

Annual Enrollment 2025 Frequently Asked Questions (FAQs)

We've tried to anticipate some questions you may have about your 2025 benefits. For support with more specific questions once Annual Enrollment opens on November 6, 2024, please visit the 2025 Annual Enrollment Portal via www.88sears.com

1. When is Annual Enrollment for 2025?

Annual Enrollment for 2025 benefits will take place Wednesday, November 6, through Wednesday, November 20, 2024.

In the spirit of encouraging all associates to shop each year for the health benefits that best fit their individual needs, you must enroll for medical, dental, vision and spending accounts during Annual Enrollment. If you don't enroll, you will **not** have these coverages for 2025. Keep in mind, if you don't select a medical plan, you won't have prescription drug coverage either.

You will also need to "refresh" your spousal surcharge and tobacco status elections as part of Annual Enrollment.

2. Who is Eligible to enroll during Annual Enrollment?

Annual Enrollment is your chance to enroll and change your benefits for the plan year 2025.

Benefits-eligible associates **MUST** actively enroll in benefits for 2025. This includes all Full-time Hourly and Salaried associates, PT associates working on average of 20 hours per week and those New-Hires that fall into a Dual Enrollment scenario.

Dual Enrollment: Hourly associate with a hire date between October 4, 2024 and November 20, 2024 will be eligible to elect benefits **during the 2025 Annual Enrollment event**, beginning November 6, 2024 - November 20, 2024. Your benefits will be effective the 1st of the month following 90 days of employment, which will occur in 2025.

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 2025 coverage?

Beginning November 6, 2024, 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 2025, 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 2024.

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

Medical:

We continue to offer two medical carriers in 2025, Blue Cross Blue Shield (BCBS) and Kaiser Permanente (if available in your area). If you want medical coverage through Transformco in 2025, you must enroll with one of these carriers.

- All continental U.S. associates nationwide will have access to medical coverage through **BCBS**, a well-respected insurance provider, known for outstanding customer service and a large network

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of doctors.

- Associates located in California, Colorado, Georgia, Maryland, Oregon, Washington (state), 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 2025:
 - 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.

NOTE: *The BCBS Basic Plan, Employee Only medical tier will be the only 2025 plan offering that will be priced to the ACA Safe Harbor affordability calculation.*
- 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 2025 and how they directly affect me?

Once Annual Enrollment begins on November 6, 2024, 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 2025?

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.

- **Updates:** Explore Your Benefits with the updated 2025 Interactive **eGuide**.
Soon, you'll be able to access the 2025 Annual Enrollment eGuide in both English and Spanish by visiting TransformcoBenefitsGuide.com,
- **New:** Health Savings Account (HSA) Employer Matching Contributions - Individual \$250, \$500 or \$750 and Family \$1,000 or \$1,500
 - Note: The matching contribution will require associate participation of the minimum dollar amount (Individual \$250, \$500 or \$750 and Family \$1,000 or \$1,500) with matching contributions deposited to active associate's account on a quarterly basis
- **Increases:** to Health Savings Account (HSA) Plan Contribution Limits – Individual \$4,300 and Family \$8,550
- **Increases:** to Reimbursement Plan Contributions - FSA Health Care/ Limited FSA Health Care contributions, FSA carryover and Commuter Benefit amounts are reported to increase for

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2025 - once the IRS confirms limits, all updates will be placed in the eGuide and enrollment portal

- **Changing:** Supplemental Medical Plans administration will transition from Cigna to MetLife for 2025. The change to MetLife offers enhanced benefits at reduced costs to you. If you are currently enrolled in a Cigna Supplemental Medical Plan for 2024, your enrollment will transfer to MetLife without requiring action by you. If you wish to update or discontinue your elections for 2025, you must take action and make those changes during Annual Enrollment.
- **Changing:** Telehealth for the BCBS Basic and Enhanced Plans will be using Teladoc Virtual Primary Care effective January 1, 2025; new medical ID cards will be issued that will include the phone number 800-835-2362 to begin registration. The BCBS HPN Plan will continue to use MDLive in 2025.

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.

New: BCBS will be sending new ID cards to all members enrolled in the Basic and Enhanced plans to include the Virtual Primary Care information effective January 1, 2025.

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

Benefits Center: **1.888.887.3277** 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.

a. Annual Enrollment opens on November 6, 2024, you'll have access to:

- **Decision Support Tool:** 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.

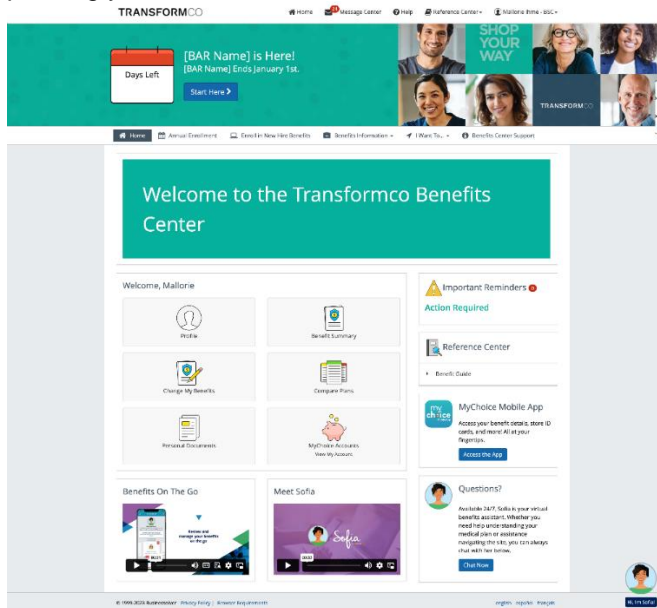
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b. If you have questions or need assistance:

- **Call the Transformco Benefits Center:** **1.888.887.3277** and choose Option 1 for health benefits. 7a.m. to 7 p.m. Central Time.
- **Benefits Department Office Hours:**
 - Wednesday: 7 – 7:30am CT – Dial in +1 878-787-7709,,53547993#
Phone Conference ID: 348 991 699#
 - Thursday: 6 – 6:30pm CT – Dial in +1 878-787-7709,,372786494#
Phone Conference ID: 298 447 207#

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.

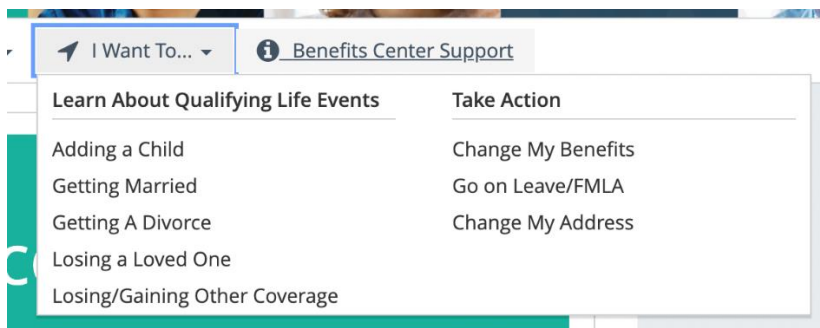
Your Transformco Benefits Center homepage has new navigation bars. Note the box on the top pointing you to the 2025 Annual Enrollment event.



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.

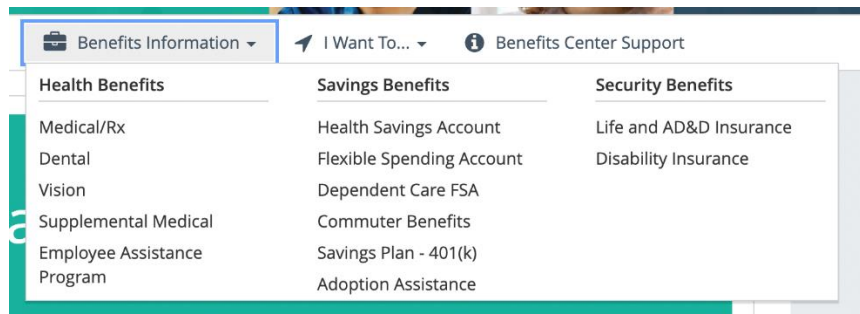
Learn more about Qualifying Life Events from Transformco Benefits Center homepage



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

Benefits information can be accessed from Transformco Benefits Center homepage.



14. What is a Health Savings Account (HSA)?

An HSA is a special bank account that you can use when you enroll in the Basic coverage level, which is a high-deductible health plan. It allows you to set aside tax-free money by paycheck deduction to pay for qualified health care expenses, like your medical, dental, and vision copays, deductibles, and coinsurance. Because you'll be responsible for 100% of your medical and prescription drug expenses until you meet your deductible in the Basic coverage level, an HSA is a great way to pay less for those out-of-pocket expenses because you're using tax-free money.

Just make sure you use money in your HSA only for qualified health care expenses. Otherwise, you'll pay income taxes on that distribution and an additional 20% penalty tax if you're under age 65. Keep careful records of your health care expenses and the corresponding withdrawals from your HSA, in case you ever need to provide proof that your expenses were qualified. You can find additional information on HSAs, including eligible expenses, at www.irs.gov/publications/p502.

You can decide whether to enroll in an HSA and how much (if any) money you want to contribute tax-free from your paycheck to an HSA when you enroll. And if you don't have a lot of health care expenses, your money can stay in your account year after year and earn tax-free interest. If you have questions about the use and appropriateness of an HSA as it applies to your specific situation, you should consult a tax professional.

15. Can I enroll in both HSA and Health Care FSA?

Yes. If you enroll in the Basic coverage level, you can participate in both an HSA and a limited purpose Health Care FSA. If you contribute to your HSA, your Health Care FSA will be "limited purpose" and can only be used to pay eligible dental and vision expenses and medical expenses after you have met the medical plan deductible.

16. Why would I want to use both an HSA and FSA?

An HSA lets you set aside money to pay for qualified health care expenses, like your medical, dental, and vision copays, deductibles, and coinsurance. You decide how much money you want to save, and you can change it at any time.

The HSA has the following tax advantages:

- Your contributions to an HSA are tax-free, meaning that they are deducted from your paycheck before taxes are taken out.
- Interest earnings on your HSA balance are not taxed.
- You are not taxed on the HSA dollars when you use them to pay eligible expenses.