

# 2022 Annual Open Enrollment Guide

Understanding Your  
2022 Healthcare Benefits  
and Coverage Options



Milford Markets



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# Welcome!

Your well-being is important to you – and it's important to us. We are here to support you during the moments that matter the most. That is why we are committed to providing a flexible, comprehensive benefits package for you and your family.

## Open Enrollment 2022

**What:** Open Enrollment is upon us once again. This is your annual opportunity to review your current benefit plans and make any changes for the upcoming year.

**Who:** Non-union full-time ShopRite associates who are eligible for benefits. If this is your first year enrolling, please take the time to review your options to ensure you are making the best choice for you and your family. If you are currently enrolled, it's always a good practice to review and confirm your information. If you choose not to take action, your current coverage elections will roll over into the next year.

**When: Open Enrollment begins Monday, November 1, 2021, and ends at midnight on Friday, November 19, 2021.**

**How:** Contact your Benefits Administrator for the enrollment forms and weekly associate contributions. Once you have completed the forms, please submit them to your Benefits Administrator no later than November 19, 2021 to receive the coverage of your choice in 2022.

If you have any questions along the way, please contact your Benefits Administrator.

## Important Information You Need to Know for 2022

- We are happy to introduce [milford.shopritebenefits.com](https://milford.shopritebenefits.com), a self-service benefits website that provides resources to help you make informed decisions about your benefits. On this website, you will find details on your benefits (Summary of Benefits and Coverage or SBCs), important eligibility and enrollment information, and Legal Notices. **Note: You will still complete a paper enrollment form to enroll for 2022.**
- There are no plan design changes (such as copays, coinsurance, deductibles, etc.) to the medical or vision plans.
- Each enrolled associate and spouse/partner may still qualify for a \$100 ShopRite gift card for completing an annual physical. All other well-being incentives and premium discounts/holidays are being discontinued. Well-being activities (e.g., the Aetna Health Assessment and Tobacco Cessation Program), which are important to your overall health, continue to be encouraged.
- We're introducing a few new special programs to help you get great care and save money too, such as Aetna Concierge Customer Service, PinnacleCare health advisory services, and more.
- See your Benefits Administrator for your weekly associate contributions.



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# Benefit Options

You have access to various benefit plans for you and your family. Understanding your options is the first step to making a decision for the next calendar year.

## Your Benefit Options as a ShopRite Associate

**Medical and Prescription Drug**

The medical plan is designed to help you manage your health and budget.

**Well-Being Programs**

Resources and tools to help you get and stay healthy; 100% coverage for preventive care and free resources for living a healthy lifestyle. Special programs to help you get great care and save money too, such as Aetna Concierge Customer Service, PinnacleCare health advisory services, and more.

**Vision**

Benefits to help pay for eye exams and glasses/contacts.

**Basic Life Insurance**

ShopRite associates are eligible for 1.5 times their annualized salary in basic life insurance.



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# How To Enroll

## Enrollment Checklist

The following checklist will help you stay on track during Open Enrollment. Remember, your decisions don't end here. We are counting on you to be a smart consumer throughout the year as you use your benefits.

### Understand your benefit options

- Review your enrollment materials and Summary of Benefits and Coverage (SBCs) on your benefits website.
- Consider your benefit needs and compare your options for 2022.
- Contact your Benefits Administrator if you have any questions.

### Make your benefit decisions

- Choose your benefits carefully.
- Decide if you want to add or delete dependents from your coverage. If you're adding a dependent, you are required to provide dependent documentation, such as a marriage certificate and/or a birth certificate.
- Review your life insurance needs and update your beneficiary designation, if changes are necessary.

### Complete the enrollment forms by November 19, 2021, if you want to:

- Enroll in, change, or drop your medical and/or vision coverage.
- Elect anything other than Associate only (single) coverage; identify all eligible dependent(s) on the enrollment forms.

**Reminder:** Benefit elections can only change during the Open Enrollment period or if you have a qualified life event, as described on the next page.

### If you do not elect to make any changes by November 19, 2021:

- Your medical and/or vision coverage will continue with the 2022 plans and contributions.
- Your dependents will remain the same.

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# Who Is Eligible For Benefits

**The ShopRite benefit plans described in this guide are available to full-time, non-union associates and their eligible dependents.**

Your eligible dependents include:

- Your spouse to whom you are legally married. If your spouse is eligible for medical coverage through his/her employer, then he/she is not eligible for primary medical coverage through ShopRite.
- Your same sex domestic partner (contact your Benefits Administrator for more details). If your domestic partner is eligible for medical coverage through his/her employer, then he/she is not eligible for primary medical coverage through ShopRite.
- Your dependent child(ren) until the end of the month he/she turns age 26. For example, if your child was born March 2, 1996, your child is eligible for medical and vision coverage until March 31, 2022.
- Eligible dependent child(ren):
  - Does not need to be a full-time student
  - Is not required to live with you
  - Does not need to be an eligible dependent on the parent's tax return
  - May be married or unmarried (your child's spouse and children are not eligible)
- Your unmarried children of any age who are permanently and totally disabled physically or mentally for whom you provide financial support. You must periodically provide medical documentation of such disability.



## Making Changes During the Year

After the Open Enrollment period ends, you cannot change your elections during the year unless you have a “qualified change in family status” and you notify your Benefits Administrator within 30 days of the event. Qualified life events (QLE) are defined by the IRS and include:

- Marriage, divorce or legal separation
- Birth or adoption of a child or placement of a child for adoption
- Death of a dependent
- Child is no longer eligible due to reaching limiting age
- Change in spouse's employment status that results in a gain or loss of coverage, such as beginning or terminating employment, or changing status from full-time to part-time

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If you experience any of the life events mentioned on the previous page or if you have questions, please contact your Benefits Administrator. Note:

- The medical plan may include annual deductibles and out-of-pocket maximums for individuals and families. In addition, when you enroll in the Health Care Reimbursement Account (HCRA) Plan, you receive a fund with an amount based on whether you are an individual or family.
- If you change your medical plan election due to a qualified change in family status, your deductibles, out-of-pocket maximums, and HCRA Fund amount (if applicable) are also subject to change based on the specific life event. For example, if you get married and add your spouse, you will change from Single to Family, and your deductibles, out-of-pocket maximums, and HCRA Fund (if applicable) will increase.

Please contact your Benefits Administrator for more information about how this may impact you based on your current election and potential change.

### **Individuals Eligible for Medicare**

If you have Medicare, or will become eligible for Medicare in the next 12 months, a federal law gives you more choices about your prescription drug coverage. Please refer to the Notice of Creditable Coverage & Medicare Part D information located in the Legal Notices on your benefits website.

### **Individuals Not Eligible for ShopRite Medical Coverage**

If you have a qualifying event and are offered continued coverage through COBRA, you may want to consider buying an individual health insurance plan through your state's Marketplace. The Marketplace may offer you additional choices to better fit your budget and needs.

### **Notify your Benefits Administrator if You Lose Medicaid/CHIP Eligibility**

If you or your dependents lose eligibility for Medicaid or the Children's Health Insurance Program (CHIP) coverage, or become eligible for a state's premium assistance subsidy under Medicaid or CHIP, you will have 60 days from the date of that Medicaid/eligibility change to request enrollment in a ShopRite medical plan. Please refer to the Legal Notices on your benefits website for more details.

### **Individuals Planning to Retire or Leave ShopRite**

If you are planning to retire, please contact your Benefits Administrator for information about your benefit options.

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# Your Medical Plan

You can choose the Aetna medical plan listed on the next page for 2022. The plan offers:

- **Well-being programs** – with 100% coverage for preventive care, free resources for tobacco cessation programs and medication, and other resources for living a healthy lifestyle.
- **Aetna discounts** on well-being programs and services – such as weight management, fitness equipment, vision, and hearing services.
- **Special programs** – to help you get great care and save money too, such as Aetna Concierge Customer Service and PinnacleCare health advisory services.
- **Flexibility to use in- or out-of-network providers** – with higher benefits when you use in-network providers.
- **Ability to select a Primary Care Physician (PCP)** – to manage your overall health care.
- **Tools and Resources** – available through Aetna Health at [www.aetna.com](http://www.aetna.com) to help you estimate costs, explore savings, view claims, and access health information to make more informed decisions.

The weekly contributions can be found on your enrollment forms. Please refer to the next pages for more information.

## Summary of Benefits and Coverage (SBC)

- ✓ As part of the Patient Protection and Affordable Care Act (PPACA), SBCs are designed to help you understand and compare the key features of your ShopRite medical plan options.
- ✓ Includes coverage examples, a glossary of common health insurance terms, and contact information for each medical plan.
- ✓ Available for all individual plans through the Marketplace.

The SBC for your medical plan can be found on your benefits website.

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## How the Medical Plan Works

| Feature                                    | HCRA Plan   |
|--|---|
| In-network preventive care covered at 100% | Yes   |
| Well-being resources & special programs    | Yes   |
| Provider network                           | Aetna Open Access Managed Choice<br>(Aetna Health Fund)       |
| Use of in- and out-of-network providers    | Yes   |
| Must select a Primary Care Physician (PCP) | No  |
| PCP referrals needed for specialty care    | No  |
| HCRA Funded                                | Yes   |
| In-network deductible                      | Yes   |
| Out-of-pocket maximum for in-network care  | \$4,800 single<br>\$9,600 family<br><b>(after HCRA fund )</b> |
| Comparison to Marketplace plans            | Silver Plus   |



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## In-Network Medical Services

| Benefits  | HCRA Plan<br>You Pay   |
|---|--|
| <b>Preventive Services</b>                                      | \$0  |
| <b>Office Visits</b><br>Primary Care Physician (PCP)/Specialist | Deductible & Coinsurance                                     |
| <b>Emergency Room</b>   | Deductible & Coinsurance                                     |
| <b>Urgent Care Facility</b>                                     | Deductible & Coinsurance                                     |
| <b>Deductible</b>   | \$2,000 single<br>\$4,000 family                             |
| <b>HCRA Fund</b>  | \$800 single<br>\$1,600 family                               |
| <b>Deductible after HCRA Fund</b>                               | \$1,200 single<br>\$2,400 family                             |
| <b>Coinsurance</b>  | 30%  |
| <b>Annual Out-of-Pocket Maximum</b>                             | \$4,800 single<br>\$9,600 family<br><b>(after HCRA fund)</b> |

**Note:** Prescription drug coverage, described later in this guide, is included in the medical plan. Prescription drug expenses are not subject to the medical plan deductible.

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## Out-of-Network Medical Services

| Benefits                          | HCRA Plan                          |
|-----------------------------------|------------------------------------|
|                                   | You Pay                            |
| Office Visits and Preventive Care | Deductible & Coinsurance           |
| Emergency Room                    | Deductible & Coinsurance           |
| Deductible                        | \$6,000 single<br>\$12,000 family  |
| Coinsurance*                      | 50%                                |
| Annual Out-of-Pocket Maximum      | \$10,200 single<br>\$20,400 family |

*\*The plan pays out-of-network benefits based on Medicare reimbursement levels (up to 110% of Medicare for professional services and 140% for facility charges). In addition to your coinsurance, you are responsible for amounts that exceed these levels.*

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## A Closer Look at the HCRA Plan

The HCRA Plan is a unique medical plan that combines the essential elements of traditional plans with an important innovative feature, the HCRA Fund, a health reimbursement account. If you haven't yet considered this plan, take time during this year's Open Enrollment to review this option.

The HCRA Plan provides you with medical and prescription drug coverage and an extensive network of providers through Aetna. In addition, the HCRA Fund can be used to pay for qualified health care expenses with before-tax dollars. And, you receive an annual contribution to your HCRA Fund to help offset your out-of-pocket expenses.

The HCRA Plan, together with the HCRA Fund, encourages you to take a more active role in your health care spending, and to be a more cost-conscious health care consumer. The plan involves three features working together:

| 1. Deductible   | 2. Health Plan   |
|---|--|
| <p>You pay this amount before your medical plan begins to pay for eligible expenses. (Please note: prescription drug expenses are not subject to the deductible).</p> <ul style="list-style-type: none"><li>■ The in-network deductible is \$2,000 single or \$4,000 family and the out-of-network deductible is \$6,000 single or \$12,000 family.</li><li>■ The full out-of-network deductible (depending on coverage level) must be met before the medical plan begins to pay.</li></ul> | <p>Once you meet your deductible, your medical plan pays 70% for in-network medical services and 50% for out-of-network medical services (up to the Medicare reimbursement level).</p> <ul style="list-style-type: none"><li>■ You will pay 30% for in-network services.</li><li>■ You will pay 50% plus any amount that exceeds the reimbursement level for out-of-network services.</li><li>■ Prescription drug expenses are subject to the applicable copays.</li></ul> |
| 3. The HCRA Fund  |  |
| <ul style="list-style-type: none"><li>■ Helps you pay for eligible out-of-pocket expenses, such as your deductible.</li><li>■ The HCRA Fund amount is \$800 single and \$1,600 family, and is paid by the Company.</li><li>■ The remaining balance rolls over each year. This means if you were enrolled for single coverage in 2021 and have a balance of \$200 at the end of the year, your 2022 HCRA Fund would increase by this amount and would be \$1,000.</li></ul>                  |  |

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## **Know Before You Go**

Planning ahead can help you be an informed health care consumer – saving you time and money! When you enroll in the HCRA Plan, you have an HCRA Fund funded by ShopRite that is used to pay for a portion of your deductible. By finding out the facts before you go for medical treatment, you can compare doctor's rates and clinical performance to help you:

- Understand your cost for the medical services you need;
- Be prepared for out-of-pocket costs before you visit the doctor;
- Plan for health care expenses so you can manage your funds; and
- Make health care purchasing decisions based on overall value.

## **Other Features**

Since you are responsible for paying some or all of your health care expenses, it's important to do your research and review your options – both price and quality – before you go! Compare doctor's rates, specialist's quality indicators, and more at [www.aetna.com](http://www.aetna.com).





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## Use Your Primary Care Physician

You may be thinking, why bother with a Primary Care Physician (PCP) when you can easily be seen at a local medical clinic or the emergency room (ER). While your walk-in-clinic or local ER may be ideal for urgent medical conditions, it's important to establish an ongoing relationship with a Primary Care Physician. They know you and your medical history, allowing them to recognize changes in your health. A Primary Care Physician cares for you as an entire person—physically, mentally, and emotionally—in addition to overseeing all of your routine care.

Your Primary Care Physician can provide education about preventive care which helps you take charge of your health, save money, and help you navigate through chronic or complex illnesses. They also act as your advocate and refer you to specialists as needed.

### Your PCP's office is the best place for:

- Routine care: annual physicals, prescription refills, and immunizations
- Chronic and complex conditions: diabetes, high blood pressure, thyroid, high cholesterol
- Minor injuries: sprains, back pain, cuts and burns, or eye injuries

**If you don't currently have a Primary Care Physician for your ongoing medical care, now is a great time to create that relationship.**

## Maximize Your Preventive Benefits

The medical plan pays 100% for in-network preventive services for adults and children when the main purpose of the visit is for preventive care. Covered services are determined based on your age, gender, and risk status. There is no copay, deductible, or coinsurance for in-network preventive services such as office visits, screenings, counseling, and appropriate immunizations.

- **Remind your physician's office to code your visit as "wellness," if appropriate**, so you can take full advantage of the 100% in-network well-being benefit. In the event your visit is not for wellness, it is not eligible for the 100% benefit.
- Make sure your screenings and tests are sent to an in-network lab. **It's your responsibility to make sure the lab is in the network before you have your tests done or sent for processing.** If the lab is NOT in the network, even if recommended by your network physician, your claim will be paid at the lower out-of-network benefit level.
- Our preferred laboratory services providers are Quest Diagnostics and LabCorp.

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## Get the Facts About Your Doctor in 3 Simple Steps

You can find the rates doctors have agreed to charge for up to 30 commonly used services provided by primary care and specialty care physicians and certain health care professionals, such as chiropractors and physical therapists. You also can access details about clinical performance.

- Visit your member website on Aetna Health through [www.aetna.com](http://www.aetna.com) or the Aetna Health app.
- Go to **Find Care & Pricing** and look up your doctor or search by the type of service.
- You can compare up to three doctors, view a breakdown of cost for a specific doctor, and read reviews for a specific doctor.

## Consider Using an Urgent Care Facility before the Emergency Room

Did you know that you will wait longer and pay more for non-emergency care in an emergency room (ER) than in an Urgent Care Facility or Walk-In Clinic? It costs a lot of money for hospitals to support all the equipment and staff that an ER requires. So, visits to the ER generally cost much more than those to a doctor's office or an Urgent Care Facility. Plus, your medical plan copays for ER visits will be higher than the copays for doctor's or Urgent Care Facility visits. In addition to the ER copay, in some cases, you may receive a separate bill from your emergency room physician. There is generally only one charge for your Urgent Care bill.

**Emergency Rooms Should be  
for True Emergencies ONLY**

Your wait time may be longer too. Emergency rooms treat the patients with the most serious conditions first, so patients with less urgent needs will often wait longer to see a doctor. An Urgent Care Facility will only see patients with routine conditions, and it's usually on a first-come, first-served basis.

Simply put, when it's not a true emergency, an Urgent Care Facility or Walk-In Clinic is the better choice.

### Locating an Urgent Care Facility

- Visit your member website on Aetna Health through [www.aetna.com](http://www.aetna.com) or the Aetna Health app
- Go to **Find Care & Pricing**
- Scroll down to **Clinics and Hospitals**
- Click **Urgent Care Centers**



# Your Prescription Drug Benefits

When you enroll in a ShopRite medical plan, you receive prescription drug coverage. Your copays are based on the type of drug and where you purchase your prescription. To lower your costs, request generics or use a ShopRite pharmacy or Spotswood mail order for maintenance medications (for conditions that usually require regular use, such as for high blood pressure, heart disease, asthma, and diabetes).

**When you use a ShopRite pharmacy or Spotswood mail order for maintenance prescriptions, you'll get a three-month supply for the cost of one!**

## Prescription Drug Benefits – HCRA Plan

| Type of Drug  | Definition   | Retail Pharmacy (Non-ShopRite) | ShopRite Pharmacies or Spotswood Mail-Order       |
|---|--|--------------------------------|---|
|   |  | For a 30-day supply            | For a 90-day supply                               |
| <b>Generic</b>  | Drug with same active ingredients as brand name, with lower cost   | \$15                           | \$15  |
| <b>Preferred Brand*</b>                               | Drug marketed under a specific trademark or name by specific drug manufacturer and included on Aetna's drug list | \$40                           | \$40  |
| <b>Non Preferred Brand*</b><br>(no generic available) | Drug marketed under a specific trademark or name by specific drug manufacturer and NOT on Aetna's drug list      | \$60                           | \$60  |
| <b>Specialty Brand</b>                                | High-cost prescription medications used to treat complex, chronic conditions                                     | \$60                           | Contact your local pharmacy for more information. |

*\*If you or your physician requests a brand-name medication when a generic is available, you will pay the applicable copay **plus** the difference between the cost of the generic and brand-name drug.*

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### Take control of your health with the ShopRite Rx App

- Refill prescriptions
- View your prescription profile
- Transfer a prescription
- Get drug information
- Find a ShopRite Pharmacy near you

To find the app, search "ShopRite Pharmacy App".



### How the Specialty Drug Market Impacts Health Care Costs

Drug prices in the United States continue to skyrocket. Prescription spending is growing faster than any other part of the health care dollar. The increase in FDA approvals for specialty drugs have increased access to higher costing prescription options. Higher prices and increased use are generating a significant increase in health care costs.

According to a recent AARP report, the annual retail cost of widely-used specialty prescription drug therapies averaged more than the median U.S. household income for the same time period.

### ShopRite Pharmacy provides support for patients taking Specialty Medications for chronic and complex conditions

Let ShopRite Pharmacy help you along your treatment journey – from facilitating prior authorizations to helping you remember to take and refill your medications.

We deliver high-quality, accessible pharmacy services. Our experienced team can help you get and find ways to pay for the medication you need, so you can focus on you.

**Have your local ShopRite Pharmacy handle all of your prescription needs, including services under our Specialty Pharmacy!**

#### Our program offers:

- Assistance with prior authorizations.
- Guidance with co-pay reimbursement programs to help lower costs whenever possible.
- Refill management.
- The convenience of scheduling specialty medication pick up with non-specialty medications at a local ShopRite Pharmacy.



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**ShopRite Specialty Pharmacy has a Pharmacist available 24/7 for patients:**

- Medication therapy education by a licensed clinician.
- Side effect management.
- Self injection technique guidance.

**Assistance with medication refills:**

ShopRite Specialty Pharmacy will notify your prescriber via fax when their specialty medications have expired, have no refills available or have changed.

We will contact patients seven days before their next scheduled fill to verify and confirm their refill. We will reach out to new patients to explain the benefits of our program to help manage their complex medical condition. This program is voluntary, not all patients must enroll.

For more details, contact your local ShopRite pharmacy.



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# Your Well-Being Programs

## Special Programs That Care For You And Your Wallet

We've enhanced your well-being program for 2022! Your medical plan includes **special programs** to help you get great care and save money.

### Special Programs In Your Medical Plan

#### **Aetna Concierge Customer Service**

Your Aetna Concierge is like your personal health care assistant, helping you to understand your medical plan and answering questions, such as:

- How can I find the right specialist?
- I have my diagnosis, but what do I do now?
- Is this covered by my plan?
- How much is this going to cost?

Your concierge can even make appointments for you. Just log in at [aetna.com](https://www.aetna.com) and chat online or call the toll-free number on the back of your Aetna member ID card.

#### **Aetna Drug Savings Review Program**

This review of pharmacy claims helps increase safety, save money, and improve quality of care. Drug reviews are done after prescriptions are filled and coordinated directly with your medical provider, so you won't experience any disruptions.

#### **Aetna One Choice Solution**

This program provides ongoing nurse support and coaching. Whether you're managing a chronic condition or have an upcoming surgery, Aetna nurses can help you put together a plan, understand your benefits, and answer your questions.

#### **Aetna Pharmacy Advisory Program**

If you have certain conditions (listed below), Aetna's Care Support team will contact you directly when you fill your first prescription to treat your conditions, if you are not taking your medication as directed, and if you miss one or more refills. The conditions included in this program are:

- Diabetes
- Cardiovascular Suite (Hypertension, Dyslipidemia, Coronary Artery Disease, Congestive Heart Failure)

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### Special Programs In Your Medical Plan (continued)

|  |  |
|--|--|
| <b>MSK Direct</b>                            | Through a partnership with Memorial Sloan Kettering Cancer Center (MSK), MSK Direct is your resource for prevention through diagnosis and ongoing treatment in cancer care, providing practical and emotional support. An MSK Direct Care Advisor helps find the best cancer care possible, either through on-site care at MSK (in certain states), or remotely, where MSK doctors guide your treatment in partnership with your local doctor. |
| <b>PinnacleCare Health Advisory Services</b> | If you need surgery or have complex medical conditions, you may call PinnacleCare to access your personal health advisor. Supported by physicians and researchers, your advisor will coordinate an expert medical review, guide you through health care challenges, and help you save time and avoid unnecessary or inappropriate procedures.  |

An important part of your medical plan is improving long-term health and managing the cost for both our associates and ShopRite. That's why we provide programs and resources that encourage healthy actions at no additional cost to you. Through Aetna, our medical plan administrator, we offer a wide variety of programs and services, from Health Assessments to help you identify opportunities for improvement, to a robust well-being portal that includes health tools, resources, services, and information.

### Get Your Annual Physical – and Get Rewarded!

Even if you feel perfectly healthy, it's important to get an annual physical for your overall wellness. A physical is an opportunity to check in with your primary care physician on your health, get tips on living a healthy lifestyle, and discuss prevention and treatment options.

**An annual physical is important to your overall wellness and helps prevent health issues down the road.**

**Complete an annual physical – and receive a \$100 ShopRite gift card for each enrolled associate and spouse/partner.\***

*\*Note: Payment of the \$100 incentive for obtaining an age-appropriate physical exam from your physician is not conditioned on you or your spouse providing any genetic information (e.g., family medical history) to your employer or to your employer's medical plan.*

### Why Get an Annual Physical?

- **Prevent health problems.** Annual physicals allow your doctor to review any changes that have occurred over the last year and encourage healthy choices and lifestyle. Also, your doctor can help identify risk factors that could lead to future health problems and offer expert advice on how to manage them.
- **Establish baselines.** Getting a routine physical will help establish a baseline (e.g., blood pressure and cholesterol) that will help you and your doctor in making future healthcare decisions.

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- **Stay on track with important screenings**, such as a mammogram, colonoscopy, or bone density test. Your doctor can help coordinate the recommended screenings.
- **Manage your medications.** Reviewing medications with your physician will ensure you are treating your medical concerns the best way available and will help prevent medication interactions.
- **Save money.** If a doctor can detect a problem before it gets serious, you'll save money on medical bills down the road.
- **Build a solid relationship with your doctor.** Having one-on-one time with your doctor when you're not sick or in the midst of a medical issue allows you to connect, establish rapport and trust, and discuss your personal health care needs.

### Aetna Health Assessment

The Aetna Health Assessment is a simple, confidential questionnaire to be completed on the Aetna website. This is available to you because it's a great tool for helping you to stay healthy; however, note there is no premium discount or gift card for completing the Health Assessment in 2022.

A Health Assessment can give you valuable insight into your overall health and potential risk factors. Once you complete the questionnaire, you will receive a full assessment of your current health status, including potential risk factors and tips to modify your behavior for better health. You can print the report for your files and share it with your doctor.

The Health Assessment is completely confidential and takes less than 30 minutes to complete.

#### Accessing the Aetna Health Assessment

To complete the Aetna Health Assessment, simply:

1. Visit [www.aetna.com](http://www.aetna.com) to access the Health Assessment or by using your smartphone, open the camera and aim the phone at the QR code. ▶
2. Enter basic health information and habits.
3. Receive an online Action Plan and select programs and resources to help improve your health.





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## Get Help to Quit the Habit

Smoking is the number one cause of preventable deaths in the United States, and is a contributing cause to many chronic health conditions. Your medical plan includes **FREE** resources to help you stop smoking, including Aetna's tobacco cessation program described below.

### ***Aetna's Tobacco Cessation Program***

If you meet the eligibility requirements and complete the program, ShopRite will pay the full cost of the program which includes:

- Personal support from an Aetna health coach who can help you set goals you can handle, plan quitting strategies, and stay motivated to quit for good
- Weekly coaching sessions with your health coach
- 8 weeks of nicotine replacement therapy

To get started, visit [www.aetna.com](http://www.aetna.com) or call **1-866-213-0153**.

### ***100% Coverage for Smoking Cessation Medications***

If you need smoking cessation medications to help you quit, the medical plan will reimburse 100% of the cost for eligible over-the-counter and prescription medications.

- Contact Aetna at the number on the back of your ID card to make sure the item is eligible.
- In certain cases you may be asked to pay the full cost for the medication at the pharmacy. Send a claim form with your receipt to Aetna for 100% reimbursement.



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## Teladoc

Talk to a doctor anytime and for as long as you need! Teladoc gives you 24/7/365 access to a board certified doctor through the convenience of phone or video consults. It's a quick and affordable option for quality medical care — **with \$0 copay for general medical care**; specialty care (e.g., mental and behavioral health care, therapy, dermatology, and other specialty services) is subject to a fee schedule.

### When can you use Teladoc?

- When you need care now
- If your doctor is unavailable
- If you're considering the ER or Urgent Care Facility for a non-emergency issue
- On vacation or away from home
- For short-term prescription refills

**Teladoc is a convenient treatment option that saves you time and stress by not having to leave home or work!**

### Why Teladoc?

There are many things in this world that are valuable... work, family, health, and so forth. But it could be argued that the most valuable thing you'll ever have, after your health, is your **time**. What if there was a way you could get health care for **minor** issues while saving you time and money? ShopRite has a possible solution.

Consider these questions...

- What if you could avoid waiting several hours in the ER or sitting in a room with other patients in an urgent care facility or doctor's office?
- Where should you go for care if it's a weekend or after hours?
- Once you see the doctor, how long do you normally spend talking about your illness?
- What if we told you, you could speak to a doctor in less than 10 minutes?
- What if you never had to leave your house or office?
- Would it be convenient for you to have your prescription sent to the pharmacy of your choice?

### Teladoc may be the best solution for you!



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## Common non-emergency conditions Teladoc can treat include:

- Colds and flus
- Simple infections
- Fever
- Stomach flus, diarrhea or constipation
- Bronchial, upper respiratory, and ear infections
- Insect bites and unknown rashes
- Sore or strep throat
- Conjunctivitis and similar bacterial infections
- Headaches
- Temporary joint aches

## Manageable chronic conditions:

- Arthritis
- Asthma
- Allergies
- IBS

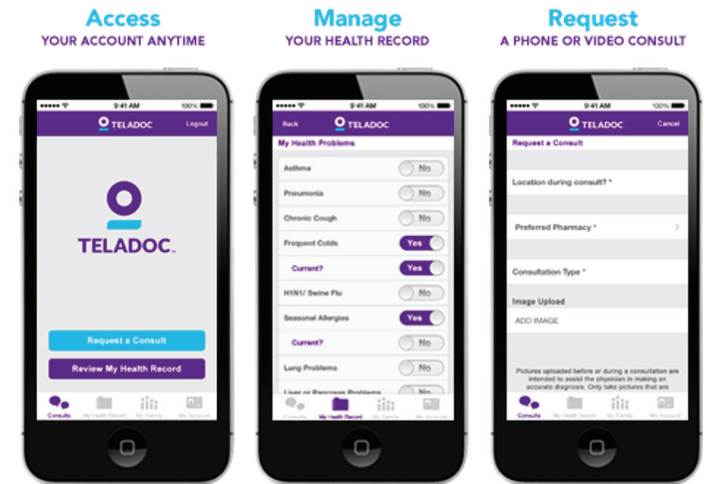
With your consent,  
Teladoc is happy  
to provide  
information about  
your Teladoc  
consult to your  
Primary Care  
Physician (PCP).

## How to access Teladoc

Set up your Teladoc account through the website or the app:

- Online at [www.teladoc.com](http://www.teladoc.com) or
- Download the Teladoc App on your smart phone, iPad or another compatible device. Just search "Teladoc" in the AppStore or Google play store.

You may also call **1-800-TELADOC** to get started. Then fill out a brief medical history like you would at the doctor's office.



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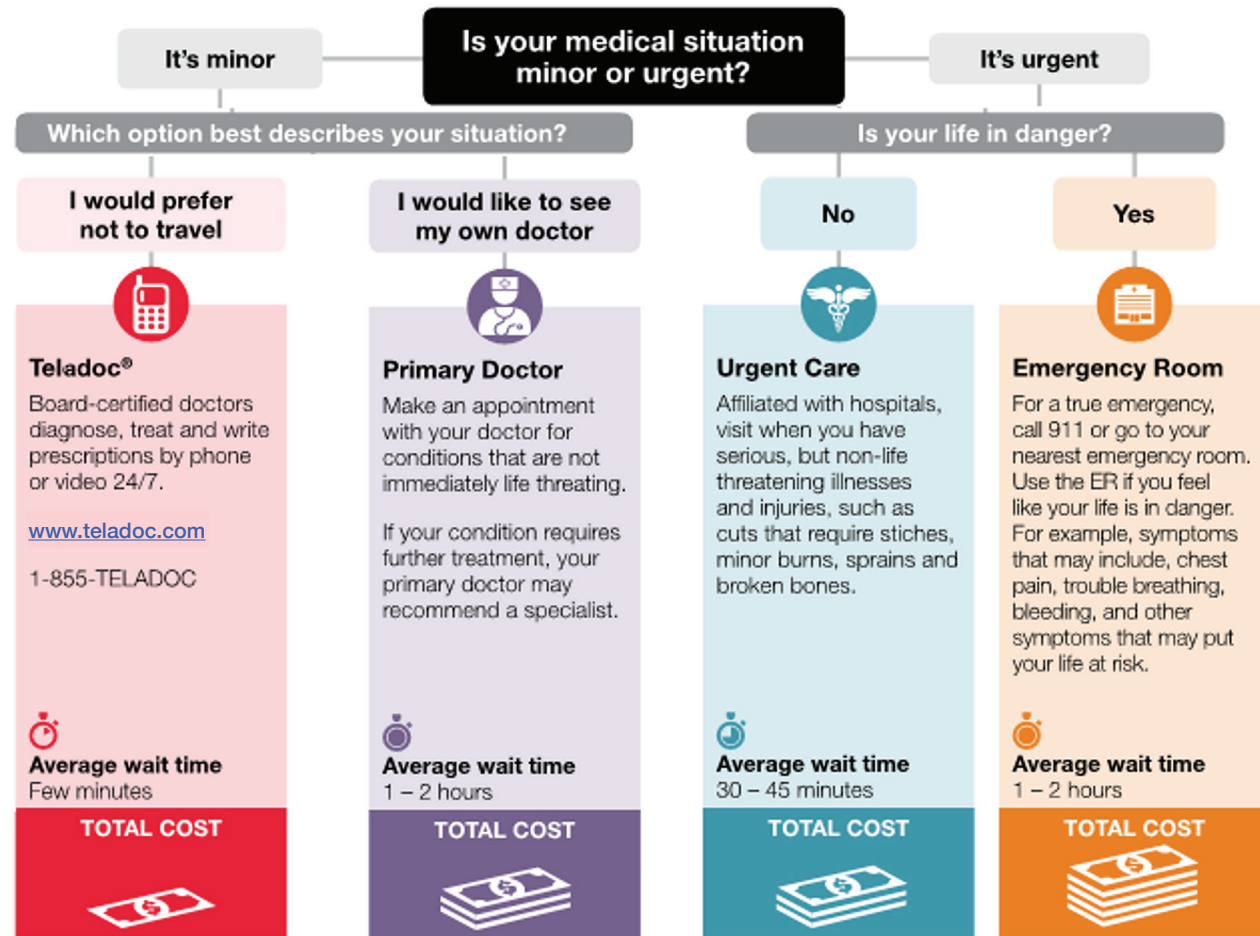
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### Where should I go for what kind of care?

**Knowing your options for medical care can save you time and money!** Follow the path below to make sure you get the right level of care at the right place for the lowest cost. Log on to Aetna Health at [www.aetna.com](http://www.aetna.com) to find your closest options.



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## Be A Wise Consumer! What Can You Do?

As partners in health, we have a shared responsibility to manage health care costs by being informed and engaged health care consumers. Most health care costs are tied to decisions and behaviors we can control and improve. That's why making smart choices every day is so important.

### 10 Ways To Save

- 1 Think ahead** – Don't just automatically keep the same benefits every year. Take a little time and research the benefit options before making a selection.
- 2 Know what the medical plan covers** – Understand your plan before you need to use it. Find out about pre-approvals, emergency room visits, copays for doctor visits, and coinsurance for procedures.
- 3 Get physically fit & practice preventive care** –
  - Take prescribed medications.
  - Keep up a healthy lifestyle and complete the Health Assessment every year.
  - Schedule your annual physical with an in-network doctor **(Covered at 100% – Plus \$100 ShopRite Gift Card!)**
  - Take advantage of free resources to get and stay healthy.
- 4 Remember to NETWORK** – Always use an Aetna in-network doctor or facility; not doing so may result in paying more from your own pocket.
- 5 Pick the right facility** – If your condition isn't life-threatening, don't go to the emergency room. A persistent cough or a broken finger may be better

Get  
Physically  
Fit...and  
Financially  
Fit Too

treated by Teladoc or an urgent care facility at a much lower cost.

- 6 Be a smart shopper** – Look up prices for medical procedures in your area using FAIR Health's "**Consumer Cost Lookup**" tool. This can help you plan for out-of-pocket health costs, or, contact other providers and ask for a quote to see if they offer a lower price for a specific procedure.
- 7 Use Teladoc** – Consult with a doctor online or over the phone for minor conditions. It's a convenient treatment option that saves time and stress by not having to leave home or work.
- 8 Check bills and insurance EOBs for errors** – A mistake in coding can mean the difference between a procedure with no copay and one that costs you money.
- 9 Cut your prescription costs**
  - Ask your provider if you can take a generic medication instead of an expensive brand.
  - Fill your prescriptions using your local ShopRite pharmacy or through the Spotswood mail-order program. This also includes your specialty medication needs. **Get a three-month supply of maintenance prescriptions for the cost of one!**
- 10 Ask questions**
  - Ask your doctor whether making lifestyle changes can achieve the same results as costly prescriptions or a medical procedure.
  - Get a second opinion before undergoing surgery.
  - Clearly understand the goal of a procedure. Is it meant to cure or manage a condition? What are the long-term success rates, and how do they compare to other options?



# Your Vision Plan

The vision plan is administered by EyeMed. With this plan, you pay less when you visit a provider that participates in the EyeMed Select network. For 2022, there are no changes to your vision benefits.

## Highlights of the Plan

- When you visit an EyeMed network provider, you pay a copay for eye exams and materials.
- When you visit an out-of-network provider, you generally pay the provider directly and submit an itemized bill to EyeMed. You will receive reimbursement up to the scheduled amount for each covered service and supply.

For more information or to locate EyeMed vision providers, visit [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com) or call **1-866-939-3633**.

| Vision Services                                   |   |                              |
|---|---|------------------------------|
| Benefit   | In-Network Member Cost                                    | Out-of-Network Reimbursement |
| <b>Exam (one every 12 months)</b>                 | No copay  | Up to \$28                   |
| <b>Frames (one every 24 months)</b>               | No copay; \$180 allowance<br>+ 20% off balance over \$180 | \$90                         |
| <b>Lenses (one every 12 months)</b>               |   |                              |
| Single Vision                                     | \$0 copay   | Up to \$25                   |
| Bifocal   | \$0 copay   | Up to \$39                   |
| Trifocal  | \$0 copay   | Up to \$63                   |
| <b>Contact Lenses (one order every 12 months)</b> |   |                              |
| Conventional                                      | \$180 allowance<br>+ 15% off balance over \$180           | Up to \$144                  |
| Disposable  | \$180 allowance   | Up to \$144                  |
| Medically Necessary                               | No copay; Paid in full                                    | Up to \$200                  |

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## Importance of Eye Exams

Most adults consider vision their most important sense. One in five people are at risk for vision loss, while many of the problems could have been addressed through preventive care. Annual eye exams not only help correct vision problems, but comprehensive exams can also reveal the warning signs of more serious undiagnosed problems, such as high blood pressure, heart disease, and diabetes. No matter what your age, yearly eye exams are important to your productivity and health, and is an important part of your benefit plan.



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# Frequently Asked Questions

## **Q: What is an annual Open Enrollment period?**

A: It's the time of year that you may add, drop or change your level of coverage for certain pre-tax benefit options. This year's Open Enrollment period is from **November 1 – 19, 2021.**

## **Q: How do I obtain detailed information about the plans offered by ShopRite?**

A: Refer to your "Summary of Benefits and Coverage" (SBC), available on your benefits website.

## **Q: Why should I see a network provider?**

A: Network doctors have agreed to a discount of their fees. You may pay lower out-of-pocket expenses when you use an in-network provider.

## **Q: How do I know if my provider is in the network?**

A: Check the website or call the insurance provider directly.

## **Q: What is an Explanation of Benefits (EOB)?**

A: A statement provided to the member explaining how and why a claim was or wasn't paid. Always review your EOB statements for accuracy. If you have a question about an EOB, or see an error, contact the provider directly.



## **Q: When can I continue coverage under COBRA?**

A: You and/or your dependents are eligible to continue group health care under COBRA if coverage is lost because:

- You leave ShopRite for any reason other than "gross misconduct".
- Your work hours are reduced.
- You die.
- You become entitled to and enroll in Medicare prior to electing COBRA.
- You divorce.
- Your dependent loses dependent status.

## **Q: How can I receive additional or replacement ID cards?**

A: Call the benefit providers directly.

## **Q: How do I add my dependents?**

A: Contact your Benefits Administrator.

## **Q: What if I get married, divorced or have a new child in my family during the plan year?**

A: You must contact your Benefits Administrator within 30 days of any Qualified Life Event. Otherwise, you will have to wait until the next enrollment period to change your benefit options or coverage levels. You are also required to show official documentation as proof of the change such as a marriage certificate, birth certificate or court documents.

## **Q: Why do I pay for some benefits with pre-tax money?**

A: Paying for certain optional benefits with pre-tax money lowers the amount of your pay that is taxable; therefore, you pay less in taxes.

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# Important Terms

We know that benefits can be confusing, especially with all of the terms that are used to describe them. To help you better understand your options, we put together a listing of commonly used benefit terms used throughout this Guide.

**Coinsurance** — percentage of covered expenses you pay after the plan’s applicable deductible.

**Consumerism features** — choices you make to save money, such as using network providers instead of out-of-network providers, or requesting a generic drug instead of a brand-name drug alternative.

**Contributions** — the amount that is deducted from your paycheck to pay for your share of benefits.

**Copayment** — the fixed dollar amount you pay to the provider for some services, such as office visits and prescription drugs.

**Deductible** — the amount you pay each calendar year before the plan reimburses you for covered expenses.

**Exchange** — another name for the Health Insurance Marketplace that has been available since October 1, 2013 to help individuals and small employers compare and purchase health insurance.

**Health Assessment** — online questionnaire that you complete to help you identify potential health risks.

**Health Care Reimbursement Account (HCRA)** — a company-funded account that can be used to pay for a portion of your deductible or coinsurance. (Only available with the Health Care Reimbursement Account Plan).

**Health Insurance Marketplace** — a way for individuals and small employers to compare and purchase health insurance.

**In-network** — service received from a participating medical or vision care network provider. Also, can be used to define the level of benefits paid when you use a network provider.

**Out-of-network** — service received from a provider that does NOT participate in the applicable Aetna and/or EyeMed networks. The medical plan pays out-of-network benefits based on Medicare reimbursement levels (up to 110% of Medicare for professional services and 140% for facility charges). In addition to your coinsurance, you are responsible for amounts that exceed these levels.

**Out-of-pocket maximum** — maximum expense limit you are responsible for paying such as your deductible, coinsurance, and copays in a given plan year - this does not include your contributions. After this limit is reached, the plan reimburses 100% for most remaining covered medical expenses (excluding prescription drugs and the amount above the reimbursement level.).

**Primary care physician (PCP)** — the network doctor, generally a family practice, internist or pediatrician, you choose to provide care for you and to help you coordinate your overall health care, and make referrals to specialists, when appropriate.

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To learn more about a specific benefit plan, please visit [milford.shopritebenefits.com](http://milford.shopritebenefits.com), or contact the individual company/provider listed here. We also invite you to speak with your Benefits Administrator when you have questions.

| Benefit Plan                                    | Website  | Telephone                           |
|---|--|-------------------------------------|
| <b>Medical and Prescription Drugs</b>           |  |                                     |
| Aetna medical plan and prescription drugs       | <a href="http://www.aetna.com">www.aetna.com</a>                               | 1-877-461-0933                      |
| PinnacleCare health advisory services           | <a href="http://www.pinnaclecare.com/support">www.pinnaclecare.com/support</a> | 1-888-442-7380                      |
| MSK Direct                                      | <a href="http://www.mskcc.org/gs-well-being">www.mskcc.org/gs-well-being</a>   | 1-833-986-1757 or<br>1-646-499-2562 |
| Aetna Health Assessment                         | <a href="http://www.aetna.com">www.aetna.com</a>                               | 1-800-225-3375                      |
| Healthy Lifestyle Coaching Tobacco Free Program | <a href="http://www.aetna.com">www.aetna.com</a>                               | 1-866-213-0153                      |
| <b>Vision</b>                                   |  |                                     |
| EyeMed  | <a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a>         | 1-866-9EYEMED (939-3633)            |

## About This Guide

This guide describes the benefit plans and policies available to you as an associate of ShopRite. The details of these plans and policies are contained in the official plan and policy documents, including some insurance contracts. This guide is meant only to cover the major points of each plan or policy. It doesn't contain all of the details that are included in your Summary Plan Descriptions (as required by ERISA) found in your other associate benefit materials. If there is ever a question about one of these plans and policies, or if there is a conflict between the information in this guide and the formal language of the plan or policy documents, the formal wording in the plan or policy documents will govern.

**Note:** The benefits highlighted and described in this guide may be changed at any time and don't represent a contractual obligation – either implied or expressed – on the part of ShopRite.