

## Key Takeaways

- Open Enrollment is from May 1 through May 15, 2024.
- All benefited employees must participate in open enrollment this year.
- DU is moving our benefit plan year to January 1 through December 31, which means you will have another opportunity to enroll in October if needed.
- Employees can choose from either Cigna plans or Kaiser plans during this year's enrollment period.



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from either Cigna or Kaiser Permanente as the University's health care providers.

Below is some preliminary information about what you can expect with the new Cigna and Kaiser plan offerings:

#### Medical Plan Designs Will Be the Same with Both Carriers

You will continue to have the option of choosing between the Copay Plan and High Deductible Health Plan with both carriers. For more information on benefits, please make sure to review your benefits guide.

## Kaiser Permanente

If you choose to enroll in one of the Kaiser plans, you will be contacted by the Kaiser New Member Connect Team. The New Member Connect team plays a critical role in members' transition of care, prescriptions, finding the nearest doctors and locations, discussing the Kaiser Permanente benefits, and scheduling your first primary care appointment.

Members can choose from over 1,200 top-notch Kaiser Permanente primary care doctors and specialists—one of the largest multispecialty medical groups in Colorado. Kaiser's physician-led care teams are connected through an electronic medical record. They work together to coordinate each member's healthcare so it's more efficient, which results in healthier outcomes and a more seamless experience for members.

#### Customer Service Availability

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The New Member Connect Department is available Monday through Friday, 8 a.m. to 5 p.m. at [844-639-8657](tel:844-639-8657). Members also have 24/7 access to the [kp.org/newmember](https://kp.org/newmember) site or can email the New Member Connect Department at [UniversityofDenver@kp.org](mailto:UniversityofDenver@kp.org).

## Cigna Healthcare

As a reminder, we have provided some information about what you can continue to expect with Cigna's plan:

More choices, coverage and a deep commitment to equity of care, all at the same cost.

In Colorado, you will have access to more than 18,000 providers and 60 hospitals, including specialty hospitals: University, National Jewish and Children's Hospital. You will also have access to the largest mental and behavioral health network in the Denver/Boulder area. Cigna offers expanded mental health services and infertility treatment services, something our community specifically requested.

### Customer service availability

Cigna offers access to a 24/7 customer service line that provides exceptional service all day, every day. The Cigna One Guide Service is available by calling [888-806-5042](tel:888-806-5042).

We know open enrollment can come with important decisions and inspire many questions. To address many of them, we are hosting several open enrollment meeting opportunities.

Here are the details for meetings to learn more about your benefit options:

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We are committed to helping ensure we provide the necessary support to DU employees for their Physical & Emotional, Financial, and Career well-being.

Thank you,

The Human Resources and Inclusive Community Team