:** Lifestyle Benefits Category
 - Sears Protect Home Warranty – \$150 savings on Sears Protect for our associates
 - Everyday Benefits – Explore new Benefits for everyday needs with discounts – watch for more details – effective February 1, 2024

8. Which (if any) carriers send identification cards after enrollment?

If your insurance carrier sends out physical ID cards for Annual Enrollment, you will typically receive them by the end of December. BCBS and Express Scripts will be sending new cards this year. Please note not all carriers distribute ID cards, so if you have any questions, please contact your insurance carrier directly.

9. How do I get a temporary or replacement identification card?

You can go online to the respective carrier's website to request a new card and to acquire a digital copy of your identification card as necessary. If you have questions or need assistance, call the Transformco

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Benefits Center: [1.888.887.3277](tel:18888873277) and choose Option 1 for health benefits. Calls hours are Monday through Friday 7a.m. to 7 p.m. Central Time.

For links to the carrier websites,

1. Go to www.88sears.com
2. Under **Quick Links**, click on **Benefits Resources Page**
3. Under **How To – Enroll or Make Change**, click on **Reference Guide: How to Access Member ID Cards**

10. What benefits-related informational resources does Transformco have available?

Transformco remains committed to helping you select the right benefits for your situation. That's why we make available a number of tools and resources to help you make your enrollment decisions.

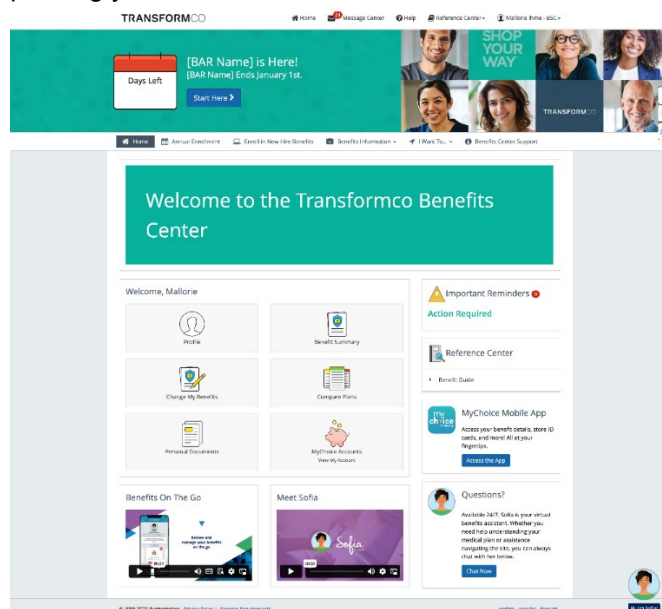
Annual Enrollment opens on November 1, 2023, you'll have access to:

- **MyChoice Recommendation Engine** - helps employees determine which benefits might be the best options for their own individual situation through a series of health and lifestyle questions. Employees can either accept the recommendation or still make their own choices.
- **Sofia 24/7 Benefits Assistant**: the feature uses “chatbot” functionality to help you with more advanced searches in the portal.
- **MyChoice Mobile App**: associates will be able to access their benefits on the go with a new mobile app and a one stop for Spending and Savings Accounts administration.
- **MyChoice Accounts**: your HSA, FSA, DCFSA, Commuter Accounts, and Adoption Assistance administrator.

If you have questions or need assistance, call the Transformco Benefits Center: [1.888.887.3277](tel:18888873277) and choose Option 1 for health benefits. 7a.m. to 7 p.m. Central Time.

11. To enhance user experience and make navigation more intuitive, we have made updates to page layouts. All the essential information and functionalities that you've been accustomed to are still available.

Your Transformco Benefits Center homepage has new navigation bars. Note the box on the top pointing you to the 2024 Annual Enrollment event.

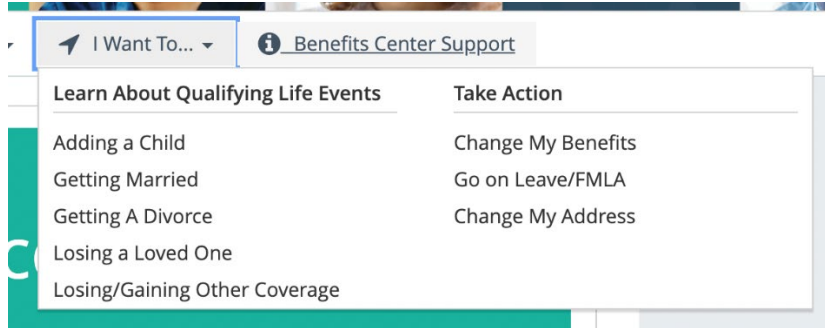


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12. Can I change my health insurance plan after enrollment?

Outside of Open Enrollment, you can change plans if you have a life event that qualify you for a Special Enrollment Period.

Learn more about Qualifying Life Events from Transformco Benefits Center homepage



13. Where do I go to learn more about Transformco Benefits information?

Benefits information can be accessed from Transformco Benefits Center homepage.

