



Michigan

2020 Benefits Enrollment Guide

Better. Together.

MEDICAL

DENTAL

VISION

LIFE

DISABILITY

PRESCRIPTION



Questions, Problems or Concerns

Our goal is to make certain that you receive the correct coverage under the benefits plan. We are here to help with any issues that may arise. If you require assistance, have your ID number or Social Security Number available and follow these steps:

- **For claims assistance** call the applicable insurance carrier. Have your ID number, date of service, and provider name available.
- **If you require further assistance**, contact the Epitec Employee Care Team. The Epitec Employee Care Team will provide benefits administration assistance for benefit related questions, plan procedures, life events and claim issues.
- **Do you need an ID card?** If you do not have an ID card, please contact the insurance carrier to order your ID card or go online to the carrier's site to download an ID card.

Important Contact Information

| Carrier | Group # | Web / email | Phone |
|--|-----------|---|--|
| Medical | | | |
| Blue Cross Blue Shield of Michigan | 007020292 | www.bcbsm.com | 1-800-752-1455 |
| Blue Care Network | 00262833 | www.bcbsm.com | 1-800-662-6667 |
| Total Health Care | | www.thcml.com | 1-800-826-2862 |
| Health Savings Account | | | |
| HealthEquity | | www.healthequity.com | 1-866-346-5800 |
| Dental | | | |
| Blue Cross Blue Shield of Michigan | 00702092 | www.mibluedentist.com | 1-888-826-8152 |
| Vision | | | |
| Blue Cross Blue Shield of Michigan | 00702092 | www.vsp.com | 1-800-877-7195 |
| Basic Life and AD&D Insurance | | | |
| Voluntary Life Insurance | | | |
| Prudential | | www.prudential.com | 1-800-778-4357 |
| Short-Term Disability | | | |
| Long-Term Disability | | | |
| Prudential | | www.prudential.com | 1-800-778-4357 |
| Identity Thief | | | |
| IDResources | | www.guidanceresources.com | 1-800-311-4327 |
| Travel Assistance Services | | | |
| International Medical Group (IMG) | | www.imglobal.com assist@imglobal.com | +1 (855) 847-2194 U.S. +1 (317) 927-6881 Outside U.S. |
| My GuidanceResources | | | |
| GuidanceResources | | www.guidanceresources.com | 1-800-311-4327 Company ID: MGR311 |
| Epitec Employee Care Team | | | |
| | | https://portal.epitec.com/ | 1-248-864-7215 |



Welcome to your 2020 Employee Benefits!

Epitec, Inc. takes into consideration our employees' evolving needs, as well as ensuring a level of security and protection when making decisions regarding the benefits program being offered.

We recognize the important role employee benefits play as a critical component of an employee's overall compensation. We also strive to maintain a benefits program that is competitive within our industry.

This benefits guide, together with other enrollment materials, are provided to help you understand your benefit choices and navigate through the Open Enrollment / New Hire process.

Before you enroll, please read this guide to become familiar with the benefit options. Your decisions will impact your benefit selections and what you pay for these benefits.

If you have any benefits related questions or concerns, please do not hesitate to call the Epitec Employee Care Team.

Epitec Employee Care Team

 **1-248-864-7215**

 **<https://portal.epitec.com/>**

What's Inside

- How to Enroll..... 2
- Eligibility 3
- Benefit Changes 4
- Medical Coverage 6
- Medical Plan Comparison..... 7
- Prescription Drug 8
- BCBSM APP 9
- Blue Cross Online Visits..... 10
- Total Health Care Programs 11
- Health Savings Accounts 12
- Dental Coverage 13
- Vision Coverage..... 14
- Basic Life and AD&D Insurance..... 15
- Voluntary Life and AD&D Insurance 15
- Voluntary Short-Term Disability 16
- Voluntary Long-Term Disability..... 16
- Travel Assistance Services..... 17
- Identity Thief - GuidanceResources..... 18
- My GuidanceResources Programs..... 19
- Glossary of Terms 20
- Annual Notices 21
- Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP) ... 23
- Medicare Part-D Creditable Coverage Notice... 24
- Health Insurance Marketplace..... 25

PLEASE NOTE: This booklet provides a summary of the benefits available, but is not your Summary Plan Description (SPD). Epitec, Inc. reserves the right to modify, amend, suspend, or terminate any plan at any time, and for any reason without prior notification. The plans described in this book are governed by insurance contracts and plan documents, which are available for examination upon request. We have attempted to make the explanations of the plans in this booklet as accurate as possible. However, should there be a discrepancy between this booklet and the provisions of the insurance contracts or plan documents, the provisions of the insurance contracts or plan documents will govern. In addition, you should not rely on any oral descriptions of these plans, since the written descriptions in the insurance contracts or plan documents will always govern.

How to Enroll

Open Enrollment Period

The Open Enrollment period will be held **December 2nd through December 6th, 2019**. All changes to your benefits must be completed by **December 6th, 2019**. The changes that you make to your benefits will take effect on January 1, 2020.

Log in to your website:

Access the Employee Self-Service* website. <https://workforcenow.adp.com>

Enter your User ID and Password, and then click **Sign In**.

Note: If this is your first time logging in, click the Sign Up button. If you are unsure of the registration code, please contact your HR team.

Upon logging in, you will be presented with a splash page showing important information about this Open Enrollment period. You may click Start This Enrollment or Remind Me Later. The splash page will continue to be displayed each time you log in for the duration of the Open Enrollment Period until you complete your selections.

- **To Start** - Click **Enroll Now** in the Open Enrollment box. You will be brought back to the Welcome Note and Introduction screen. Please review all information on this screen, as there are often important references for your Open Enrollment options. If any tobacco attestation requirements are in place, you must populate the information as indicated before clicking Continue.

The left side of the screen will indicate the different plan types that are available to enroll in. When you are viewing the selected plan type, all enrollment options will be displayed on screen.

- **Select Plan** - You may choose to click **Select Plan** for the desired enrollment or **Waive This Benefit**. If you chose to waive a benefit, you may be required to select a waive reason.

When you choose to enroll in a plan, you may review your costs on a Per Pay Period, Monthly, or Annual basis by selecting the desired view in the calculator drop-down. The rate displayed to the left will be updated based on your selection, and it will also be updated if dependents are added for coverage.

- **Manage Dependents** - While enrolling in a plan, please be sure to indicate which dependents should be covered in Step 2, if applicable. If you need to update or add a dependent, you may click the **Manage Dependents** link in step 2.

*Please note: The coverage level for your enrollment (Employee Only, Employee + Spouse, Employee + Child(ren), Employee + Family) is driven by which dependents you select to enroll.

- **Click Continue to Preview**- Review your enrollment, costs and covered individuals carefully. Then click **Save and Continue to Next Benefit** to continue making your desired selections.

- **Company-Paid/Voluntary Life Elections and Beneficiaries** - When electing Voluntary Life, you will need to select your beneficiaries as well.

Start by clicking **Select Plan**, and then choose the amount of coverage you would like to elect.

If the amount selected is over the Guarantee Issue amount, an approval will be required and you will be asked to collect an **Evidence of Insurability (EOI)** and submit it to your employer. Your full election amount will not be approved until this is received. Click **Continue to Preview** and review your selection and beneficiary delegations. Then click **Save and Continue to Next Benefit**

- **Continue through each step** until all elections are complete and the **Continue to Summary** button is activated.

Review all selections. When you are ready to confirm your selections, click **Submit Enrollment**. **Please note that your benefit elections will not be processed until you click Submit Enrollment**. If **Save for later** is selected, these enrollments will not be submitted to your HR team until you fully submit the enrollment.

Please ensure you receive the confirmation note indicating your elections have been submitted.

If you would like to make additional changes or modifications during the Open Enrollment Period, you may log in and navigate to **Myself > Benefits > Enrollments** and click the **Enroll Now** option again in the Open Enrollment box, which will bring you back to the beginning of the profile to make any desired election changes.

Eligibility

Full-time employees with a schedule of **30 hours per week** are eligible for the benefits described in this guide, unless otherwise stated.

When Benefits Become Effective

Benefits are effective the first day of the month following 60 days of employment. Part-time, seasonal, temporary, internship, and contracted employees are not eligible to participate.

Eligible Dependents

Your dependents are eligible to participate in Epitec Inc.'s benefit plans. Your eligible dependents include*:

- A spouse to whom you are legally married.
- A dependent child under age 26. Medical coverage will terminate at the end of year of the dependent's 26th birthday if they are enrolled in the Blue Cross Blue Shield of Michigan Blue Care Network plans, or the end of month if enrolled in the Total Health Care HMO plan. Coverage may be extended past the age of 26 for disabled dependents. Dependent children can include natural, adopted children, and stepchildren.

Coverage for eligible dependents generally begins on the same day your coverage is effective. Completed enrollment serves as a request for coverage and authorizes any payroll deductions necessary to pay for that coverage.

**Additional carrier conditions may apply and may vary by state.*

Newly Hired/Eligible Employees

New hires and newly eligible employees **MUST** complete enrollment even if choosing to waive coverage in order to provide beneficiary information for your company-paid life insurance.



For all benefits, you must enroll within 30 days from your date of hire by going to <https://portal.epitec.com/>.

Pre-Tax Benefits: Section 125

Epitec Inc.'s benefit plans utilize Section 125. This enables you to elect to pay premiums for health, dental, vision and flexible spending account coverage on a pre-tax basis. When you use pretax dollars, you will reduce your taxable income and have fewer taxes taken out of your paycheck. Under Section 125, you can actually have more spendable income than if the same deductions were taken on an after tax basis.

Pre-tax Note: When you pay for your dependent's benefits on a pre-tax basis you are certifying that the dependent meets the IRS' definition of a dependent. [IRC §§ 152, 21 (b)(1) and 105(b)]. Children/spouses that do not satisfy the IRS' definition will result in a tax liability to you, such as changing that dependent's election to a post-tax election, or receiving imputed income on your W-2 for the dependent's coverage that should not have been taken on a pre-tax basis.



Benefit Changes

The benefit elections you make during open enrollment or as a new hire will remain in effect for the entire plan year. You will not be able to change or revoke your elections once they have been made unless a life event status change occurs.

For purposes of health, dental, vision and flexible spending accounts, you will be deemed to have a life event status change if:


- your marital status changes through marriage, the death of your spouse, divorce, legal separation, or annulment;
- your number of dependents changes through birth, adoption, placement for adoption, or death of a dependent;
- you, your spouse or dependents terminate or begin employment;
- your dependent is no longer eligible due to attainment of age;
- you, your spouse or dependents experience an increase or reduction in hours of employment (including a switch between part-time and full-time employment; strike or lock-out; commencement of or return from an unpaid leave of absence);
- gain or loss of eligibility under a plan offered by your employer or your spouse's employer;
- a change in residence for you, your spouse or your dependent resulting in a gain or loss of eligibility.

In order to be permitted to make a change of election relating to your health, dental or vision coverage due to a life event status change, the change must result in you, your spouse or dependent gaining or losing eligibility for health, dental or vision coverage under this plan or a plan sponsored by another employer by whom you, your spouse or dependent are employed. The election change must correspond with that gain or loss of eligibility.

You may also be permitted to change your elections for health coverage under the following circumstances:

- a court order requires that your child receive accident or health coverage under this plan or a former spouse's plan;
- you, your spouse or dependent become entitled to Medicare or Medicaid;
- you have a Special Enrollment Right;
- there is a significant change in the cost or coverage for you or your spouse attributable to your spouse's employment.

For purposes of all other benefits under the plan, you will be deemed to have a life event status change if the change is on account of and consistent with a change in status, as determined by the plan administrator, in its discretion, under applicable law and the plan provisions.

 You must notify the Epitec Employee Care Team at 1-248-864-7215 or <https://portal.epitec.com/> within 30 days from the life event status change in order to make a change in your benefit selections.



Benefit Changes continued...

| Event | Action Required | Results If Action Not Taken |
|---|---|--|
| New Hire: | Make elections within 30 days of hire date. Documentation is required. | You and your dependents are not eligible until the next annual Open Enrollment. |
| Marriage: | Your new spouse must be added to your elections within 30 days of the marriage date. A copy of the marriage certificate must be presented. | Your spouse is not eligible until the next annual Open Enrollment period. |
| Divorce: | The former spouse must be removed within 30 days of the divorce. Proof of the divorce will be required. A copy of the divorce decree must be presented. | Benefits are not available for the divorced spouse and will be recouped if paid erroneously. |
| Birth or adoption of a child: | The new dependent must be enrolled in your elections within 30 days of the birth and adoption, even if you already have family coverage. A copy of the birth certificate, footprints, or hospital discharge papers must be presented. Once you receive the child's Social Security Number, be sure to contact Epittec Employee Care Team to update your child's insurance information record. | The new dependent will not be covered on your health insurance until the next annual Open Enrollment period. |
| Death of a spouse or dependent: | Remove the dependent from your elections within 30 days from the date of death. Death certificate must be presented. | You could pay a higher premium than required and you may be overpaying for coverage. |
| Your spouse gains or loses employment that provides health benefits: | Add or drop health benefits from your elections within 30 days of the event date. A letter from the employer or insurance company must be presented. | You need to wait until the next annual Open Enrollment period to make any change. |
| Loss of coverage with a spouse: | Change your elections within 30 days from the loss of coverage. A letter from the employer must be provided. | You will be unable to enroll in the benefits until the next annual Open Enrollment period. |
| Changing from full-time to part-time employment (without benefits) or from part-time to full-time (with benefits): | Change your elections within 30 days from the employment status change in order to receive COBRA information or to enroll in benefits as a full-time employee. Documentation from the employer must be provided. | Benefits may not be available to you or your dependents if you wait to enroll in COBRA. Full-time employees will have to wait until the annual Open Enrollment period. |

If you Experience a Life Event Status Change

Log onto <https://portal.epittec.com/> to add or drop dependents from your coverage if you experience a life event status change. Your username and password will be the same as you used during open enrollment. Click on "Life Events" and a series of easy-to-follow instructions will lead you through the enrollment process.

You must update your elections within 30 days of your life event status change or you will not be able to make changes until the next annual open enrollment. If adding or removing dependents, you are required to submit specific documents to Epittec Employee Care Team. The change will be inactive until proper documentation is received and approved. For assistance processing life event status changes, you can call the Epittec Employee Care Team at 1-248-864-7215 or visit <https://portal.epittec.com/>.

Medical Coverage

Epitec, Inc. is proud to offer you a choice between four different medical plans. Coverage under these plans includes comprehensive medical care and prescription drug coverage. The plans also offer many resources and tools to help you maintain a healthy lifestyle. Below is a brief description of each plan.

Blue Care Network / Total Health Care HMO

The Blue Care Network (BCN) and Total Health Care HMO (THC) each have an entire network of health care providers. You will have to select a primary care provider (PCP) who will coordinate all of your health services and care.

Blue Care Network PCP Focus network is a slightly narrower network for your PCP only. You will still have access to the broader BCN HMO network of specialists and hospitals.

Under the HMO Plan, you have a \$0 copay for most types of preventative care and have coverage for a variety of specialist visits, but specialist visits are only covered when your PCP makes a referral. Additionally, you will pay copayment fees for every non-preventive medical visit. BCN requires referrals to specialists. THC only requires referrals to podiatrists, physical therapists and chiropractors.

There are no out-of-network benefits with the HMO.

To locate BCN PCP Focus HMO participating doctors or hospitals, please visit www.bcbsm.com.

- Click on the **Doctors & Hospitals** tab at the top of the page
- Click **Find a doctor or hospital**
- Select **I want to find a Primary Care Physician (HMO)** from the drop down menu
- At Step 2, select **Blue Care Network PCP Focus (HMO)** from the drop down menu

To locate a THC HMO participating doctor or hospital, please visit www.thcmi.com

Blue Cross Blue Shield of Michigan PPO

A Preferred Provider Organization (PPO) offers you the freedom to receive care from any provider—in or out of your network. This means you can see any doctor or specialist, or use any hospital.

In addition, PPO plans do not require you to choose a Primary Care Physician (PCP) and do not require referrals. For example, if you already have a doctor you like, you can continue receiving care from that provider as long as that doctor is in the PPO network.

If you need to see a specialist, you do not have to first consult with a PCP. No referrals are required for any doctor, specialist or hospital.

To locate a BCBSM PPO participating doctor or hospital, please visit www.bcbsm.com.



Build a Strong Relationship with Your Primary Care Physician

Most doctors went into the practice of medicine so that they could build strong emotional bonds with patients and guide them through health challenges.

Here are 3 tips to building a strong relationship with a new primary care physician, or improving the bond with your current one:

1. Know what's important to you in a physician.

If you're looking for a new doctor, be sure this is someone with whom you will have good interpersonal chemistry, that they're committed to your well-being, and that their office is well organized.

2. Get your doctor familiar with your health history.

Help your doctors to get to know you better by collecting your medical records, writing down your family's health history, and sharing this information with every new physician you meet.

3. Ask the right questions to build rapport and get on the road to better health.

To maximize the time you have together, write down your health questions for your physician beforehand.

Medical Plan Comparison

| | Blue Care Network PCP Focus HMO In-Network Only | Total Health Care HMO In-Network Only | Simply Blue PPO HSA | BCBSM \$4,000 PPO |
|--|--|--|--|--|
| Deductible (Individual / Family) | \$3,000 / \$6,000 | \$5,000 / \$10,000 | \$3,000 / \$6,000 | \$4,000 / \$8,000 |
| HSA Eligible? | No | No | Yes | No |
| Coinsurance | 20%/50% | 30% | 30% | 50% |
| Out-Of-Pocket Maximum (Individual / Family) | \$6,850 / \$13,700 | \$7,000 / \$14,000 | \$6,350 / \$12,700 | \$6,350 / \$12,700 |
| Preventive Services Well-Child Care Adult Physical Examination Cancer Screenings | No charge No charge No charge | No charge No charge No charge | No charge No charge No charge | No charge No charge No charge |
| Office Visits | \$30 PCP / \$50 Specialist | \$30 PCP / \$60 Specialist | 70% after Deductible | \$40 PCP / \$60 Specialist |
| Allergy Testing | 50% after Deductible | No charge | 70% after Deductible | 70% after Deductible |
| Allergy Shots | \$5 Copay | No charge | 70% after Deductible | 70% after Deductible |
| Urgent Care Centers | \$60 Copay | \$60 Copay | 70% after Deductible | \$60 Copay |
| Diagnostic Services Diagnostic Tests and X-rays Imaging (MRI, MRA, CAT, PET) | 80% after Deductible \$150 after deductible | 70% after Deductible 70% after Deductible | 70% after Deductible 70% after Deductible | 70% after Deductible 70% after Deductible |
| Hospital Emergency Room | \$250 after Deductible | \$250 Copay | 70% after Deductible | \$250 copay |
| Ambulance Services | 80% after deductible | \$75 Copay | 70% after Deductible | 70% after Deductible |
| Hospital Care | 80% after deductible | 70% after Deductible | 70% after Deductible | 70% after Deductible |
| Surgical Services | 80% after deductible | 70% after Deductible | 70% after Deductible | 70% after Deductible |
| Maternity Prenatal care visits Delivery and nursery care | \$30 Copay No Charge after Deductible | 70% after Deductible 70% after Deductible | No charge 70% after Deductible | No charge 70% after Deductible |
| Chiropractic (Limits apply) | \$50 Copay | 70% after Deductible | 70% after Deductible | \$40 copay |
| Mental Health & Substance Abuse Treatment Inpatient Outpatient | 80% after deductible \$30 Copay | 70% after Deductible \$60 Copay | 70% after Deductible 70% after Deductible | 70% after Deductible 70% after Deductible |
| Out of Network Benefits | HMO | HMO | PPO HSA | PPO \$4000 |
| Deductible (Individual / Family) | In-Network Only | In-Network Only | \$6,000 / \$12,000 | \$4,000 / \$8,000 |
| Coinsurance | N/A | N/A | 50% | 50% |
| Out-Of-Pocket Maximum (Individual / Family) | N/A | N/A | \$12,700 / \$25,400 | \$12,700 / \$25,400 |
| Office Visits | Not Covered | Not Covered | 50% after Deductible | 50% after Deductible |
| Hospital Emergency Room | Not Covered | Not Covered | 50% after Deductible | \$250 copay |

Prescription Coverage

Your prescription drug benefit is part of your medical plan and is based on a tier drug system. Copayments and/or coinsurance are determined by the tier in which the Prescription Drugs are assigned. Find individualized information on your benefit coverage, determine tier status, check the status of claims and search for network pharmacies by logging on to www.bcbsm.com.

Prior authorization/step therapy: A process that requires a physician to obtain approval from BCBSM before select prescription drugs (drugs identified by BCBSM as requiring preauthorization) will be covered. Step Therapy, an initial step in the "Prior Authorization" process, applies criteria to select drugs to determine if a less costly prescription drug may be used for the same drug therapy. Some over-the-counter medications may be covered under step therapy guidelines. This also applies to

mail order drugs. Claims that do not meet Step Therapy criteria require preauthorization. Details about which drugs require preauthorization or step therapy are available online site at bcbsm.com/pharmacy.

Medicare Part D

The prescription drug benefit is creditable coverage. Medicare-eligible participants need not enroll in a separate Medicare D drug plan.

IMPORTANT: If you are enrolled in the HSA plan, your prescription drug plan IS NOT creditable. Medicare eligible participants will need to enroll in a separate Medicare drug plan.

| Prescription Drug | Blue Care Network HMO | Total Health Care HMO | Simply Blue PPO HSA | BCBSM \$4,000 PPO |
|---|-----------------------------|-----------------------|---|-----------------------------|
| Retail Copay - 30-day supply | | | | |
| Tier 1: Generic | \$10 copay | \$10 copay | \$15 after ded. | \$20 copay |
| Tier 2: Preferred Brand | \$30 copay | \$40 copay | \$50 after ded. | \$60 copay |
| Tier 3: Non-Preferred Brand | \$60 copay | \$60 copay | \$70 copay or 50% after ded. up to \$100 | \$80 copay or 50% |
| Tier 4: Specialty Drugs | 20% coinsurance up to \$100 | 20% Coinsurance | Not Applicable | 20% Coinsurance up to \$200 |
| Tier 5: Nonpreferred brand-name specialty drugs | Not Applicable | 20% Coinsurance | Not Applicable | 25%Coinsurance up to \$300 |
| Mail Order Copay - 90-day supply | | | | |
| Tier 1: Generic | \$20 copay | \$20 copay | \$35 copay after ded. | \$50 copay |
| Tier 2: Preferred Brand | \$80 copay | \$80 copay | \$140 copay after ded. | \$170 copay |
| Tier 3: Non-Preferred Brand | \$120 copay | \$120 copay | \$200 copay or 50% after ded. up to \$290 | \$230 copay or 50% |
| Tier 4: Specialty Drugs | 20% Coinsurance | No coverage | Not Applicable | Not Applicable |

This summary is for informational purposes only. For specific benefit information, please refer to the applicable insurance contract.

Save money with Generic Drugs

Generic drugs are made with the same active ingredients and produce the same effects in the body as their brand-name equivalents. That's because they're held to the same federal standards for safety and performance as the brand names. Because they're not branded, generics can sell for 30 percent to 80 percent less than their brand-name equivalents.

FYI
for members

Blue Cross Online Visits

Online medical and behavioral care

You and your dependents may* have access to online medical and behavioral health services anywhere in the United States. You and your covered family members can see and talk to:

- A doctor for minor illnesses such as a cold, flu or sore throat when your primary care physician isn't available
- A behavioral health clinician or psychiatrist to help work through different challenges such as anxiety, depression and grief (Behavioral health visits are available by appointment only.)

While online health care shouldn't replace your relationship with your primary care physician, it can be invaluable when:

- Your doctor isn't available.
- You can't leave home or your workplace.
- You're on vacation or traveling for work.
- You're looking for affordable after-hours care.

How do I get started?

Start by doing one of the following:

- **Mobile** – Download the BCBSM Online VisitsSM app
- **Web** – Visit bcbsmonlinevisits.com
- **Phone** – Call **1-844-606-1608**

No service key is required.

Share information with your primary care physician

To ensure that your primary care physician knows about all of your medical care, let them know when you use online health care. At the end of your visit, check the box to share your visit summary report with your family doctor or other health care providers.

How much does it cost?

For medical services, an online visit is based on your office visit cost share. Costs for behavioral health services vary depending on the type of provider and service received. You'll be charged using your existing outpatient behavioral health benefits.

Questions?

For questions regarding online health care, contact:



1-844-606-1608



bcbsmonlinevisits.com



*Not all plans cover all services. Log in to your Blue Cross member account to see what your plan covers.

The information included on this document doesn't apply to Medicare members.

The website and app use the American Well® technology platform and provider network. Online visits are powered by American Well, an independent company that provides online visits for BCN members.

Blue Cross Blue Shield of Michigan

The most convenient way to stay informed about your plan

Ever been surprised by your bill at the doctor or pharmacy? You can use the BCBSM mobile app to find out what you'll owe ahead of time. It connects you securely to the health plan info on your bcbsm.com account when you need it. The app is available through the App Store® and Google Play™.

What you can do with the app

The more you know about your health plan, the more prepared you are when you need care. Depending on your plan*, you can use the app to:

- View your deductible and other plan balances
- See and search for services your plan covers
- Research drug prices
- Check claims and explanation of benefits
- Find doctors and hospitals
- Compare procedure costs
- Access the Health & Wellness site to take your health assessment and use valuable tools like the Personal Health Record, Digital Health Assistant programs and Health Trackers
- View and share your virtual ID card
- Easily call customer support and our nurse line
- Pay your monthly bill if you buy your own insurance from us
- Use Touch ID® to log in if you have an iPhone or your fingerprint if you have an Android phone (version 6.0 or higher)
- Get Blue365® member discounts
- Manage your primary care providers if you have an HMO or Personal Choice PPO plan
- Use our app on your iPad or Android tablet
- Easily register for a member account by snapping a picture of your Blue Cross ID card
- View all your referrals and authorizations in one place (excluding Medicare Advantage and Rx)
- Receive notifications on your phone when a new explanation of benefits statement, or EOB, is available
- Recover your forgotten username and password through a simplified account recovery process



Total Health Care Programs

TELADOC - Talk to a doctor anytime!

Teladoc® gives you 24/7/365 access to U.S. board-certified doctors through convenience of phone, video or mobile app visits. It's an affordable alternative to costly urgent care and ER visits when you need care now. Visit [Teladoc.com](https://www.teladoc.com) or call **1-800-Teladoc** (835-2362).



MEET OUR DOCTORS

Teladoc is simply a new way to access qualified doctors. All Teladoc doctors:

- Are practicing PCPs, pediatricians, and family medicine physicians
- Average 20 years experience
- Are U.S. board-certified and licensed in your state
- Are credentialed every three years, meeting NCQA standards

GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Sinus problems
- Sore throat
- Respiratory infection
- Skin problems
- And more!

WHY TELADOC?

It is a convenient and affordable option for quality care.

- When you need care now
- If you're considering the ER or urgent care for a non-emergency issue
- On vacation, on a business trip, or away from home
- For short term prescription refills

Weight Watchers®

Total Health Care has partnered with Weight Watchers® to develop a Weight Management Program through Weight Watchers®. This program is designed to assist you with making healthy lifestyle changes. The program is geared toward individuals 13 years and older with body mass index (BMI) of 30 or more. Your primary care doctor (PCP) is critical to your success. Total Health Care requests that your PCP submits a prescription requesting that you attend Weight Watchers®. In At Total Health Care, we are

The prescription MUST include:

- Your name
- Date of Birth or Total Health Care ID number
- Written Approval to join Weight Watchers®
- Height and Weight
- Body Mass Index (BMI)
- Co-morbidities (medical conditions, if any)
- For children ages 13 –16, include normal weight for the child based on age and height.

Fax the prescription to **313-748-1368**

Scanned the prescription and then e-mailed to **Qi1@THCmi.com**, or

Mailed to the Weight Management Coordinator at:

Total Health Care

3011 W. Grand Blvd, Suite 1600, Detroit, MI 48202

If eligible, you will be sent an approval notice by mail. Within the approval notice are further instructions that also direct you to contact Weight Watchers® in order to receive your 12-week paid invoice. Once received, you will take to a Weight Watchers® location of your choice. To learn more about how the Weight Watchers® program can help on your journey to Smarter Health, please visit: <https://888-3-florine.com/>

BMI calculator for adults: https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html

BMI calculator for children and teens: <https://nccd.cdc.gov/dnpabmi/Calculator.aspx>

Vision care through Total Health Care

Total Health Care has vision coverage with every plan and eye exams and glasses are covered!

Visit thcmi.com or call 1-313-871-2000 to learn more about all the other benefits that come with it.

Routine Eye Exam (Adult & Pediatric), Eye Glasses for Adults and Eye Glasses for Children are covered 100%

Health Savings Accounts

Available if enrolled in a HDHP

If you enroll in the HDHP, you will be eligible to open and contribute to an Health Savings Account (HSA) through HealthEquity. An HSA is financial account that you can use to accumulate tax-free funds to pay for qualified health care expenses, as defined by the Internal Revenue Service.

The HSA is similar to a regular savings account with a debit card and accrues interest. The money in the account is owned by you and is fully portable. Funds can accumulate over time and roll over each year. If you use the funds for qualified health care expenses, you will pay no taxes. If you use the money for other expenses, you will pay a tax and a penalty fee.



How you save with an HSA

As an HSA user, you will save in several ways:

- HSA contributions are not taxed
- You earn tax-free interest on HSA balances
- HSA funds used for qualified medical expenses are not taxed



HSA funds remain yours to grow

With an HSA, you own the account and all contributions. Unlike flexible spending accounts (FSAs), the entire HSA balance rolls over each year and remains yours even if you change health plans, retire or leave Epitex, Inc..



Supplement your retirement

Once your HSA balance reaches \$2,000, you may invest your funds for increased earning potential that is also tax-free. After age 65, you can use your HSA much like a 401(k) and withdraw funds for any purpose. Qualified medical expenditures remain tax-free even into retirement.



You can win with an HSA

Regardless of your personal medical situation, an HSA can empower you to maximize savings while building a reserve for the future.

Using your HSA for qualified medical expenses

HSA funds can be used for a variety of qualified medical, dental and vision expenses; for yourself, your spouse, and your qualified dependents. Eligible expenses include:

- Birth control
- Chiropractor
- Contact lenses
- Dental treatment
- Prescription eyeglasses
- Hearing aids
- Physical exams
- Prescriptions
- Stop-smoking programs
- Surgery (non-cosmetic)
- Therapy
- and more...

2020 HSA Annual Contribution Limit:

\$3,550 for individual coverage **\$7,100** for all other coverage tiers

You can choose to contribute to your HSA on a before-tax basis, up to the IRS annual maximums. If you are or will be age 55 or over during the calendar year, you may also make a "catch-up" HSA contribution of an additional \$1,000 each year.

Note: As a taxpayer, it is your responsibility to ensure that your HSA contributions do not exceed the maximum possible for your specific tax situation. Please consult your attorney, CPA or tax adviser about your specific tax situation before deferring monies to your Health Savings Account. The benefits of an HSA, who is qualified to have an HSA, etc. can be found in IRS Publication 969, beginning on page 2. <https://www.irs.gov/pub/irs-pdf/p969.pdf>

Dental Coverage

Epitex, Inc. offers you the choice of two options when it comes to dental coverage through Blue Cross Blue Shield of Michigan:

- Blue Dental EPO
- Blue Dental PPO Plus



| Dental Plan Option 1 | BCBSM EPO - Low Option | |
|---|-------------------------------|----------------|
| | In-Network | Out-of-Network |
| Calendar Year Maximum | \$1,000 per Member | |
| Calendar Year Deductible Applies to Class II and Class III services only | \$25 Individual / \$75 family | N/A |
| Class I services - Preventive Oral Exams, Cleanings, X-Rays, Fluoride Treatment | Covered 100% | Not Covered |
| Class II services- Basic Fillings, General anesthesia, Root Canal Therapy, Repairs Dentures, Oral surgery | Covered 80% | Not Covered |
| Class III services - Major Crowns, Inlays, Onlays, Dentures, Bridges, Endosteal implants | Covered 50% | Not Covered |
| Class IV services - Orthodontia Dependents under age 19 | Not Covered | Not Covered |

Network access information: With Blue Dental EPO, members must choose a dentist who is a member of the Blue Dental PPO network. Blue Dental uses the Dental Network of America (DNOA) Preferred Network for its dental plans.

Blue Dental PPO network: Blue Dental members have unmatched access to PPO dentists through the Blue Dental PPO network, which offers more than 260,000 dentist locations nationwide. PPO dentists agree to accept our approved amount as full payment for covered services – members pay only their applicable coinsurance amounts. Members also receive discounts on non covered services when they use PPO dentists (in states where permitted by law). To find a PPO dentist near you, please visit mibluedentist.com or call **1-888-826-8152**. **Note: If you go to a non-PPO (out-of-network) dentist, you are responsible for all costs for services rendered.**

| Dental Plan Option 2 | BCBSM PPO - High Option | |
|---|-------------------------------|-------------------------------|
| | In-Network | Out-of-Network |
| Calendar Year Maximum | \$1,000 per Member | |
| Calendar Year Deductible Applies to Class II and Class III services only | \$25 Individual / \$75 family | \$25 Individual / \$75 family |
| Class I services - Preventive Oral Exams, Cleanings, X-Rays, Fluoride Treatment | Covered 100% | Covered 100% |
| Class II services- Basic Fillings, General anesthesia, Root Canal Therapy, Repairs Dentures, Oral surgery | Covered 80% | Covered 80% |
| Class III services - Major - Crowns, Inlays, Onlays, Dentures, Bridges, Endosteal implants | Covered 50% | Covered 50% |
| Class IV services - Orthodontia Dependents under age 19 | Not Covered | Not Covered |

Network access information: With Blue Dental PPO Plus, members can choose any licensed dentist anywhere. However, they'll save the most money when they choose a dentist who is a member of the Blue Dental PPO network.

Blue Dental PPO network: Blue Dental members have unmatched access to PPO dentists through the Blue Dental PPO network, which offers more than 260,000 dentist locations nationwide. PPO dentists agree to accept our approved amount as full payment for covered services – members pay only their applicable coinsurance and deductible amounts. Members also receive discounts on non covered services when they use PPO dentists (in states where permitted by law). To find a PPO dentist near you, please visit mibluedentist.com or call **1-888-826-8152**.

Blue Par SelectSM arrangement: Most non-PPO dentists accept our Blue Par Select arrangement, which means they participate with the Blues on a “per claim” basis. Members should ask their dentists if they participate with BCBSM before every treatment. Blue Par Select dentists accept our approved amount as full payment for covered services – members pay only applicable coinsurance and deductibles. To find a dentist who may participate with BCBSM, please visit mibluedentist.com. **Note: Members who go to nonparticipating dentists are responsible for any difference between our approved amount and the dentist's charge.**

Vision Coverage

Blue Vision benefits are provided by Vision Service Plan (VSP). To find a VSP doctor, call **1-800-877-7195** or log on to the VSP Web site at vsp.com. At your appointment, tell them you have VSP. There's no ID card necessary. VSP will handle the rest—there are no claim forms to complete when you see a VSP doctor!

| Benefit | VSP network doctor | Non-VSP provider |
|---|---|--|
| Eye exam | \$10 copay | \$10 copay applies to charge |
| Prescription Glasses (lenses and/or frames) | Combined \$10 copay | Member responsible for difference between approved amount and provider's charge, after \$10 copay |
| Lenses and frames Standard lenses | \$10 copay (one copay applies to both lenses and frames) | Reimbursement up to approved amount based on lens type less \$10 copay (member responsible for any difference) |
| Standard frames | \$100 allowance that is applied toward frames (member responsible for any cost exceeding the allowance) less \$10 copay (one copay applies to both frames and lenses) | Reimbursement up to \$70 less \$10 copay (member responsible for any difference) |
| Contact Lenses Medically necessary | \$10 copay | Reimbursement up to \$210 less \$10 copay (member responsible for any difference) |
| Elective contact lenses (instead of glasses) | \$100 allowance that is applied toward contact lens exam (fitting and materials) and the contact lenses (member responsible for any cost exceeding the allowance) | \$85 allowance that is applied toward contact lens exam (fitting and materials) and the contact lenses (member responsible for any cost exceeding the allowance) |

Eye Exams, lenses and frames are covered once in every 12 consecutive months.

Note: Members may choose between prescription glasses (lenses and frame) or contact lenses, but not both

This summary is for informational purposes only. For specific benefit information, please refer to the applicable insurance contract.



Life and AD&D Insurance

Basic Life and AD&D Insurance through Prudential

Life insurance provides financial protection for your family in the event of your death. Epittec, Inc. offers all employees life and accidental death and dismemberment insurance through Prudential with an issue amount of \$15,000. Epittec, Inc. covers the cost of this benefit.

Your benefit amount will reduce by 65% at age 60, 40% at age 70, 25% at age 75, and 15% at age 85+.



Plan Cost: 100% Employer Paid

Voluntary Life and AD&D Insurance through Prudential

Increase Your Coverage. You may elect to increase your life insurance coverage for yourself, your spouse and your dependent children – all at an affordable group rate provided by Prudential. This coverage comes in the following increments:

Employee Voluntary Life

Benefit Amount: increments of \$10,000
 Non-Medical Maximum Benefit: \$200,000
 Maximum Benefit: the lesser of 5x Annual Base Earnings or \$200,000

Spousal Voluntary Life

Benefit Amount: increments of \$5,000
 Non-Medical Maximum Benefit: \$10,000
 Maximum Benefit: \$100,000
Spouse amount cannot exceed 50% of the employee's Supplemental Life benefit.

Dependent Child Voluntary Life

Benefit Amount: Increments of \$2,000
 Non-Medical Maximum Benefit: \$10,000
 Maximum Benefit: \$10,000
Child amount cannot exceed 10% of the employee's Supplemental Life Benefit.



Plan Cost: 100% Employee Paid

Portability and Conversion Privilege — Basic and Voluntary Life and AD&D

Portability

The basic and voluntary group life insurance plans are fully portable, which means employees may keep coverage for themselves, their spouse and their dependents at affordable group rates when they leave the Company, retire or reduce work hours. Portable coverages remain active as long as your premiums are paid timely. Coverages can be increased at any time, with evidence of insurability. You cannot be sick or injured when porting coverage.

Conversion

The basic and voluntary group life insurance plans are also fully convertible. This allows an employee to convert all or part of the employee life insurance coverage to an individual policy when insurance is terminated or reduced under certain circumstances. Evidence of insurability is not required, however application must be made to Prudential within 31 days of the qualifying event to be eligible for conversion.

Voluntary Short-Term Disability

To ensure your income will continue if you are unable to work due to a disability that extends for more than 14 consecutive days, Epitec, Inc. provides short-term disability (STD). Benefits are payable for a non-occupational injury or illness that keep you from performing the normal duties of your job. If a medical condition is job-related, it is considered Workers' Compensation rather than STD.

Benefits Start After: 14 days

Benefit Amount: 60% of basic weekly earnings up to \$1,150 / week

Benefit Duration: 26 weeks

 **Plan Cost: 100% Employee Paid**



Voluntary Long-Term Disability

Long-Term Disability (LTD) insurance helps replace a portion of your income if you become disabled for an extended period of time. Epitec, Inc. offers Long-Term Disability to all employees. Eligibility for long-term benefits is generally defined as if, due to sickness, pregnancy or accidental injury, you are receiving appropriate care and treatment and are complying with the requirements of the treatment and you are unable to earn more than 80% of your predisability earnings at your own occupation for any employer in your local economy.

Benefits Start After: 180 days

Benefit Amount: 60% of predisability monthly earnings

Maximum Benefit: \$5,000 per month

Benefit Duration: The later of your SSNRA* or the Maximum Benefit Period.

**SSNRA means the Social Security Normal Retirement Age in effect under the Social Security Act on the Policy Effective Date.*

 **Plan Cost: 100% Employee Paid**

Pre-Existing Condition Limitations

The carrier will not pay benefits for any period of Disability caused or contributed to by, or resulting from, a Pre-existing Condition. A "Pre-existing Condition" means any Injury or Sickness for which you incurred expenses, received medical treatment, care or services including diagnostic measures, took prescribed drugs or medicines, or for which a reasonable person would have consulted a Physician within 3 months before your most recent effective date of insurance.

The Pre-existing Condition Limitation will apply to any added benefits or increases in benefits. This limitation will not apply to a period of Disability that begins after you are covered for at least 12 months after your most recent effective date of insurance, or the effective date of any added or increased benefits.

Travel Assistance Services

Employees now have access to International Medical Group (IMG) Travel Assistance Services, an indispensable offering available to you and your dependents. IMG has experience handling complex and remote medical transport situations, as well as providing support for travel concerns when they arise. IMG's team of international, multilingual specialists are accustomed to working across time zones and with different languages and currencies. The IMG's extensive global network of medical care providers are onsite 24/7/365. U.S.-based call center is available day or night to provide high-quality care you can depend on.

Emergency Medical Transport Services

- Dispatch of a Physician
- Emergency Medical Evacuation
- \$25,000 Emergency Hospitalization Guarantee of Payment*
- Medical Repatriation
- Return of Dependent Children
- Repatriation of Remains
- Return of Travel Companion
- Vehicle Return Services
- Visit of a Family Member or Friend

*Only available when traveling outside your home country and the U.S., and can only be used in conjunction with an eligible medical evacuation

Medical Assistance Services

- Convalescence Arrangements/Emergency Travel Arrangements
- Outpatient & Inpatient Care
- Interpretation Services
- Medical Monitoring
- Medical & Dental Referrals
- Prescription Transfer & Shipping
- Telemedicine
- Replacement of Medical Devices

Travel Assistance Services

- Emergency Cash Transfer
- Consulate and Embassy Location
- ID Theft Assistance
- Legal Referrals
- Lost Luggage and/or Document Assistance
- Pet Housing and Return
- Pre-Trip Informational Services
- Urgent Message Relay

Security Assistance Services

- Emergency Political Evacuation/Repatriation
- Location Intelligence App
- Natural Disaster Evacuation

Toll-free from within the U.S.:
+1 (855) 847-2194

From anywhere in the world:
+1 (317) 927-6881

[assist | \[www\]\(http://www<imglobal.com\)](mailto:assist<imglobal.com)





Identity Thief - GuidanceResources

There is a new identity fraud victim every two seconds, according to the Identity Fraud Study by Javelin Strategy & Research. When a Thief Steals Your Identity, Turn to IDResources®.

- IDResources may include:
- Assistance navigating the identity restoration process
- Notifying creditors and banks
- Contacting police departments to ensure that police reports are filed
- Ensuring identity theft affidavits are complete and submitted to credit card companies and credit reporting agencies

Our IDResources professionals understand the complex legal, financial, emotional and work-life issues that accompany identity theft. Our integrated services help victims and their families cope with the prolonged effects of identity theft through:

- Counseling to address emotional issues
- Financial information from staff CPAs or CFPs to address credit issues
- Assistance with work-life needs
- And more

Here when you need them:

Call: 800.311.4327

TDD: 800.697.0353

My GuidanceResources Programs

No matter what's going on in your life, GuidanceResources is here to help.

Personal problems, planning for life events or simply managing daily life can affect your work, health and family. GuidanceResources is a company-sponsored service that is available to you and your dependents, at no cost, to provide confidential support, resources and information to get through life's challenges.

Confidential Counseling on Personal Issues

This service, staffed by experienced clinicians, is available by phone 24 hours a day, seven days a week. A GuidanceConsultant® is available to listen to your concerns and refer you to a local provider for in-person counseling or to resources in your community. Call any time with personal concerns, including:

- Depression
- Marital and family conflicts
- Job pressures
- Stress and anxiety
- Alcohol and drug abuse
- Grief and loss

Financial Information, Resources and Tools

Our financial professionals are here to discuss your concerns and provide you with the tools and information you need to address your finances, including:

- Tax questions
- Estate planning
- Saving for college
- Getting out of debt
- Retirement planning

Legal Information, Resources and Consultation

If you require representation, you can also be referred to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call any time with legal issues including:

- Debt obligations
- Landlord and tenant issues
- Real estate transactions
- Criminal actions
- Civil lawsuits
- Contracts

Online Information, Tools and Services

Create your own account at www.guidanceresources.com. Each time you return to the site, you will find personalized, relevant information based on your individual life needs. You can:

- Review in-depth HelpSheets on topics you select
- Get answers to specific questions
- Search for services and referrals
- Use helpful planning tools

Call: 1-800-311-4327

TDD: 1-800-697-0353

Online: guidanceresources.com

Your company Web ID: MGR311



Glossary of Terms

This glossary has many commonly used terms, but it isn't a full list. These are not contract terms. Those can be found in your insurance policy or certificate.

Allowed Amount: Maximum amount on which payment is based for covered health care services. This may be called "eligible expense," "payment allowance" or "negotiated rate." If your provider charges more than the allowed amount, you may have to pay the difference. (See Balance Billing.)

Appeal: A request for your health insurer or plan to review a decision or a grievance again.

Balance Billing: When a provider bills you for the difference between the provider's charge and the allowed amount. For example, if the provider's charge is \$100 and the allowed amount is \$70, the provider may bill you for the remaining \$30. A preferred provider may not balance bill you.

Co-insurance: Your share of the costs of a covered health care service, calculated as a percent (for example, 20%) of the allowed amount for the service. You pay co-insurance plus any deductibles you owe. For example, if the health insurance or plan's allowed amount for an office visit is \$100 and you've met your deductible, your co-insurance payment of 20% would be \$20. The health insurance or plan pays the rest of the allowed amount. (Jane pays 20%, her plan pays 80%.)

Complications of Pregnancy: Conditions due to pregnancy, labor and delivery that require medical care to prevent serious harm to the health of the mother or the fetus. Morning sickness and a non-emergency cesarean section aren't complications of pregnancy.

Co-payment: A fixed amount (for example, \$15) you pay for a covered health care service, usually when you receive the service. The amount can vary by the type of covered health care service.

Deductible: The amount you owe for health care services your health insurance or plan covers before your health insurance or plan begins to pay. For example, if your deductible is \$1000, your plan won't pay anything until you've met your \$1000 deductible for covered health care services subject to the deductible. The deductible may not apply to all services. (Jane pays 100%, her plan pays 0%.)

Durable Medical Equipment (DME): Equipment and supplies ordered by a health care provider for everyday or extended use. Coverage for DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics.

Emergency Medical Condition: An illness, injury, symptom or condition so serious that a reasonable person would seek care right away to avoid severe harm. Emergency Medical Transportation Ambulance services for an emergency medical condition.

Emergency Room Care: Emergency services received in an emergency room.

Emergency Services: Evaluation of an emergency medical condition and treatment to keep the condition from getting worse.

Excluded Services: Health care services that your health insurance or plan doesn't pay for or cover.

Grievance: A complaint that you communicate to your health insurer or plan.

Habilitation Services: Health care services that help a person keep, learn or improve skills and functioning for daily living. Examples include therapy for a child who isn't walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology and other services for people with disabilities in a variety of inpatient and/or outpatient settings.

Health Insurance: A contract that requires your health insurer to pay some or all of your health care costs in exchange for a premium.

Home Health Care: Health care services a person receives at home.

Hospice Services: Services to provide comfort and support for persons in the last stages of a terminal illness and their families.

Hospitalization: Care in a hospital that requires admission as an inpatient and usually requires an overnight stay. An overnight stay for observation could be outpatient care.

Hospital Outpatient Care: Care in a hospital that usually doesn't require an overnight stay.

In-network Co-insurance: The percent (for example, 20%) you pay of the allowed amount for covered health care services to providers who contract with your health insurance or plan. In-network co-insurance usually costs you less than out-of-network co-insurance.

In-network Co-payment: A fixed amount (for example, \$15) you pay for covered health care services to providers who contract with your health insurance or plan. In-network co-payments usually are less than out-of-network co-payments.

Medically Necessary: Health care services or supplies needed to prevent, diagnose or treat an illness, injury, disease or its symptoms and that meet accepted standards of medicine.

Network: The facilities, providers and suppliers your health insurer or plan has contracted with to provide health care services.

Non-Preferred Provider: A provider who doesn't have a contract with your health insurer or plan to provide services to you. You'll pay more to see a non-preferred provider. Check your policy to see if you can go to all providers who have contracted with your health insurance or plan, or if your health insurance or plan has a "tiered" network and you must pay extra to see some providers.

Out-of-Network Co-insurance: The percent (for example, 40%) you pay of the allowed amount for covered health care services to providers who do not contract with your health insurance or plan. Out-of-network co-insurance usually costs you more than in-network co-insurance.

Out-of-Network Co-payment: A fixed amount (for example, \$30) you pay for covered health care services from providers who do not contract with your health insurance or plan. Out-of-network co-payments usually are more than in-network copayments.

Out-of-Pocket Limit: The most you pay during policy period (usually a year) before your health insurance or plan begins to pay 100% of the allowed amount. This limit never includes your premium, balance-billed charges or health care your health insurance or plan doesn't cover. Some health insurance or plans don't count all of your co-payments, deductibles, co-insurance payments, out-of-network payments or other expenses toward this limit. (Jane pays 0%, her plan pays 100%.)

Physician Services: Health care services a licensed medical physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine) provides or coordinates.

Plan: A benefit your employer, union or other group sponsor provides to you to pay for your health care services.

Preauthorization: A decision by your health insurer or plan that a health care service, treatment plan, prescription drug or durable medical equipment is medically necessary. Sometimes called prior authorization, prior approval or precertification. Your health insurance or plan may require preauthorization for certain services before you receive them, except in an emergency. Preauthorization isn't a promise your health insurance or plan will cover the cost.

Preferred Provider: A provider who has a contract with your health insurer or plan to provide services to you at a discount. Check your policy to see if you can see all preferred providers or if your health insurance or plan has a "tiered" network and you must pay extra to see some providers. Your health insurance or plan may have preferred providers who are also "participating" providers. Participating providers also contract with your health insurer or plan, but the discount may not be as great, and you may have to pay more.

Premium: The amount that must be paid for your health insurance or plan. You and or your employer usually pay it yearly.

Prescription Drug Coverage: Health insurance or plan that helps pay for prescription drugs and medications.

Prescription Drugs: Drugs and medications that by law require a prescription.

Primary Care Physician: A physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine) who directly provides or coordinates a range of health care services for a patient.

Primary Care Provider: A physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist or physician assistant, as allowed under state law, who provides, coordinates or helps a patient access a range of health care services.

Provider: A physician (M.D. – Medical Doctor or D.O. – Doctor of Osteopathic Medicine), health care professional or health care facility licensed, certified or accredited as required by state law.

Reconstructive Surgery: Surgery and follow-up treatment needed to correct or improve a part of the body because of birth defects, accidents, injuries or medical conditions.

Rehabilitation Services: Health care services that help a person keep, get back or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt or disabled. These services may include physical and occupational therapy, speech-language pathology and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

Skilled Nursing Care: Services from licensed nurses in your own home or in a nursing home. Skilled care services are from technicians and therapists in your own home or in a nursing home.

Specialist: A physician specialist focuses on a specific area of medicine or a group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a provider who has more training in a specific area of health care.

UCR (Usual, Customary and Reasonable): The amount paid for a medical service in a geographic area based on what providers in the area usually charge for the same or similar medical service. The UCR amount sometimes is used to determine the allowed amount.

Urgent Care: Care for an illness, injury or condition serious enough that a reasonable person would seek care right away, but not so severe as to require emergency room care.

Annual Notices

Health Insurance Portability and Accountability Act (HIPAA)

For purposes of the health benefits offered under the Plan, the Plan uses and discloses health information about you and any covered dependents only as needed to administer the Plan. To protect the privacy of health information, access to your health information is limited to such purposes. The health plan options offered under the Plan will comply with the applicable health information privacy requirements of Federal Regulations issued by the Department of Health and Human Services. The Plan's privacy policies are described in more detail in the Plan's Notice of Health Information Privacy Practices or Privacy Notice. Plan participants in Epittec, Inc.-sponsored health and welfare benefit plan are reminded that Epittec, Inc.'s Notice of Privacy Practices may be obtained by submitting a written request to the Human Resources Department. For any insured health coverage, the insurance issuer is responsible for providing its own Privacy Notice, so you should contact the insurer if you need a copy of the insurer's Privacy Notice.

Newborns' and Mothers' Health Protection Act

Group health plans and health issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours if applicable).

Notice Regarding Special Enrollment

If you are waiving enrollment in the Medical plan for yourself or your dependents (including your spouse) because of other health insurance coverage, you may in the future be able to enroll yourself or your dependents in the Medical plan, provided that you request enrollment within 30 days after your other coverage ends. In addition, if you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents provided that you request enrollment within 30 days after the marriage, birth, adoption or placement for adoption.

Uniformed Services Employment and Reemployment Rights Act (USERRA)

If you leave your job to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents (including spouse) for up to 24 months while in the military. Even if you do not elect

to continue coverage during your military service, you have the right to be reinstated in your employer's health plan when you are reemployed, generally without any waiting periods or exclusions for pre-existing conditions except for service-connected injuries or illnesses.

Genetic Nondiscrimination

The Genetic Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting, or requiring, genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, Epittec, Inc. asks Employees not to provide any genetic information when providing or responding to a request for medical information. Genetic information, as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

Qualified Medical Child Support Order

QMCSO is a medical child support order issued under state law that creates or recognizes the existence of an "alternate recipient's" right to receive benefits for which a participant or beneficiary is eligible under a group health plan. An "alternate recipient" is any child of a participant (including a child adopted by or placed for adoption with a participant in a group health plan) who is recognized under a medical child support order as having a right to enrollment under a group health plan with respect to such participant. Upon receipt, the administrator of a group health plan is required to determine, within a reasonable period of time, whether a medical child support order is qualified, and to administer benefits in accordance with the applicable terms of each order that is qualified. In the event you are served with a notice to provide medical coverage for a dependent child as the result of a legal determination, you may obtain information from your employer on the rules for seeking to enact such coverage. These rules are provided at no cost to you and may be requested from your employer at any time.

Annual Notices continued...

Notice of Required Coverage Following Mastectomies

In compliance with the Women's Health and Cancer Rights Act of 1998, the plan provides the following benefits to all participants who elect breast reconstruction in connection with a mastectomy, to the extent that the benefits otherwise meet the requirements for coverage under the plan:

- Reconstruction of the breast on which the mastectomy has been performed;
- Surgery and reconstruction of the other breast to produce a symmetrical appearance; and
- Coverage for prostheses and physical complications of all stages of the mastectomy, including lymphedemas. The benefits shall be provided in a manner determined in consultation with the attending physician and the patient. Plan terms such as deductibles or coinsurance apply to these benefits.

Women's Preventive Health Benefits

The following women's health services are considered preventive. These services generally will be covered at no cost share, when provided in network:

- Well-woman visits (annually and now including prenatal visits)
- Screening for gestational diabetes
- Human papilloma virus (HPV) DNA testing
- Counseling for sexually transmitted infections
- Counseling and screening for human immunodeficiency virus (HIV)
- Screening and counseling for interpersonal and domestic violence
- Breast-feeding support, supplies and counseling
- Generic formulary contraceptives are covered without member cost-share (for example, no copayment). Certain religious organizations or religious employers may be exempt from offering contraceptive services.

Mental Health Parity and Addiction Equity Act of 2008

This act expands the mental health parity requirements in the Employee Retirement Income Security Act, the Internal Revenue Code and the Public Health Services Act by imposing new mandates on group health plans that provide both medical and surgical benefits and mental health or substance abuse disorder benefits. Among the new requirements, such plans (or the health insurance coverage offered in connection with such plans) must ensure that: the financial requirements applicable to mental health or substance abuse disorder benefits are no more restrictive than the predominant financial requirements applied to substantially all medical and surgical benefits covered by the plan (or coverage), and there are no separate cost sharing requirements that are

applicable only with respect to mental health or substance abuse disorder benefits.

Special Enrollment Rights CHIPRA – Children's Health Insurance Plan

You and your dependents who are eligible for coverage, but who have not enrolled, have the right to elect coverage during the plan year under two circumstances:

- You or your dependent's state Medicaid or CHIP (Children's Health Insurance Program) coverage terminated because you ceased to be eligible.
- You become eligible for a CHIP premium assistance subsidy under state Medicaid or CHIP (Children's Health Insurance Program).
- You must request special enrollment within 60 days of the loss of coverage and/or within 60 days of when eligibility is determined for the premium subsidy.

COBRA

Under the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, COBRA qualified beneficiaries (QBs) generally are eligible for group coverage during a maximum of 18 months for qualifying events due to employment termination or reduction of hours of work. Certain qualifying events, or a second qualifying event during the initial period of coverage, may permit a beneficiary to receive a maximum of 36 months of coverage.

COBRA coverage is not extended for those terminated for gross misconduct. Upon termination, or other COBRA qualifying event, the former employee and any other QBs will receive COBRA enrollment information.

Qualifying events for employees include voluntary/involuntary termination of employment, and the reduction in the number of hours of employment. Qualifying events for spouses/domestic partners or dependent children include those events above, plus, the covered employee becoming entitled to Medicare; divorce or legal separation of the covered employee; death of the covered employee; and the loss of dependent status under the plan rules.

If a QB chooses to continue group benefits under COBRA, they must complete an enrollment form and return it to the Plan Administrator with the appropriate premium due. Upon receipt of premium payment and enrollment form, the coverage will be reinstated. Thereafter, premiums are due on the 1st of the month. If premium payments are not received in a timely manner, Federal law stipulates that your coverage will be cancelled after a 30-day grace period. If you have any questions about COBRA or the Plan, please contact the Plan Administrator.

Please note, if the terms of the Plan and any response you receive from the Plan Administrator's representatives conflict, the Plan document will control.

Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit www.healthcare.gov.

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible

for either of these programs, contact your State Medicaid or CHIP office or dial 1-877-KIDS NOW or www.insurekidsnow.gov to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and **you must request coverage within 60 days of being determined eligible for premium assistance**. If you have questions about enrolling in your employer plan, contact the Department of Labor at www.askebsa.dol.gov or call 1-866-444-EBSA (3272).

ALABAMA – Medicaid

Website: <http://myalhipp.com/>
Phone: 1-855-692-5447

ALASKA – Medicaid

The AK Health Insurance Premium Payment Program
Website: <http://myakhipp.com/>
Phone: 1-866-251-4861
Email: CustomerService@MyAKHIPP.com
Medicaid Eligibility: <http://dhss.alaska.gov/dpa/Pages/medicaid/default.aspx>

ARKANSAS – Medicaid

Website: <http://myarhipp.com/>
Phone: 1-855-MyARHIPP (855-692-7447)

COLORADO – Health First Colorado (Colorado's Medicaid Program) & Child Health Plan Plus (CHP+)

Health First Colorado Website:
<https://www.healthfirstcolorado.com/>
Health First Colorado Member Contact Center: 1-800-221-3943/ State Relay 711
CHP+: <https://www.colorado.gov/pacific/hcpf/child-health-plan-plus>
CHP+ Customer Service: 1-800-359-1991/ State Relay 711

FLORIDA – Medicaid

Website: <http://flmedicaidprecovery.com/hipp/>
Phone: 1-877-357-3268

GEORGIA – Medicaid

Website: <https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp>
Phone: 678-564-1162 ext 2131

INDIANA – Medicaid

Healthy Indiana Plan for low-income adults 19-64
Website: <http://www.in.gov/fssa/hip/>
Phone: 1-877-438-4479
All other Medicaid
Website: <http://www.indianamedicaid.com>
Phone 1-800-403-0864

IOWA – Medicaid

Website: <http://dhs.iowa.gov/Hawki>
Phone: 1-800-257-8563

KANSAS – Medicaid

Website: <http://www.kdheks.gov/hcf/>
Phone: 1-785-296-3512

KENTUCKY – Medicaid

Website: <https://chfs.ky.gov>
Phone: 1-800-635-2570

LOUISIANA – Medicaid

Website: <http://dhh.louisiana.gov/index.cfm/subhome/1/n/331>
Phone: 1-888-695-2447

MAINE – Medicaid

Website: <http://www.maine.gov/dhhs/ofi/public-assistance/index.html>
Phone: 1-800-442-6003
TTY: Maine relay 711

MASSACHUSETTS – Medicaid and CHIP

Website: <http://www.mass.gov/eohhs/gov/departments/masshealth/>
Phone: 1-800-862-4840

MINNESOTA – Medicaid

Website: <https://mn.gov/dhs/people-we-serve/seniors/health-care/health-care-programs-and-services/other-insurance.jsp>
Phone: 1-800-657-3739

MISSOURI – Medicaid

Website: <http://www.dss.mo.gov/mhd/participants/pages/hipp.htm>
Phone: 573-751-2005

MONTANA – Medicaid

Website: <http://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP>
Phone: 1-800-694-3084

NEBRASKA – Medicaid

Website: <http://www.ACCESSNebraska.ne.gov>
Phone: (855) 632-7633
Lincoln: (402) 473-7000
Omaha: (402) 595-1178

NEVADA – Medicaid

Medicaid Website: <https://dhcfnv.gov>
Medicaid Phone: 1-800-992-0900

NEW HAMPSHIRE – Medicaid

Website: <https://www.dhhs.nh.gov/oi/hipp.htm>
Phone: 603-271-5218
Toll free number for the HIPP program:
1-800-852-3345, ext 5218

NEW JERSEY – Medicaid and CHIP

Medicaid Website:
<http://www.state.nj.us/humanservices/dmahs/clients/medicaid/>
Medicaid Phone: 609-631-2392
CHIP Website: <http://www.njfamilycare.org/index.html>
CHIP Phone: 1-800-701-0710

NEW YORK – Medicaid

Website: https://www.health.ny.gov/health_care/medicaid/
Phone: 1-800-541-2831

NORTH CAROLINA – Medicaid

Website: <https://medicaid.ncdhhs.gov/>
Phone: 919-855-4100

NORTH DAKOTA – Medicaid

Website: <http://www.nd.gov/dhs/services/medicalexpress/medicaid/>
Phone: 1-844-854-4825

OKLAHOMA – Medicaid and CHIP

Website: <http://www.insureoklahoma.org>
Phone: 1-888-365-3742

OREGON – Medicaid

Website: <http://healthcare.oregon.gov/Pages/index.aspx>
<http://www.oregonhealthcare.gov/index-es.html>
Phone: 1-800-699-9075

PENNSYLVANIA – Medicaid

Website: <http://www.dhs.pa.gov/provider/medicalassistancelthinsurancpremiumpaymenthippprogram/index.htm>
Phone: 1-800-692-7462

RHODE ISLAND – Medicaid and CHIP

Website: <http://www.eohhs.ri.gov/>
Phone: 855-697-4347, or 401-462-0311
(Direct Rite Share Line)

SOUTH CAROLINA – Medicaid

Website: <https://www.scdhhs.gov>
Phone: 1-888-549-0820

SOUTH DAKOTA – Medicaid

Website: <http://dss.sd.gov>
Phone: 1-888-828-0059

TEXAS – Medicaid

Website: <http://gethipptexas.com/>
Phone: 1-800-440-0493

UTAH – Medicaid and CHIP

Medicaid Website: <https://medicaid.utah.gov/>
CHIP Website: <http://health.utah.gov/chip>
Phone: 1-877-543-7669

VERMONT – Medicaid

Website: <http://www.greenmountaincare.org/>
Phone: 1-800-250-8427

VIRGINIA – Medicaid and CHIP

Medicaid Website: http://www.coverva.org/programs_premium_assistance.cfm
Medicaid Phone: 1-800-432-5924
CHIP Website: http://www.coverva.org/programs_premium_assistance.cfm
CHIP Phone: 1-855-242-8282

WASHINGTON – Medicaid

Website: <https://www.hca.wa.gov/>
Phone: 1-800-562-3022 ext. 15473

WEST VIRGINIA – Medicaid

Website: <http://mywvhipp.com/>
Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)

WISCONSIN – Medicaid and CHIP

Website: <https://www.dhs.wisconsin.gov/publications/p1/p10095.pdf>
Phone: 1-800-362-3002

WYOMING – Medicaid

Website: <https://wyequalitycare.acs-inc.com/>
Phone: 307-777-7531

If you live in one of the above states, you may be eligible for assistance paying your employer health plan premiums. To see if any other states have added a premium assistance program since July 31, 2019, or for more information on special enrollment rights, contact either:

U.S. Department of Labor

Employee Benefits Security Administration
www.dol.gov/ebsa
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services

Centers for Medicare & Medicaid Services
www.cms.hhs.gov
1-877-267-2323, Menu Option 4, Ext. 61565

Medicare Part-D Creditable Coverage Notice

Important Notice from Epitec About Your Prescription Drug Coverage and Medicare

Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage under the health plan and about your options under Medicare's prescription drug coverage. This information can help you decide whether or not you want to join a Medicare drug plan. If you are considering joining, you should compare your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare prescription drug coverage in your area. Information about where you can get help to make decisions about your prescription drug coverage is at the end of this notice.

There are two important things you need to know about your current coverage and Medicare's prescription drug coverage:

1. Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.
2. We have determined that the prescription drug coverage offered by the health plan is, on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pays and is therefore considered Creditable Coverage.

Because your existing coverage is Creditable Coverage, you can keep this coverage and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

When Can You Join A Medicare Drug Plan?

You can join a Medicare drug plan when you first become eligible for Medicare and each year from October 15th to December 7th. However, if you lose your current creditable prescription drug coverage, through no fault of your own, you will also be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare drug plan.

What Happens To Your Current Coverage If You Decide to Join A Medicare Drug Plan?

If you decide to join a Medicare drug plan, your current coverage [will or will not] be affected.

Contact your plan administrator for an explanation of the prescription drug coverage plan provisions/options under the plan available to Medicare eligible individuals when you become eligible for Medicare Part D. If you do decide to join a Medicare drug plan and drop your current coverage, be aware that you and your dependents [may or may not] be able to get this coverage back.

When Will You Pay A Higher Premium (Penalty) To Join A Medicare Drug Plan?

You should also know that if you drop or lose your current health plan coverage and don't join a Medicare drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without creditable prescription drug coverage, your monthly premium may go up by at least 1% of the Medicare base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without creditable coverage, your premium may consistently be at least 19% higher than the Medicare base beneficiary premium. You may have to pay this higher premium (a penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following October to join.

For More Information About This Notice or Your Current Prescription Drug Coverage please contact the plan administrator indicated on the first page of this notice.

NOTE: You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan and if this coverage through your current health plan provided by the current insurer changes. You also may request a copy of this notice at any time.

For More Information About Your Options Under Medicare Prescription Drug Coverage...

More detailed information about Medicare plans that offer prescription drug coverage is in the "Medicare & You" handbook. You'll get a copy of the handbook in the mail every year from Medicare. You may also be contacted directly by Medicare drug plans. For more information about Medicare prescription drug coverage:

- Visit www.medicare.gov
- Call your State Health Insurance Assistance Program (see the inside back cover of your copy of the "Medicare & You" handbook for their telephone number) for personalized help
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

If you have limited income and resources, extra help paying for Medicare prescription drug coverage is available. For information about this extra help, visit Social Security on the web at www.socialsecurity.gov, or call them at 1-800-772-1213 (TTY 1-800-325-0778).

Remember: Keep this Creditable Coverage notice. If you decide to join one of the Medicare drug plans, you may be required to provide a copy of this notice when you join to show whether or not you have maintained creditable coverage and, therefore, whether or not you are required to pay a higher premium (a penalty).

Date: January 1, 2019
 Name of Entity/Sender: Epitec, Inc
 Contact--Position/Office: Human Resource Department
 Address: 24800 Denso Drive, Suite 150
 Phone Number: (248) 353.6800

Health Insurance Marketplace

The Patient Protection Affordability Care Act (“PPACA”) was signed into law on March 23, 2010. Under PPACA, individuals are required to have creditable health insurance coverage or pay a penalty to the Internal Revenue Service. This is known as the Individual Mandate. For more information on the details of PPACA please visit dol.gov/ebsa/healthreform.

PPACA created a new way to buy health insurance which is called the Health Insurance Marketplace (“Marketplace”), also known as Exchanges. These Marketplaces are established by each individual state, the federal government or as a partnership between the state and the federal government. Through the Marketplaces, individuals can compare and purchase coverage (with a possible premium subsidy for those qualifying as low income; subsidies are made available as a federal tax credit through the Marketplace for individuals that are not eligible for coverage through their employer.

If you are enrolled in Epitec, Inc.'s medical plan, then PPACA may have little effect on you. Epitec, Inc.'s medical plans meet or exceed the minimum coverage requirements set by PPACA. If you are eligible for our plans, you will not be eligible for federal tax credits. You still have the option to visit the Marketplace to see the coverage options available. If you purchase a health plan through the Marketplace instead of purchasing health coverage offered by Epitec, Inc., you will lose any employer contribution makes for your health coverage, and your payments for coverage through the Marketplace will be made on an after-tax basis. (See www.healthcare.gov/what-if-i-have-job-based-healthinsurance/).

If you are not eligible to enroll in Epitec, Inc.'s medical plan, you may have a few options to purchase medical coverage. These options, if applicable, may include but are not limited to: your spouse's medical plan, your parent's medical insurance plan (if you are under age 26), or from several insurance companies offered through the Marketplace. If you shop for coverage through the Marketplace, you may be eligible for a federal tax credit and/or subsidy if you qualify as low income. (See also: healthcare.gov).

How Can I Get More Information?

For more information about purchasing medical coverage through the Marketplace please visit healthcare.gov or call 800-318-2596.



Your Employee Care Team:  1-248-864-7215  <https://portal.epitec.com/>