

Open Enrollment begins today, **November 4th** and runs through **November 15th**! We hope to see you at our **informational session** this morning/afternoon. We sent out a calendar reminder as it's not too late to attend! If you don't have the calendar invite, just reply to this email and we will resend it to you. **If you are local to Rosslyn or Gainesville, join us in person! There will be SWAG and PRIZES (one person on the phone will win a prize)!!**

The **2025 Benefits Guide** will assist you in making your benefit choices and the **2025 Benefits Enrollment – UKG Benefits Hub Instructions** is a step-by-step guide on how to complete your enrollment within UKG. Both can be found attached to this email as well as on the Intranet, under Human Resources > 2025 Health Benefits. As Benefits Hub is a new module in UKG – please be sure to carefully review all your benefit elections and information.

Open Enrollment FAQs:

I only see an option for Commuter Benefits Open Enrollment – why is that?

You are most likely in the wrong place in UKG to elect your main benefits. To access your main benefit elections within UKG you will want to go to Menu > Myself > Benefits Hub. "Open Enrollment" for commuter benefits is happening outside of the Benefits Hub module. If you are enrolling in or continuing your commuter benefits for 2025, you will want to go into UKG and select Menu > Myself > Open Enrollment.

When I try logging in to UKG through Okta, I get an error message that tells me the account is inactive/need to contact the administrator. What do I do now?

This can be common, unfortunately. Simply email the HR team and we can reset your account.

What if I can't attend any Open Enrollment meetings or events?

Don't worry, we got you covered! You can find recordings of the meetings and all other Open Enrollment resources on the Intranet under Human Resources > 2025 Health Benefits. Feel free to share the materials with your spouse or someone who helps you make benefit decisions.

If I am not changing plans, do I need to do anything?

YES! Participation in Open Enrollment is **MANDATORY**. With our new module Benefits Hub, we need everyone to enter their dependent and beneficiary information and confirm personal information is accurate. Also, we want everyone to review their benefits, rates, and our new benefit options with Legal Resources!

I don't see my current (2024) enrollments in Benefits Hub, where can I see a summary to remind myself?

To view your current 2024 benefits and coverage levels, log into UKG and go to Myself > Benefits > Benefits Summary. You can view your current benefits and print for your records. Going forward, Benefits Hub will house previous elections.

Why don't I see 401(k) in Open Enrollment/Benefits Hub?

401(k) elections and changes are made outside of UKG. You can update your 401(k) elections at any time during the year. Open enrollment is a good time to check your beneficiaries and elections.

I don't see my family members in Benefits Hub – where can I find their information?

With the conversion to the new module, you will likely need to add your covered family members in your Open Enrollment session.

Help! I completed benefit elections, but I made a mistake!

It's ok! We are here to help! Reach out to HR and we can work with you to fix the issue.

Remember – to have benefits in 2025 you must complete Open Enrollment, and HR is standing by to answer any questions and provide support. You can always reach out to us at humanresources@redhorsecorp.com.

In health,
Your HR Team