Information -- 2022 Open Enrollment

Know Before You Go

The health and safety of our retirees, employees, and citizens is a top priority for the Benefits Division. We strongly encourage anyone seeking in-person assistance from our team to call, or email, in advance to schedule an appointment. Individual appointments with vendor partners will be by appointment only. There will be no walk-in consultations available.

While the Department of Human Resources is making every effort to protect everyone, it is important to note to anyone planning to visit, the Government Center building is a vaccination center for the county Health Department, due to this the number of people in the building has increased significantly. Our office is adhering to social distancing guidelines and masks are required inside the building at all times.

Effective October 18th the HR Central hours will return to 8:00 am to 4:30 pm, Monday through Friday however, there continues to be limited space to maintain social distancing in the lobby area if no appointment has been made in advance.

The Benefits Team is accessible during normal business hours to assist you over the phone or via email. Thirty-minute virtual appointments are available through Microsoft Teams or Zoom if desired.

Retiree Open Enrollment FAQ's

When will I get my packet?

Retiree Open Enrollment begins on November 1st through November 19th. The traditional Retiree Open Enrollment Packet will be mailed to home addresses mid-October. Around the same timeframe, retirees can access the information on our **NEW** Retiree public website. Please find the link below and remember to select the section titled "Open Enrollment".
www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits

What should I expect in the coming weeks?

- Plan on attending, a virtual workshop to learn more about the new plans being offered. Workshop slides and access information can be found on our public site: www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits
- All retirees enrolled in health benefits will receive their annual Retiree Open Enrollment Packet in mid- to late October with 2022 Plan Year benefits. Your packet will contain your Retiree Open Enrollment Guide, plan At-A-Glances, 2022 Retiree Open Enrollment Form (for those who want to make a change in their benefits) and more.
- Medicare eligible retirees and those who are becoming Medicare eligible in the coming months will receive additional plan information from Cigna True Choice Core, Cigna RX PDP, Kaiser Medicare Advantage and United Healthcare by mail. These items should have the county seal on them to help identify what's coming from us.
- Attend a virtual Retiree Open Enrollment Meeting in November.

Accessing Virtual Pre-Open Enrollment and Retiree Open Enrollment Meetings

Included in this special Pre-Open Enrollment edition of Hot Flashes, you will find a link to our upcoming education meetings for retirees. Participants may use the phone numbers and access codes to join workshops by phone or access the sessions virtually using the link provided. Vendor presentation slides can be found online at: www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits. When visiting our public site, remember to select the section titled "Open Enrollment".

The Pre-Open Enrollment workshop will include a review of the Medicare Advantage plans, and Cigna managed Co-Insurance Plans. These virtual education sessions require no advance registration and is open to retirees and their family members.

Each vendor partner offers a phone number for retirees to call between 8 am and 8 pm local time, Monday through Friday with questions about their plan and to get more specific details. After attending one of our educational sessions, retirees and their dependents should contact Cigna, United Healthcare, or Kaiser for assistance as needed. It is important to remember that each vendor partner can only review their own plans. And while the Benefits Team is available to help you better understand your benefits in general, please remember we cannot advise on your final plan selection, nor can we share personal information with family members, neighbors, or advisors without prior authorization or an approved Power of Attorney granting us permission to do.

Will the Benefits Division offer in-person meetings?

The Benefits Division team will be offering limited in-person meeting options. Note, **registration is required** for in-person meetings in advance. All in-person events are subject to change based on updated CDC guidance and local health mandates.

Do I have to register for the in-person Open Enrollment Meeting?

There is limited availability for our two in-person Retiree only Open Enrollment Meetings in November. Registration is required for anyone to enter the meeting including retirees, spouses, and other family members. Social distancing guidelines will be strictly adhered to, and masks will be required at all times. Benefits staff will be confirming registration upon entrance and **no walk-ins will be permitted**. To register visit our website at: www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits

Do I have to register for the in-person One-on-One Retiree Benefit Consultations?

During Open Enrollment, retirees can sign-up for in-person, private consultations with representatives from the Fairfax County Government group medical plan vendor. Retirees may book one 20-minute session, per plan vendor partner, to review plan specifics, provider networks, and covered services. Retirees should bring with them a photo ID, list of providers, and frequently used services. Appointments are available on the following days **(Registration Required)**:

- Monday, November 1st
- Monday, November 8th
- Tuesday, November 9th

Appointments are not available for claims concerns and billing issues.

To register visit our website at: www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits

Will there be opportunity available for virtual One-on-One Retiree Benefit Consultations?
Retirees who are unable to attend one of the offered In-Person, One-on-One Retiree Benefits Consultations, due to travel distance or health concerns, may register for a virtual consultation with one of our newer Medicare Advantage Plan vendor partners.

Retirees may book one 20-minute virtual session, per plan vendor partner, to review plan specifics, provider networks, and covered services. Meeting platforms will vary by vendor partner, and registrants will be provided with access information prior to the session. Appointments are available on the following days:

- Thursday, November 4th
- Friday, November 5th

To register visit our website at: www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits

Find a full schedule of retiree events and Open Enrollment materials on our new Retiree Benefits Page: https://www.fairfaxcounty.gov/hr/department-human-resources-retiree-benefits