



## **2022 Open Enrollment Presentation Transcript:**

**Slide 1:** Hello and welcome to the Open Enrollment for the 2022/2023 plan year at Miller Industries.

**Slide 2:** The purpose of this presentation is to provide general information regarding the employee benefits available to you through your employer. This is not a Summary Plan Description. It is a brief summary of your benefits. It does not guarantee benefits. Refer to your coverage booklets, policies, and insurance carriers for complete details regarding charges, exclusions, and plan payments.

**Slide 3:** Here's what's happening this year...We are excited to introduce a new pharmacy program. We will spend some time talking about the new pharmacy benefits and then will quickly review most of the other benefits and also talk about the special open enrollment opportunity available to you this year for the Voluntary Life Insurance.

**Slide 4:** We know that prices from the manufacturers are continuing to increase. Lots of expensive medications are advertised on TV every day. New biologics and other innovative medications that cost anywhere from \$1,000 to \$100,000 per month per patient are in the pipeline for trials and FDA approval.

Our new program is projected to save money for you and for the medical plan. There are new programs available for those taking specialty medications and low-cost meds available for diabetes, cardiovascular disease, and COPD.

Let's dive into the details...

**Slide 5:** Let's start by talking about the upcoming changes to your Pharmacy Benefits

**Slide 6:** The pharmacy benefits will be moving from BlueCross BlueShield & CVS to VeracityRx and ProCare Rx. All medical plan participants will receive a new ID card from VeracityRx, that will include the VeracityRx contact information. As soon as you receive it, make sure to present your new ID card when you go to the pharmacy.

Starting in April, you can think about your medications as being in four categories. Generic medications can be accessed at any pharmacy. Fill them just the same as you have been doing. If you are on diabetes, COPD, HIV, or cardiovascular disease medication, you can fill your prescription locally one time for a 34 day fill with an additional refill and will receive a notice from the pharmacist that you need to enroll at VeracityRx for future fills. If you are on what is known as a Specialty medication, you will want to enroll at VeracityRx where the VeracityRx team will work with you to get your medication switched over to the new program. All other brand-name medications if on formulary can be filled at your local pharmacy.

**Slide 7:** You can still get your prescriptions filled at the same pharmacy you use today.

**Slide 8:** The copay for Tier 1 drugs is \$15, Tier 2 is \$35, and the copay for Tier 3 drugs is \$60. These copays are for up to a 34-day supply of your medications. You will still be able to pick up a 90-day prescription at your local pharmacy and pay 2 copays for a 3 – month supply. The new plan does not include mail-order; however, you may still fill your 90-day supply at your local pharmacy for the cost of a two-month supply. If you choose a brand-name drug when a generic is available, you pay the difference between the actual cost of the brand-name drug and the cost of the generic.



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**Slide 9:** Let's talk about Specialty Drug Coverage. Specialty medications will be covered only in cooperation with VeracityRx Specialty Services.

With this program, you will never pay more than you are currently paying for a Specialty Medication, and in many cases, you may pay nothing.

A VeracityRx Pharmacy team member called a concierge will assist you in getting Specialty medications at a discounted cost to you.

**Slide 10:** Specialty medications are prescribed to treat complex and rare diseases, and many of them cost \$1,000 or more per month. Many of the drugs advertised on television are Specialty medications. This slide lists some of the commonly prescribed specialty medications but is only a sample of top specialty drugs and can change.

**Slide 11:** You will be required to submit specific documentation to the Pharmacy Concierge to participate in this program. A signed copy of the first 2 pages of your most recent federal tax return, a copy of the front and back of your medical insurance card, and a copy of your specialty copay card for your medication if you have one.

VeracityRx needs this information to apply for patient assistance. If you enroll and comply with the Specialty Assistance Program, you will never pay more than you are currently paying for a Specialty medication, and in many cases, you may pay nothing.

If you choose not to participate in this program, you will be responsible for the full cost of the specialty medication. This cost will not apply to your deductible or out of pocket.

**Slide 12:** Getting started is simple. If you or a covered dependent are currently taking a Specialty medication, someone from VeracityRx will be in touch with you by email or phone to help you enroll in this cost-saving program. Or to begin the process yourself, log on to [veracityrx.com](https://veracityrx.com) and a VeracityRx team member will contact you. Remember, if you choose not to participate in this program, you will be responsible for the full cost of the specialty medication and this cost will not apply to your deductible or out-of-pocket maximum.

**Slide 13:** There are certain medications that Veracity can source from a partner pharmacy in Canada at a huge discount. Some of the drugs that are available internationally include but are not limited to insulin-like drugs, GLP-1 medications, and HIV medications. If you or a covered dependent are taking medications that qualify under this newly enhanced program, you will be contacted by a VeracityRx representative for further assistance.

**Slide 14:** This is a sample list of the top Pharmacy Partner-sourced medications that may be available. If you choose not to participate in this program, you will be responsible for 50% coinsurance for the drug. So, let's talk about how easy it is to participate!

**Slide 15:** If you or a covered member of your household are on any of the commonly prescribed brand name drugs listed on the previous slide, your first prescription may be filled at a local pharmacy. VeracityRx will get a notice that you have filled a prescription that may be sourced at a lower cost through their pharmacy partner.



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VeracityRx will contact you to enroll at [www.veracity-rx.com](http://www.veracity-rx.com) so we can begin the process. Once you have fully completed the process, it's zero copay for you.

Medications fulfilled through this program will be the same medications, made by the same manufacturers but filled through our partner pharmacy in Canada. Once you have completed the process, your medication(s) will come to your door. In most cases--90 days' worth at a time. Processing and shipping can take up to 30 days, however, please note that your medications will continue to be filled without interruption.

**Slide 16:** You will receive a new ID card from VeracityRx that shows your pharmacy benefits – this can be presented to your pharmacy beginning April 1.

Some drugs require pre-authorization. If you have received a pre-authorization with the current plan, you may have to obtain an updated one for the new plan.

Because pharmacies maintain your pharmacy benefit information on their system for your convenience, you will need to be sure to show the pharmacy your new ID card from VeracityRx so they can update their system. Otherwise, they will tell you that your pharmacy benefits have been terminated, which is not true. They will not be terminated, just moved to a different pharmacy benefit manager. The new VeracityRx card includes the ID numbers that they need to update their system. This information will not be included on the new BCBST card, so be sure to put your new card in your wallet so you have the information available when it's needed.

**Slide 17:** To sum up the new pharmacy program changes that you can expect... Watch for your new pharmacy ID card to arrive at your home mailing address. This will be the address on file at Miller Industries. Please show your new card to your local pharmacist the next time that you go to fill a prescription. They will need to change the information in their system to file the claim with the right pharmacy benefit manager.

Continue to fill your generic medications at your favorite local pharmacy. If you have been getting your maintenance generic medications through mail order, you will need to transfer those prescriptions over to your local pharmacy.

Specialty medications will be handled through VeracityRx. If you are currently taking a specialty medication, watch for a call from the VeracityRx team that will help walk you through the process so that you may get your medication at little to no cost. The VeracityRx team will make sure that you have all your needed medications during the transition.

Name-Brand Medications (like those for diabetes, COPD, and cardiovascular disease) may be available through the VeracityRx Partner Source. You may fill those medications initially at the local pharmacy. The VeracityRx pharmacy team will reach out to you to assist with transferring that medication over to the lower-cost source.

**Slide 18:** Since this program is new and different, we know that you may have questions. We will offer several Q&A sessions during open enrollment. Instructions on how to sign up for these sessions will be sent out soon.



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**Slide 19:** For help here is the VeracityRx Contact information.

If you have additional questions or concerns, contact Sandy Campbell at Miller Industries (423) 238-6925

**Slide 20:** Let's briefly review the medical plan.

**Slide 21:** There is one plan, but you can choose the Network of providers. The network is a list of the providers that offer the best discounts for your services needed. If a provider is not in the network, your services will still be covered. You will just have more out-of-pocket costs for the out-of-network provider. The P Network is the largest Blue Cross network in the state, but the S network has a lower premium and contains many of the same physicians.

**Slide 22:** There is an increase to the out-of-pocket maximum this year, but we have kept the deductible and office visit copays the same.

Remember both plans pay the same benefits, but the networks are different. Your plans pay claims in 2 different ways, deductible benefits, and copay benefits. Deductible benefits include services such as hospital stays, diagnostic services, and outpatient surgeries or services. Your In-Network deductible is \$750 per individual and \$1,500 combined total for a family.

You can see that if you go out of network your deductibles and out-of-pocket maximums double.

Once you have met your deductible, then you are responsible for the coinsurance amount of 20% in the network or 40% out of network. When you're in-network deductible and coinsurance equal \$3,000 for individuals or \$6,000 for a family, you have reached your out-of-pocket maximum and the plan will take over and pay 100% of your eligible medical claims and prescription drug costs for the balance of the year.

**Slide 23:** The copay benefits include office visit copays of \$35 for a Primary Care Office Visit and \$50 for a specialist office visit. If you go to the emergency room, the copay will be \$250 for each visit. Inpatient and outpatient services are subject to deductible and coinsurance under your plan. All copays accumulate toward your out-of-pocket maximum throughout the year. Eligible preventive care is covered at 100%.

**Slide 24:** Here are the payroll deductions for 2021-2022. You can see that you can save quite a bit in payroll deductions by choosing the S Network.

**Slide 25:** You may participate in the onsite biometric screenings in the spring. Watch for the announcements on time and place for the screenings. You will receive a \$25 bonus and may avoid the possible premium increase in July by participating in the biometric screenings.

**Slide 26:** All data received during the biometric screenings are CONFIDENTIAL. Miller Industries WILL NOT know your personal health results. Miller Industries will only know which employees participated to include the participation bonus in your paycheck. Miller will receive an aggregate report to illustrate medical areas to address with future wellness initiatives. You receive a personal report with your personal health information



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**Slide 27:** There is no change to the dental plan this year.

**Slide 28:** Here is the payroll deductions for Dental coverage.

**Slide 29:** Life and Disability Benefits are with New York Life (formerly Cigna). There is no change to the base life or disability benefits, but you do have an opportunity to enroll or increase coverage with the voluntary life insurance during this open enrollment.

**Slide 30:** Miller Industries provides a base life insurance benefit for all full-time employees. Each full-time employee will have 2 times their annual salary in death benefit paid for by Miller. The benefit includes Accidental Death coverage which will double the death benefit if you die from accidental means. The age reduction schedule will apply per your age. This year, you will have the opportunity to add additional voluntary term life insurance during special open enrollment.

**Slide 31:** Announcing a special open enrollment opportunity for the voluntary term life insurance this year . . . This is your opportunity to enroll for any amount up to the guaranteed issue amount without having to answer any health questions. These types of opportunities don't come around often. If you have previously been turned down for life insurance or just missed the last open enrollment opportunity, now is your chance to enroll!

You may enroll for any amount up to the guaranteed issue amount, which is \$400,000 for employees, up to \$30,000 for spouses, and \$10,000 for children.

If you would like to enroll for more than the guaranteed issue amounts, you may do so by requesting the amount on the enrollment form and submitting the Evidence of Insurability (or EOI) medical questionnaire form with your enrollment form. New York Life will review your request and notify you and Miller Industries if you are approved or denied.

**Slide 32:** You may purchase additional life insurance on yourself and if you buy coverage on yourself, you may buy coverage on your spouse and/or children. You may buy up to \$1,000,000 of coverage on yourself and up to 50% of your amount or \$100,000 on your spouse. You can also purchase \$10,000 for your child or children.

This special open enrollment feature will only be offered during this enrollment. Take advantage of this guaranteed issue benefit if you need additional life insurance.

**Slide 33:** Here are some additional details about the term life plan. You may pause this slide to review or check your benefits guide for these details.

**Slide 34:** New York Life offers all employees a benefit called a life assistance program. This new program provided to you through New York Life will provide you with guidance through some of the tougher issues you may experience in your everyday life.

This service is available by phone or web consultation, and you may receive up to 3 face-to-face visits per year. It is strictly confidential, and you can receive help with personal issues, such as stress, marital, financial, legal, or emotional problems.



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You may call 800-538-3543 at any time. Or explore [signalap.com](https://signalap.com) to see all the online tools and resources available to you.

**Slide 35:** Let's look at the enrollment process for this year.

**Slide 36:** Here are the enrollment instructions for this year. If you need to make changes, see Your HR Representative for the appropriate forms. All forms for changes or new enrollments must be turned in no later than Friday, March 25<sup>th</sup>.

**Slide 37:** Miller Industries has a Section 125 plan in place which allows you to pay for your medical and dental premiums with Pretax dollars saving you about 22% of the cost of these benefits. One rule you must follow under Section 125 is when you can make changes to your benefits. You may make any changes during your open enrollment period. As of April 1<sup>st</sup>, all elections will be locked, and you cannot change them during the plan year unless you have a qualifying event listed on this slide. If you have one of these events during the year you must notify HR within 31 days of the event to make benefit changes during the year. If you fail to notify HR within that 31-day window, you must wait until your next open enrollment period to make the changes.

**Slide 38:** Here are some things to keep in mind during this open enrollment and looking forward to the new April 1 plan year.

With a new pharmacy vendor, you will receive a new pharmacy ID card. Remember to show that card to your pharmacist the next time you go fill a medication on or after April 1. You will still need to keep your BlueCross BlueShield of TN medical ID card on hand for all medical services.

This is your opportunity to enroll or increase your Voluntary Life Insurance during this rare open enrollment opportunity that will expire when enrollment ends on March 25. Forms are available from HR.

If you would like to join one of the Veracity Rx Q&A sessions about the new Pharmacy benefits and how they will work and how you might get your medications for a much lower cost or even free! Remember to sign up for a session near you.

**Slide 39:** This concludes our presentation. Thanks for your time and attention. Please refer all questions to your local HR Representative.



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