

SWINGING INTO ACTION

NEW BENEFIT CHOICES

This year, you have an important decision to make about your City of Chandler benefits. The City is offering two new plans—the **Red Plan** and the **Blue Plan**—with different features, designed to help us manage rising health care costs, while still providing competitive benefits to our employees.

We need you to swing into action by reviewing this guide, attending Open Enrollment meetings and

then enrolling in the plan that is right for you and your family. There’s a lot to think about this year and this guide is designed to help you understand your new options.

Carefully review this guide and keep it as a handy reference. You will need it whether you are enrolling for the first time, making annual elections or changing your benefits due to a qualifying life event. Remember, once you make

your annual elections you will not be allowed to make a change unless you experience a qualifying life event. Also, if you want to continue participating in the FSA, you must re-enroll every year.

The Red and Blue health plans are the property of the City of Chandler’s self-funded health program.

YOUR SPOTTERS

When you have questions, there are several folks ready to spot you and get you pointed in the right direction. First, you can call your carriers directly. You can find a list of their website addresses and phone numbers on the back cover of this guide. If your issue isn’t resolved, then contact Human Resources for further assistance. Below is a list of your Human Resources staff so you know who to contact for help with your questions.

CALL...	FOR...
Human Resources (ext. 2350)	General information about enrollment
Ruby Womack-Chappell (ext. 2346)	Medical, dental, vision, general information about short-term disability, Family and Medical Leave (FMLA), FSA, EAP, home/auto and prepaid legal
Chris Jarosik (ext. 2372)	Voluntary life, deferred compensation, City-paid life insurance, retirement plans, RHSP, retirement system questions
Valerie Hernandez (ext. 2359) Carol Osterhaus (ext. 2371)	Benefit issues that have not received a satisfactory resolution, comments about benefit providers’ performance and/or benefit plan design and appeals to benefit providers
Stacey Finkelstein (ext. 2356)	Comments or feedback regarding benefit administration
Fred Gardner (ext. 2365)	Tuition reimbursement

IMPORTANT NOTE

Due to the new plan designs all employees are required to go into Oracle Employee Self Service and select a health plan this year.

Your benefits contributions are made on a pre-tax basis. If you would like to have these contributions made on a post-tax basis, contact Human Resources at x2354 for the appropriate paperwork (the election cannot be made through Oracle Employee Self Service). The deadline for making this change is November 22, 2013, and it will apply to the period of January 1 through December 31, 2014. If you have questions about the tax implications of this option, please consult with your tax advisor.

This guide provides a general overview and summary of the City’s benefit program. It is not intended to be an authoritative or exhaustive description of these benefits nor does it create any contract for, or entitlement or right to, any of the benefits described herein. In the event of a conflict, the terms of the City of Chandler’s agreements with the benefit providers and the provider-supplied materials describing the coverage offered have precedence over the benefit descriptions contained in this guide.



MEDICARE PART D

If you (and/or your dependents) are eligible for Medicare or will become eligible for Medicare in the next 12 months, a federal law gives you more choices about your prescription drug coverage. Please refer to the insert in your enrollment package for the notice that verifies that prescription drug coverage under all of the City of Chandler medical options is considered "creditable coverage" for your eligibility for Medicare Part D coverage.

GET MOVING CHANDLER SWING INTO A HEALTHY FUTURE



The City of Chandler is committed to helping you get all the information you need to know about your health status now and how you can improve it moving forward. You can swing into a healthy future when you take advantage of these programs.

KNOW YOUR NUMBERS— GET A BIOMETRIC SCREENING

Even if you feel healthy and great right now, what you don't know can hurt you. That's why the City's Annual Biometric Screening is available to monitor your health by checking your:

- Blood pressure
- Blood glucose level
- Total cholesterol and HDL
- Waist circumference

This information can help you and your doctor determine your risks and mark the progress you make toward a healthier you.

KNOW WHERE YOU STAND— COMPLETE YOUR HEALTH ASSESSMENT

When you complete a biometric screening, you get hard data that tells you the status of your blood pressure

or cholesterol levels. Then, when you complete a health assessment, you assess what lifestyle behaviors might be causing any undesirable results or confirm just how well you have taken care of yourself. When you know where you stand—then you know what you can do to maintain or improve these numbers. A Health Assessment will:

- Provide you with a snapshot of your current health status
- Enable you to monitor your health status over time
- Help you evaluate your readiness to change
- Help you engage in health management
- Provide you and your dependents a health coach if you choose

PLAYGROUND EQUIPMENT

The City of Chandler also offers a variety of tools and resources to keep you focused on your playground adventure. Through our Wellness Programs, you and your family have access to:

- Flu shot clinics
- Health seminars

- An interactive website
- Nutrition programs
- Wellness resources
- Mobile on-site mammography
- Mobile prostate screenings
- Screenings
- An employee discount at the Tumbleweed Recreation Center

For more information about the Wellness Initiatives, visit the Wellness page on Chanweb. The site provides details on the wellness programs being offered and a glimpse of upcoming programs. There is also a list of many other wellness resources.

Check out what's available and take action toward building a better you and achieving your goal to live healthy. If you have any questions about the program, call ext. 2350.

HEALTHYBLUE PROGRAMS

In addition to the City's wellness program, the following HealthyBlue programs are available at your fingertips through BCBSAZ:

- 24-hour Web access
- Interactive games/quizzes
- Online health information, resources and seminars
- Walking Works physical activity program
- Health discounts
- Nurse on Call
 - Telephone consultations with nurses 24/7
 - Wide variety of services online
- Hospital comparison tool
 - Compare hospitals based on:
 - Specific procedures performed
 - Distance from your home
 - Number of relevant procedures performed
 - Rate of complication and average length of stay

- Health Coaching
 - Access to a health coach that will help you set goals and track your progress
 - Learn how to maintain your health and stay on a positive path by working with a professional who will guide you every step of the way
 - Care management
 - Resources and advocacy for members with complex or chronic health needs
 - Disease Management
 - As a participant in the Disease Management program, you will get the support you need to manage a chronic health condition through one-on-one telephone calls with a nurse or a medical counselor. You can also receive assistance for in-home device monitoring if you qualify
 - Blue 365 Discount Program
- For more information on the HealthyBlue programs, visit the BCBSAZ website at www.azblue.com or call **855-466-2229**.



TELL YOUR FAMILY

WELLNESS EVENTS ARE ONLINE

Make sure your **spouse and kids** know they can now get the latest information about wellness events and resources at: www.chandleraz.gov/wellness. The Wellness Committee wanted to make it as easy as possible for your family to stay informed about how the City is supporting your efforts to live healthier. As an employee, you can continue to find information—including employee-only activities—on Chanweb.



ROCK-A-BYE BABY

GET A GOOD HEAD START

Are you planning to have a baby, or haven't reached the 16th week in your pregnancy? If so, consider enrolling in the HealthyBlue Beginnings program offered under BCBSAZ. Call **855-466-2229** to enroll and receive:

- A preconception program with education, counseling and a free pregnancy kit
- A maternity nurse toll-free telephone support line, 24/7
- Access Healthy Blue Beginnings at www.azblue.com
- A comprehensive book to guide you through pregnancy
- A dedicated maternity nurse to assist with high risk maternity care
- A support line available until your baby is six weeks old
- **A \$100 GIFT CARD!**
Alere will provide a Babies "R" Us gift card if you enroll by the 16th week in your pregnancy and you complete the program by taking the final outcomes assessment

COME ON UP

WHO'S ALLOWED

ELIGIBILITY

TREE HOUSE RULES

To be eligible for the City of Chandler benefit program, you must be a regular full- or part-time employee scheduled to work 20 hours or more per week.

Your eligible dependents can also sign up for benefit coverage if they are your:

- Legal spouse
- Dependent children:
 - Biological children
 - Stepchildren
 - Adopted children (including those placed for adoption)
 - Foster children
- Adult children until they reach the end of the month of their 26th birthday—whether or not they are married, students or eligible for other coverage (e.g., through their own employer).

MEMBERS OF THE CLUB

★ YOU & YOUR DEPENDENTS ★

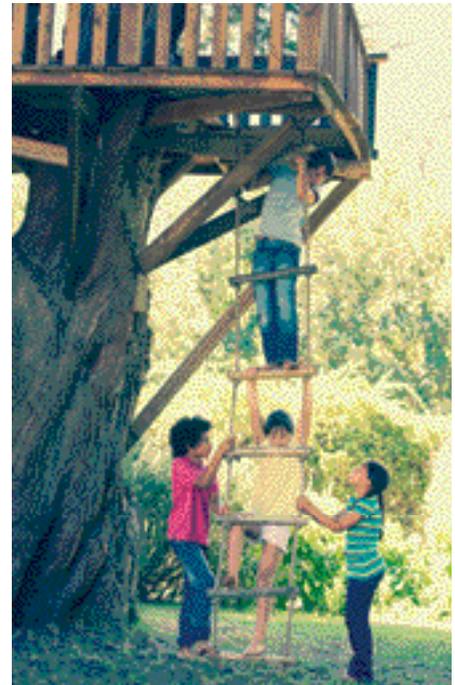
Use your plans wisely and you'll get the most value from your benefits. Take the time to do your research and get your family involved. You can work together as a team to come up with the solution that will meet your needs and keep your members healthy.

Remember, there are certain requirements you must meet to be eligible for coverage under the City of Chandler benefit program. Once you're eligible, you can also enroll your qualifying dependents or adult children (up to age 26). So, sign up today and be a part of our winning team!

TEAM TIP

HIPAA NOTICE OF PRIVACY PRACTICES

The HIPAA Notice of Privacy Practices addresses how medical information about you may be used and disclosed and how you may access this information. The Notice will be provided to each person when initially enrolling for benefits in the Plan. You may request a copy of the notice at any time from the Human Resources Department. The Notice is also available on Chanweb under the Human Resources Division, Benefits Section.



MAKING CHANGES TO YOUR COVERAGE

According to IRS rules, you are allowed to make certain benefit changes during the plan year only if you experience a qualifying life event. To make a change, you must notify Human Resources within **31 calendar days** of the event.

Examples of qualifying life events include:

- Marriage, divorce, death of spouse, legal separation and annulment
- Birth, death, adoption and placement for adoption
- Change in employment status for you, your spouse or your dependent
- A significant cost change (up or down) in dependent care expenses
- Change in dependent eligibility due to age

Benefit changes must be consistent with the qualifying life event. For example, if you get married and decide to add your spouse to your medical plan, you

cannot change medical plans. You will only be allowed to add your spouse to your plan. If you want to change medical plans, you will have to wait until the next Open Enrollment period.

SPECIAL ENROLLMENT OPPORTUNITY

The City provides a special enrollment opportunity if you or your eligible dependents either:

- Lose Medicaid or Children's Health Insurance Program (CHIP) coverage because you are no longer eligible, or
- Become eligible for a state's premium assistance program under Medicaid or CHIP.

For these enrollment opportunities, you will have 60 days—instead of 31—from the date of the Medicaid/CHIP eligibility change to request enrollment in the City of Chandler group health plan. Contact Human Resources if you have any questions.

CLUBHOUSE DUES

Here is what you pay per month for your coverage. As you can see, the City subsidizes a large portion of your premium.

2014 PREMIUMS

MEDICAL	RED PLAN				BLUE PLAN			
	Monthly			Employee Per Pay Period	Monthly			Employee Per Pay Period
	Total Premium	Employer 80%	Employee 20%		Total Premium	Employer 80%	Employee 20%	
Employee	\$733.10	\$586.48	\$146.62	\$73.31	\$616.12	\$492.90	\$123.22	\$61.61
Employee + Spouse	\$1,224.20	\$979.36	\$244.84	\$122.42	\$1,028.86	\$823.10	\$205.76	\$102.88
Employee + Child(ren)	\$1,084.88	\$867.90	\$216.98	\$108.49	\$911.76	\$729.42	\$182.34	\$91.17
Employee + Family	\$1,781.30	\$1,425.04	\$356.26	\$178.13	\$1,497.06	\$1,197.64	\$299.42	\$149.71

DENTAL	Monthly			Employee Per Pay Period
	Total Premium	Employer	Employee	
Employee only	\$51.00	\$51.00	\$00.00	\$00.00
Employee + 1	\$83.00	\$58.00	\$25.00	\$12.50
Employee + 2 or more	\$135.00	\$67.50	\$67.50	\$33.75

VISION	Monthly			Employee Per Pay Period
	Total Premium	Employer	Employee	
Employee only	\$7.88	\$00.00	\$7.88	\$3.94
Family	\$16.86	\$00.00	\$16.86	\$8.43

*Per Pay Period Premiums are based on 24 pay periods (out of 26) per year. There are two pay periods per year in which no deductions are taken.

For voluntary term life rates, see the table on page 15.

ON THE LOOKOUT SURVEY YOUR HEALTH PLAN

Now that you know who's in the tree house, you can put a strategy together to reach your health goals. For assistance, contact the insurance carriers directly or visit their websites to gain insight into how the plans work and what's covered under each option. Ask the right questions so you understand your next move, then take action and make your elections. It helps you keep watch to ensure you get the coverage you need!

Open Enrollment is your one chance each year to consider your benefit options for the coming plan year, such as adding or deleting dependents, increasing or decreasing voluntary term life insurance or enrolling in an FSA. To enroll or make changes, please complete your enrollment between **November 4** and **November 22, 2013**.



TEAM TIP

Have you moved recently or are you planning to move? If so, make sure you update your address using Oracle Employee Self Service. You may now include your personal email address as well. You could miss out on an opportunity to participate in valuable benefits if we don't know how to reach you. While the City can provide you with a wealth of resources, they are only valuable if you use them.

And don't forget, in Oracle Employee Self Service, you can access your current benefit elections and beneficiaries, as well as important documents related to your coverage.

THE MAIN DISH

DIG IN TO YOUR BENEFITS

MEDICAL

The main dish of any summer picnic is what gets everyone excited. Your medical plan is that same kind of “main dish” for the City of Chandler’s benefit program. You have two medical plans to choose from under Blue Cross Blue Shield of Arizona (BCBSAZ). There are some key differences between them.

- Both plans include deductibles and coinsurance that apply to some medical services
- The Red Plan also includes copays for a number of core services

• You should choose a medical plan that fits your needs and budget based on balancing the cost of:

- Deductibles
- Coinsurance
- Copays

Generally, if you choose a plan with a higher deductible and coinsurance, your monthly premium will be smaller.

Consider your family’s situation in order to choose the plan that’s right for you.

RED PLAN	BLUE PLAN
<ul style="list-style-type: none"> ↑ Highest Premium Option ↓ Lower Deductibles ↓ Lower Coinsurance ✓ Some Copays 	<ul style="list-style-type: none"> ↓ Lowest Premium Option ↑ Higher Deductibles ↑ Higher Coinsurance ✓ Some Copays
<p>This plan might be right for you if you find yourself using health care often. You pay a higher premium throughout the year, but less when you actually receive care.</p>	<p>This plan might be right for you if you find yourself not using health care often. You pay a lower premium throughout the year, and pay a little more when you actually receive care.</p>

It may help you to understand the difference between what counts for deductibles and out-of-pocket maximums in order to select the best plan and use it wisely.

DEDUCTIBLES	OUT-OF-POCKET MAXIMUMS
<ul style="list-style-type: none"> • The money you pay to your doctor or other health care provider, with the exception of copays and access fees • Member deductible is for those who enroll in Employee-only coverage • Family deductible is for any other tier: <ul style="list-style-type: none"> – Employee + spouse – Employee + child(ren) – Employee + family 	<ul style="list-style-type: none"> • Deductibles • Coinsurance you pay after meeting the deductible • Copays for doctor visits or prescriptions • Emergency room access fee (what you pay in addition to the deductible) • This is the safety net to protect you from catastrophic health care expenses – once you meet this for a plan year, your insurance pays 100 percent of your expenses for the rest of the plan year

EXTRA PERKS EARN FREE DIABETIC SUPPLIES

Did you know that copays for certain diabetic supplies may be waived if you agree to participate in the City of Chandler’s Health Management Program? Individuals who agree to participate in the program and complete three consecutive months of two-way interactions with a Health Coach via telephone or email will have pharmacy copays waived for insulin vials (excluding Symlin Vials and Pens), insulin syringes, lancet devices and LifeScan Test Strips. The copay waiver does not apply to non-LifeScan test strips, insulin pens or insulin cartridges. The incentive will begin in the month following your successful completion of the program criteria and will remain in place for the remainder of the plan year. Look for more information in your BCBSAZ Open Enrollment materials or on Chanweb.



CONDIMENTS

KEY TERMS TO KNOW

TERM	DEFINITION
Access Fee	A specified dollar amount the insured person pays a health care provider toward the covered expenses of certain benefits in addition to fees for services. For example, you may pay an access fee for using emergency room services, in addition to the ER fees.
Coinsurance	Your share of the costs of a covered health care service, calculated as a percent of the allowed amount for the service. You have to pay the deductible before you receive the coinsurance benefit. Your coinsurance share is higher for out-of-network claims.
Copay	A flat amount you pay when you visit a health care provider or fill an in-network prescription. For example, if you enroll in the Red plan and visit your Primary Care Physician (PCP), you would only pay the \$25 copay.
Deductible	A fixed amount you pay before the Red or Blue plans begin to pay. Deductibles are higher on out-of-network claims.
Explanation of Benefits (EOB)	A written statement from Blue Cross Blue Shield of Arizona that you receive after you or a provider submits a claim. The statement shows which benefits and charges the plan covers and how much they will pay.
In-Network Provider	A provider who contracts with the City's claims administrator, Blue Cross Blue Shield of Arizona, and provides a discount off their regular fees.
Out-of-Pocket Maximum	This is your safety net in the City of Chandler medical plans that protects you from catastrophic medical expenses. Once you pay the individual maximum or family maximum, additional covered medical claims for the year are paid 100 percent by the City and you pay nothing.
Preventive Services	Red and Blue plans cover 100 percent of preventive service visits made to in-network providers. Preventive services help you avoid getting sick in the first place. Mammograms, flu shots, prostate exams and well-baby visits are examples of preventive services. Note: If you discuss another health issue during a preventive services visit, you may have to pay a fee for your visit.



SPOON IT UP PREVENTIVE CARE

Under the Affordable Care Act, commonly known as the health care reform law, most preventive care services, such as annual physicals, well-child or well-baby visits or mammograms, are covered 100 percent by the Red and Blue plans. This means you pay nothing for that visit. You can find a complete list of preventive care services on the Healthcare.gov website.

Important: This summary provides a general overview of the City's medical plan. It is not intended to be an authoritative or exhaustive description of these benefits nor does it create any contract for, or entitlement or right to, any benefits described herein. In the event of a conflict, the terms of the City of Chandler agreements with Blue Cross Blue Shield of Arizona and their materials describing the coverage administered have precedence over this benefits summary. These benefits are subject to change for compliance with applicable federal, state or local legislative requirements.

Here's a snapshot of your coverage options.

BENEFITS	RED PLAN		BLUE PLAN	
	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK
Out-of-pocket maximum				
Member	\$2,250	\$4,500	\$2,500	\$6,000
Family	\$4,500	\$9,000	\$5,000	\$12,000
Deductible				
Member	\$250	\$500	\$500	\$1,500
Family	\$500	\$1,000	\$1,000	\$3,000
Lifetime maximum	Unlimited		Unlimited	
Pre-existing condition exclusion	Eliminated 1/1/14		Eliminated 1/1/14	
Physician Services				
Primary care office visit	\$25 copay	30% after deductible	15% after deductible	40% after deductible
Adult physical exams	No charge	Not covered	No charge	Not covered
Well-child care	No charge	Not covered	No charge	Not covered
GYN (preventive care)	No charge	Not covered	No charge	Not covered
Specialist office visit	\$40 copay	30% after deductible	15% after deductible	40% after deductible
Diagnostic Services				
X-ray	100% ¹	30% after deductible	100% ¹	40% after deductible
Complex Radiology (MRI, MRA, CT Scan, PET Scan)	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Lab	100% ¹	30% after deductible	100% ¹	40% after deductible
Allergy tests and treatment	Applicable office visit copay applies	30% after deductible	15% after deductible	40% after deductible
Pap test (preventive)	No charge	Not covered	No charge	Not covered
Mammography (preventive)	No charge	30% (deductible waived)	No charge	40% (deductible waived)
Hospital Services				
Inpatient (including semi-private room and board and physician and surgeon charges)	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Outpatient surgery	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Emergency Services				
Hospital emergency room	\$100 access fee plus 10% after deductible		\$100 access fee plus 15% after deductible	
Ambulance	No charge		No charge	
Urgent care facilities	\$50 copay	30% after deductible	15% after deductible	40% after deductible
Other facilities				
Skilled nursing facility	10% after deductible ²	30% after deductible ²	15% after deductible ²	40% after deductible ²
Home health care	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Mental health treatment				
Inpatient	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Outpatient (individual or group counseling)	Applicable copay or 10% after deductible	30% after deductible	\$15 copay or 15% after deductible	40% after deductible
Substance abuse treatment				
Inpatient	10% after deductible	30% after deductible	15% after deductible	40% after deductible
Outpatient	Applicable copay or 10% after deductible	30% after deductible	\$15 copay or 15% after deductible	40% after deductible
Other services				
Durable medical equipment	No charge	30% after deductible	No charge	40% after deductible
Prosthetics	No charge	30% after deductible	No charge	40% after deductible
Outpatient short-term rehabilitation (physical therapy)	\$40 copay ³	30% after deductible ³	15% after deductible ³	40% after deductible ³
Chiropractic care	\$35 copay ⁴	30% after deductible ⁴	15% after deductible ⁴	40% after deductible ⁴
Prescription Drugs				
Retail – Up to 30-day supply				
Level one	\$10 copay	Applicable copay, plus difference between pharmacy price and allowed amount	\$10 copay	Applicable copay, plus difference between pharmacy price and allowed amount
Level two	\$20 copay		\$20 copay	
Level three	\$40 copay		\$40 copay	
Mail order – Up to 90-day supply	2x retail copay	2x retail copay, plus difference between pharmacy price and allowed amount	2x retail copay	2x retail copay, plus difference between pharmacy price and allowed amount

¹100% Freestanding Independent Lab or if only service performed in physician's office; physician office visit cost share applies if x-ray received in a physician's office and an office visit is billed.

²Annual limit of 240 days applies

³Annual 60 visit limitation (PT, OT, ST) applies

⁴Annual 20 visit limitation applies

DENTAL

SINK YOUR TEETH INTO THIS

Before you take that first delicious bite, remember that it's important to keep your teeth healthy and strong with proper dental care. To help you stay on top of your dental health, the City offers you and your eligible dependents comprehensive dental coverage through Delta Dental. Here are some important points to remember about how the plan works:

1. Freedom to visit any licensed dentist of your choice—While you have this freedom, use it wisely. You may pay more out of your pocket if you visit a dentist that is not part of the Delta Dental PPO or Premier networks.

What the plan does pay is based on what it considers “reasonable, usual and customary.” This means, what it covers is determined by what a service typically costs in your geographic area.

2. Savings when you visit a network provider—The Delta Dental Premier Plus PPO network is offered side-by-side with the Delta Dental PPO network. As a result, when you visit a participating provider that is part of the Delta Dental PPO or Premier network, Delta Dental will cover a larger percentage of the cost, saving you money.

3. You won't get a bill later—With the exception of your deductible and shared responsibility, participating providers accept Delta Dental's payment as “paid in full” so you won't receive a bill later.



CHEW ON THIS

Remember, if you want to receive the deepest discounts, use a Delta Dental PPO network dentist. (Note: PPO dentists are also members of the premier network but offer an additional discounted rate.)

EXTRA BITE

- Be sure to get any service over \$200 predetermined by Delta Dental before you proceed. You may risk the chance of not being covered.
- Don't get stuck paying more than you should. You may be billed for the balance of what the plan does not cover. This is called “balance billing.” Consider the following before obtaining a service:
 - Make sure the provider and facility are a part of the Premier network. If you're not sure, call the provider or Delta Dental directly.
 - Find out the cost for a service and how much the plan will cover. This will help you determine whether or not you will be billed later.
 - If you will have to pay out-of-pocket for a service, consider searching for a participating provider so you can receive the maximum benefit.

Here's a snapshot of your coverage under the plan.

Deductible	\$25 per person; \$75 per family (applies to both in- and out-of-network)
Annual Maximum	\$2,000 per person for basic and major services
	All basic and major services contribute to the calendar year maximum. Orthodontia has a separate lifetime maximum benefit of \$2,000 per individual.

Routine Services	Basic Services	Major Services	Orthodontic Services
Covered at 100%	Covered at 80%	Covered at 70%	Covered at 50%
<p>Diagnostic</p> <ul style="list-style-type: none"> Exams, evaluations or consultations (twice in a benefit year) X-rays <ul style="list-style-type: none"> Full mouth/Panorex or vertical bitewings (once in a three-year period) Bitewing (twice in a benefit year) Periapical <p>Preventive</p> <ul style="list-style-type: none"> Routine cleanings (limited to twice* in a benefit year, or one difficult cleaning may be exchanged for one routine cleaning. However, the difficult cleaning is limited to once in a five-year period) Topical application of fluoride (children through age 17, twice a benefit year) Space maintainers (for missing posterior primary 'baby' teeth up to age 14) Third cleaning benefit* 	<p>Restorative</p> <ul style="list-style-type: none"> Fillings <ul style="list-style-type: none"> Silver amalgam, synthetic white fillings (once per surface every two years) Stainless steel crowns (for primary 'baby' teeth only) Sealants for children (once per three-year period for permanent molars and bicuspid through age 18) <p>Oral surgery: Extractions, general anesthesia (for surgical extractions or other surgical procedures performed in a dental office)</p> <p>Endodontics</p> <ul style="list-style-type: none"> Root canal treatment (permanent teeth) Pulpotomy (primary 'baby' teeth) <p>Periodontics</p> <ul style="list-style-type: none"> Treatment of gum disease (non-surgical, once every two years; surgical, once every three years) <p>Emergency</p> <ul style="list-style-type: none"> Treatment for the relief of pain and limited prescriptions 	<p>Prosthodontics</p> <ul style="list-style-type: none"> Bridges Partial dentures Complete dentures <p>Restorative</p> <ul style="list-style-type: none"> Crowns Onlays <p>Bridge & Denture Repair</p> <ul style="list-style-type: none"> Repair of such appliances to their original condition including relining of dentures <p>Replacement</p> <ul style="list-style-type: none"> Replacements are covered once every five years for all major services from date last performed. Does not provide for lost, misplaced or stolen bridges or dentures <p>Implants</p> <ul style="list-style-type: none"> Limitations apply 	<p>Benefits for adults and children</p> <p>Lifetime orthodontia benefit limited to a maximum of \$2,000 per patient—payable in two payments—on initial branding and twelve months after (includes invisalign). This maximum is separate from the calendar year maximum for your other dental benefits.</p>

*An additional third dental cleaning per benefit year is available to covered persons with a diagnosis of Diabetes, Pregnancy, Renal Dialysis, Suppressed Immune System (due to chemotherapy, HIV positive, organ transplant, or stem cell/bone marrow transplant), Head and Neck Radiation or High Risk Cardiac conditions.



TEAM TIP

To locate a participating provider:

- Visit www.deltadentalaz.com and select "Dentist Search" from the "Looking for a Dentist" section of the home page
- Call **800-352-6132**, select Option 5 and follow the automated instructions

Be sure to select the "Delta Dental Premier Network" or ask your dentist if he or she is a "PPO Plus Premier" provider.

VISION

See what's cookin'

Don't overlook your vision benefits as a key ingredient to your overall health. The City of Chandler offers a vision benefit through Vision Service Plan (VSP) that covers eye exams, frames, lenses and contact lenses. Here's how it works:

1. Locate a provider in the VSP Signature Doctor network by calling **800-877-7195** or visiting VSP's website at **www.vsp.com**. Note: You have the option of visiting a non-VSP provider, but it will typically cost you more and you'll have to pay the provider in full at the time you receive services. You must submit your itemized receipts to VSP for reimbursement within six months.
2. Contact the vision provider and identify yourself as a VSP member who is a City of Chandler employee.

3. The doctor will contact VSP to verify your coverage and obtain authorization for services.
4. VSP will pay the doctor directly for covered services and materials and you pay the difference. It's that easy!

Keep in mind, if you visit a non-VSP provider, you will pay more AND you'll have to pay up front and submit a claim to VSP for reimbursement.

Remember:

- You can get new frames every two plan years
- You can get exams, new lenses and contacts every plan year
- Review the table below carefully



TEAM TIP
When you receive vision services, you will need to use COC + your employee number: COC####.

★ ★ NEW ★ ★

DISCOUNT ON HEARING AIDS

VSP Vision Care is now offering discounts on hearing aids through our partners, TruHearing®. At no cost, you can sign up for the TruHearing MemberPlus program to receive discounts such as:

- Savings of up to 50 percent on hearing aids, based on model
- Yearly comprehensive hearing exams for \$75
- Up to three follow-up visits to get the fitting just right
- Protection from loss or damage
- Forty-eight batteries per purchased hearing aid

You can learn more online at **vsp.truhearing.com** or by calling **877-396-7194**.

VSP DIABETIC EYECARE PLUS PROGRAM^{SV}

If you have diabetes, staying on top of your eye health is critically important. When you enroll in the vision plan, you can visit a VSP doctor as often as needed and only pay a copay for the diabetes-related services.

Here's a snapshot of your coverage under the plan.

Deductible	None
Maximum Benefit	Set by VSP

Benefits	VSP Provider	Non-VSP Provider
Exam —one per plan year ²	\$10 copay	Plan pays up to \$50 after copay
Frames ¹ —every two plan years ²	\$15 copay in addition to the exam; covered up to \$150 allowance	Plan pays up to \$70 after copay
Lenses ¹ —every plan year ²	\$15 copay	Reimbursement ranges from \$50 to \$125 per pair depending on the type of lenses
Contact lenses vs. glasses —every plan year ²	\$10 copay for the contact lens exam. Lenses covered up to \$150 allowance; 15% off contact lens fitting and evaluation	Reimbursement ranges up to \$105 per pair depending on the type of contact lenses

¹Only one \$15 copay is required when lenses and frames are purchased at the same time.

²Plan year begins January 1 and ends December 31.

STAYING AFLOAT

GET THE PROTECTION YOU NEED

The City of Chandler understands the importance of protecting your most valuable asset—your family. With that in mind, the City provides you with basic life and accidental death and dismemberment (AD&D) coverage at no cost to you.

BASIC LIFE AND AD&D INSURANCE

When you enroll in the City's benefit program, you automatically receive basic life and AD&D coverage for yourself in the amount of one times your annual salary. The minimum insurance amount is \$50,000 (if you make less than that per year) and the maximum amount is \$200,000. If your death is due to a motor vehicle accident and you were wearing your seatbelt, your beneficiary(ies) receives an additional 10% in coverage (up to a maximum of \$25,000). AD&D insurance covers you in the event you lose a limb, your sight, hearing or speech in an accident.

COMMUTER INSURANCE (GROUP TRAVEL ACCIDENT)

The commuter insurance plan offers you coverage in the event you lose your life in an accident while traveling to and from work, or traveling on City business. Your beneficiary(ies) receives \$200,000 and an additional \$20,000 if you were wearing your seat belt.

TEAM TIP

Always make sure your beneficiary information for your life insurance and retirement plans is up-to-date. It's an important step in making sure your wishes are met.



VOLUNTARY TERM LIFE INSURANCE

If you need an extra inflatable, the voluntary term life plan through ING Employee Benefits allows you to purchase additional life insurance coverage for yourself, your spouse and your children.

Coverage for you	<ul style="list-style-type: none"> • Available in increments of \$10,000 • Minimum insurance amount: \$10,000 • Maximum insurance amount: \$500,000 or five times your salary, whichever is less
Coverage for your spouse	<ul style="list-style-type: none"> • Available in increments of \$5,000 • Minimum insurance amount: \$5,000 • Maximum insurance amount: 50% of your employee amount
Coverage for your children	<ul style="list-style-type: none"> • \$10,000/child

Benefit amounts reduce to 65% of the original coverage amount when the insured reaches age 70, and to 50% when the insured reaches age 75. Your coverage terminates at retirement unless retiree coverage is elected. Your voluntary term life coverage is also portable. This means if you change jobs or retire, you can apply for coverage until you reach age 70.



HELP WHEN YOU NEED IT

★ OTHER BENEFITS FROM ING ★

- 1. Funeral Planning and Concierge Services:** Everest, an independent consumer advocate, will be available to aid you in funeral planning for yourself and eligible family members. Funeral Planning and Concierge Services provided by Everest Funeral Package, LLC, Houston, TX 77056. Services are not available to residents of all states.
- 2. ING Travel Assistance:** You and your dependents will have access to pre-trip information and emergency personal and medical services when traveling more than 100 miles from home. ING Travel Assistance services provided by Europ Assistance USA, Bethesda, MD 20814. Services are not available to residents of all states.

TEAM TIPS

YOU SHOULD KNOW BEFORE YOU SIGN UP

If you are a new hire:

- **Employee:** When you are initially eligible for coverage, you can elect up to the maximum guaranteed issue amount of \$120,000 without having to answer questions relating to your health.
- **Spouse:** When you are initially eligible for coverage, you can elect up to the maximum guaranteed issue amount of \$60,000 (50% of the employee election) without having to answer questions relating to your spouse's health.
- **Children:** When you are initially eligible for coverage, you can elect up to the maximum guaranteed issue amount of

\$10,000 per child without providing proof of good health on your children.

If you are currently enrolled and you want to increase your own or a family member's insurance, or if you are enrolling for the first time, you may need to complete the insurer's evidence of insurability (EOI) application. A separate EOI application must be completed for each person that requires underwriting. Contact Human Resources if you require an EOI.

Exceptions (only available during Open Enrollment):

- **If you are increasing your life insurance by no more than \$10,000** and the increase will keep your total amount

at \$120,000 (or less), you do not need to complete an EOI application.

- **If you are increasing coverage for your spouse,** an EOI application is not required if the increase is no more than \$5,000 and the increase will keep your total amount at \$60,000 (or less) or 50% of your employee amount, whichever is less.

This is a summary of benefits only. Please refer to your certificate for a complete description of benefits, limitations and exclusions. Underwritten by ReliaStar Life Insurance Company, policy form LP00GP.

WHAT YOU PAY FOR PROTECTION

How much you pay toward the cost of your coverage depends on the amount of insurance you elect and whether or not you or your spouse use tobacco products. You only pay one premium for child coverage regardless of the number of children you cover.

VOLUNTARY TERM LIFE INSURANCE MONTHLY RATES

To calculate the monthly premium, select the appropriate table and find the correct age bracket. Age should be determined as of January 1, 2014. Multiply the "Rate per \$1,000" by the number of \$1,000 increments being purchased. For example, you are a 35-year-old non-tobacco user electing \$25,000. Your cost is 25 x \$0.09 = \$2.25 per month.

Employee (Non-Tobacco User)

Age	<20	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64	65+
Rate per \$1,000	0.034	0.048	0.058	0.07	0.09	0.14	0.218	0.402	0.80	1.32	1.964

Spouse (Non-Tobacco User)

Rate per \$1,000	0.024	0.034	0.042	0.054	0.07	0.126	0.168	0.36	0.64	0.972	1.546
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Employee (Tobacco User)

Rate per \$1,000	0.048	0.07	0.082	0.106	0.144	0.234	0.374	0.676	1.03	1.55	2.22
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Spouse (Tobacco User)

Rate per \$1,000	0.034	0.05	0.06	0.082	0.114	0.187	0.29	0.492	0.707	1.152	1.629
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Child* rate is 0.123 per month per \$1,000 of coverage regardless of the number of eligible children covered.

The rates shown are guaranteed through 12/31/2014.

*Children may be covered up to age 26.

SHORT-TERM AND LONG-TERM DISABILITY

Even if you're just planning a casual day at the pool, it's always a good idea to float smart. That's what you do when you protect yourself from the unforeseen with disability insurance. If you find yourself in a situation where you can't work, the short-term disability (STD) and long-term disability (LTD) plans replace your lost income if you qualify and are a regular-status employee. For additional details on the plans, please refer to the policy under Benefits on Chanweb.

• Short-term disability (STD) plan:

If you are approved for short-term disability, this benefit will replace 66⅔% of your pay. Benefits begin on the later of the 60th day of disability or when all of your sick time is exhausted. Benefits end on the 180th day of your disability. Matrix Absence Management can help you with your STD claim. Call 866-533-3438.

- **Long-term disability (LTD) plan:** If you are approved for this benefit and your disability continues beyond 180 days, you receive 66⅔% of your pay until you are no longer disabled or you become eligible for retirement, whichever occurs first. **Important note:** If you participate in a City-sponsored retirement plan or the PSPRS DROP, you are eligible for LTD.



FAMILY AND MEDICAL LEAVE

The Family and Medical Leave Act (FMLA) is a federal law that provides employees the right to take a leave of absence for family or medical reasons while maintaining job protection. It is the City of Chandler's policy to grant up to 12 weeks of family and medical leave for basic leave and military qualifying exigency leave and up to 26 weeks of family and medical leave for military caregiver leave during a rolling 12-month period to eligible employees in accordance with FMLA. Employees should contact Matrix Absence Management to file for FMLA at 866-533-3438 or online at www.matrixeservices.com.



EVERYONE'S A WINNER

SAVE MONEY WITH AN FSA

FLEXIBLE SPENDING ACCOUNTS (FSAs)

Flexible Spending Accounts (FSAs) allow you to lower your taxes while paying necessary health care and dependent care expenses. By setting aside some of your pay on a pre-tax basis in an FSA, you may enjoy a tax savings on things you need to pay for—and that puts more money in your wallet for other things in life.

You can use the FSAs to budget for and pay qualified health care and dependent care expenses. By contributing pre-tax dollars to your FSA, you lower your taxable income and then can be reimbursed for qualified expenses with tax-free money.

The City offers two types of FSAs: the Health Care Flexible Spending Account (HCFSA) and the Dependent Care Flexible Spending Account (DCFSA). These accounts are separate, which means you cannot use your HCFSA to pay dependent care expenses or the DCFSA to pay health care expenses.

HEALTH CARE FLEXIBLE SPENDING ACCOUNT (HCFSA)

The HCFSA is used to pay for eligible health care expenses that are not already covered by your medical, dental or vision plans for you and your qualified dependents. When you enroll, you determine how much you want to contribute per paycheck to your FSA. The amount is then deducted from your pay before federal, state and Social Security (FICA) taxes are deducted, thereby reducing your taxable income.

You are allowed to contribute up to \$2,500 a year to your HCFSA. When you have an eligible expense, you can use your debit card or file a claim to be reimbursed from your FSA. And here's the great part—you're not required to have the full amount in your account to cover an expense. As soon as you begin contributing to your FSA, you can draw on your full yearly election even if you have not yet contributed enough to cover your expenses!

DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DCFSA)

The DCFSA is used to pay expenses related to dependent day care services for your child(ren) under the age of 13 as well as older children or adults who are mentally or physically incapable of caring for themselves. Typical eligible expenses include payments to a person providing care in a day care center, nursery school, or your home.

You may contribute up to \$5,000 a year to your DCFSA, subject to the following limitations:

- If you and your spouse file taxes separately, your maximum contribution is \$2,500.
- If your spouse also has a DCFSA through his or her job, your combined contributions cannot exceed \$5,000.
- If your spouse is disabled or a full-time student, your contributions cannot exceed \$200 per month if you have one child or \$400 per month if you have two or more children.

Note: Under the DCFSA, you must have the funds available in your account before you can submit a request for reimbursement.

YOUR TICKET TO PLAY

For your Flexible Spending Accounts (FSAs), you will need to use the ID number COC+your employee number: COC####

PAYING FOR YOUR PURCHASES

When you enroll in the Health Care Flexible Spending Account, you will receive a special PayFlex credit card to pay your eligible expenses, including deductibles, copayments, coinsurance, prescription drug costs and your dental and vision expenses. At the time of service, simply use your PayFlex credit card to pay—no PIN necessary. The money is then automatically deducted from your HCFSA account so you don't have to file a claim form and wait to be reimbursed. It's that easy!

KEEP YOUR RECEIPTS

You may be asked by PayFlex to validate a purchase, so it's important you keep your receipts. Under IRS rules, all payments must be validated to ensure they are for eligible health care expense. If you cannot prove it was for a health care related expense, you may be asked to reimburse PayFlex for the expense.



TEAM TIPS

PayFlex offers a comprehensive website for participants. Simply log in to www.healthhub.com to get information about the plan, set up your account, obtain forms, request direct deposit of your FSA reimbursements, track your claims and balances, and find plan information about eligible expenses.

You can also visit the IRS website at www.irs.gov for a complete list of eligible expenses and any limitations that apply. If you still need help, feel free to contact PayFlex directly at **800-284-4885**.



RULES TO PLAY

Here is some important information you need to have before you decide to enroll in a flexible spending account:

- The minimum annual contribution is \$60 and the maximum is \$2,500 for a HCFSA and \$5,000 for a DCFSA.
 - You must re-enroll every year.
 - For the 2014 plan year, you can incur eligible expenses from **January 1, 2014 until March 15, 2015**. This allows you 14½ months to use your 12-month election.
 - Most over-the-counter medications are not eligible for reimbursement unless you have a prescription from your doctor.
 - Visit www.healthhub.com for a comprehensive list of drugs that are reimbursable.
 - If you pay for an expense and do not use your PayFlex card, submit your claims to PayFlex no later than March 31, 2015.
-



AN FSA IS A SMART WAY TO SAVE!

An FSA can help reduce your taxes and increase your take-home pay—giving you extra dollars for the things you really want.

With a salary of \$25,000 and an annual contribution of \$1,500 for health care, you could increase your take-home pay by \$341!*

With a salary of \$40,000, an annual contribution of \$1,750 for health care and \$4,000 for dependent day care, you could increase your take-home pay by \$1,303!**

With a salary of \$60,000, an annual contribution of \$2,000 for health care and \$4,500 for dependent day care, you could increase your take-home pay by \$1,473!**

Examples are based on federal and Social Security tax for 2013. This may vary depending on your state and local taxes.

*Based on single filing status

**Based on married filing jointly with two dependents (including spouse)

Please be advised that these projections are only estimates of tax information and should not be assumed to be tax advice; they are intended for illustrative purposes. Be sure to consult a tax advisor to determine the appropriate tax advice for your situation.

ESTIMATE YOUR EXPENSES— AN EFFECTIVE STRATEGY

Use the handy worksheets below to help you estimate your expenses for the year. This will help you determine how much you should contribute to each account given your personal needs.

HEALTH CARE FLEXIBLE SPENDING ACCOUNT WORKSHEET		
Expense		Amount
Estimate your out-of-pocket medical expenses for yourself and your eligible dependents for the plan year		
Deductibles		\$
Copayments or coinsurance for office visits and other services not covered under your medical plan		\$
Prescription drug copayments		\$
Your cost for care not covered by your medical plan		\$
Estimate your out-of-pocket dental expenses for yourself and your eligible dependents for the plan year		
Deductible		\$
Your share of upcoming costs for:		
• Basic services		\$
• Major services		\$
• Orthodontia		\$
Your cost for extra dental cleanings or care not covered		\$
Estimate your out-of-pocket vision expenses for yourself and your eligible dependents for the plan year		
Vision exams and/or the cost of glasses, prescription sunglasses or contacts not covered by the plan		\$
Total Expenses (no more than \$2,500)		\$
Your Per Pay Period Contribution (total expenses divided by 26 for the 2014 plan year)		\$

DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT WORKSHEET		
Your estimated weekly cost of care	1	\$
Number of weeks of care	2	\$
Total Estimated Dependent Care Expenses (multiply line 1 by line 2)		\$
Your maximum annual contribution amount (\$5,000)		\$
Your annual contribution amount (any amount up to the maximum contribution)		\$
Your Per Pay Period Contribution (total expenses divided by 26 for the 2014 plan year)		\$



RETIREMENT ROADTRIP

TOOLS TO HELP YOU PLAN YOUR JOURNEY

Saving early can help you reach your retirement goals so you can maintain your current lifestyle and live your dreams.

The City offers you three ways to save for your retirement.

THE DEFERRED COMPENSATION PLAN

The ICMA Retirement Corporation administers the plan. Not only does the plan offer you an additional way to set aside part of your salary tax-free, but now you may also set aside dollars that have already been taxed into a 457 Roth IRA option. You may want to speak with a financial advisor about the pros and cons of pre-tax and after-tax retirement savings to decide which option is right for you. You can select funds for your account investments from a robust line up of options and you have an option to open a brokerage account. The City, in partnership with ICMA, is committed to providing transparency about fees

charged to your account to help pay for maintaining it. So you can count on fee disclosure notices to help you understand what is being charged and what it's being used for. Remember, there are some IRS limits on how much you can contribute to the plan.

In 2013, the IRS contribution limits are \$17,500 for those under age 50 and \$23,000 for those age 50 and older as of December 31, 2013. **Please note: The IRS has not confirmed the contribution limits for 2014; therefore, the limits may change.**

ARIZONA STATE RETIREMENT SYSTEM AND PUBLIC SAFETY PERSONNEL RETIREMENT SYSTEM

The City makes sizable contributions on your behalf to your retirement system. These are combined with your contributions to provide a valuable source of future income.

RETIREMENT HEALTH SAVINGS PLAN (RHSP)

Offered through ICMA Retirement Corporation, the RHSP was established by the City to assist team members in saving money for medical expenses during retirement. While you are employed, the City will contribute \$15 per pay period (\$390 per year), which will be deposited into your RHSP account on a tax-free basis. In addition, if you have excess vacation that is subject to forfeiture, you may have vacation hours* converted to cash and deposited in your account. (Note: The deposited amount is not retirement eligible for ASRS or PSPRS.) If you retire from the City or are approved for long-term disability benefits within 180 days of separation, and are eligible to retire at separation, 50% of any remaining sick leave will also be deposited into your account tax-free. In addition, if you have five or more years of City service, \$800 for every year of service will be deposited into your RHSP account. It's a win-win!

*Up to 40 hours per year or equivalent as computed under the rule addressing fire personnel working more than a 40-hour workweek.

MAP YOUR JOURNEY

ICMA Retirement Corporation offers a comprehensive website that allows you to:

- View your account balance
- Manage your allocation of funds
- Look at the loan provision to borrow funds from your Deferred Compensation Account
- View information concerning the performance of various funds

- Update your personal information, such as your address and telephone number and beneficiaries. Remember, you must update your information with ICMA Retirement Corporation in addition to updating your benefits on Chanweb.

To get access, simply log on to www.icmarc.org and register.



TEAM TIP

You may be eligible to purchase prior public sector service through ASRS or PSPRS if you worked for a public sector employer before joining the City of Chandler. If so, and you purchase that service, you may be able to retire earlier than you planned and/or receive a higher monthly pension when you retire. Please call your retirement plan to inquire or go to their website for more information on this valuable option.

RULES OF THE ROAD

- The money in your RHSP cannot be used until after you leave the City.
- A “qualified beneficiary” as defined by the IRS is a surviving spouse or eligible dependent. In the event of your death, the RHSP funds can only be transferred to a qualified beneficiary. The funds cannot be left to an ex-spouse, an ineligible child (e.g., your child age 26 or older), a parent, brother, sister, aunt, uncle, etc. If no qualified beneficiary exists, the remaining funds in the account are divided up and deposited equally among the plan’s open RHSP accounts.
- Always make sure the beneficiary information for your life insurance and retirement plans is up-to-date.

TEAM TIP

MAXIMIZE YOUR CITY-PAID DEFERRED COMPENSATION CONTRIBUTIONS

If you are in an employee group that is eligible for a City contribution toward your 457 plan, that amount, plus your own deferrals, will count toward the overall annual maximum for the tax calendar year. If you want to have the maximum annual amount deferred into your 457 account while enjoying the full benefit of the City’s contributions, we encourage you to closely manage your account regularly. This may help you avoid reaching the maximum IRS contribution before the end of the year. If that happens, you won’t be able to take full advantage of the remaining City contributions, so consider adjusting your deferrals throughout the year to avoid reaching the annual maximum before the last pay period of the tax year.



Please note: The City of Chandler, the ICMA Retirement Corporation and its affiliates to include TD Ameritrade, are NOT responsible for your investment choices and/or any investment action you may take.

EVEN MORE GOOD STUFF

WHAT WILL YOU FIND AT THE LEMONADE STAND?

The following are extra benefits available to you anytime during the year or as you need them.

EMPLOYEE NETWORK DISCOUNTS

All City employees are members of the Employee Network, which entitles you to great savings and discounts at many merchants and entertainment venues. Go to www.employeenetwork.com for additional details and discounts.

AUTO AND HOME INSURANCE

The City offers group coverage through Liberty Mutual's **Group Savings Plus®** program, which features auto, home and other personal insurance. Because it is offered on a group basis, your coverage may cost you less than if you were to purchase it on your own.

- **Valuable Possessions Coverage**
Additional protection for your possessions, such as jewelry, fine arts, silver and musical instruments
- **Personal Liability Protection**
An additional layer of coverage that picks up where your home and auto policies leave off
- **Other Personal Insurance**
Includes coverage for motorcycles, recreational vehicles, motorboats and seasonal dwellings.

You also receive discounts that save you money on your insurance, around-the-clock claims service, guaranteed rates for 12 months and much more!

You can enroll for this benefit any time during the year. To obtain a free quote, call Liberty Mutual at **480-857-8662 ext. 55955**. Don't forget to ask Liberty Mutual to have your premiums deducted from your paycheck!

PET INSURANCE

Taking care of a family pet can get costly. The City of Chandler is pleased to offer you the option of enrolling in pet insurance through VPI®.

VPI® Pet Insurance is the nation's oldest, largest and number one veterinarian-recommended pet health insurance provider. With comprehensive plans designed to protect you financially when the unexpected occurs, affordable coverage from VPI® Pet Insurance allows you to focus on providing health care for your pet rather than worrying about the cost of treatment. You can be reimbursed for veterinary expenses such as surgeries, diagnostic tests, hospitalization, prescriptions, vaccinations and more.

Now, thanks to the exclusive 5% group discount, you can save hundreds of dollars in VPI® Pet Insurance premiums over the life of your pet. For a no-obligation quote or to learn more, call **1-877-PETS-VPI (877-738-7874)** and mention you are an employee of City of Chandler or visit www.petsvpi.com and enter your employer: "City of Chandler" and you will be directed to your dedicated discount page.



EMPLOYEE ASSISTANCE PLAN (EAP)

Everyday life can be overwhelming as you juggle work and personal responsibilities—not to mention the unexpected issues that occasionally pop up. The EAP is offered through APS Healthcare at no cost to you and is a confidential counseling and referral service that is available 24 hours a day, 365 days a year. The EAP offers a wealth of resources and can help you deal with a wide range of challenges, including:

- Managing stress and anxiety
- Handling relationship issues
- Balancing work and life
- Caring for children or aging parents.

In addition to getting support over the phone, you and your family members get access to 10 face-to-face counseling visits per year per separate condition. To speak to an EAP counselor, call **1-800-327-2384**. For more details, you can also visit www.apshealthcare.com. Select "Members" » "APSHelpLink" » "Click here to enter APShelpLink." Enter Company Code: CHANDLER.

TUITION REIMBURSEMENT

Available to all regular employees of the City, this plan offers reimbursement for courses taken at a fully accredited school or other City-approved education programs.

Note: The courses or training must be in an area related to a City career field and meet the City's eligibility requirements.

For more details, refer to the Tuition Reimbursement Policy on Chanweb or call Human Resources at ext. 2350.



SHORT-TERM DISABILITY “GAP” PROGRAM

The STD “Gap” Program, through Colonial Life, is a voluntary benefit that gives you additional protection in the event you don’t have enough leave hours to carry you through the City-sponsored STD waiting period (60 days) and/or you want another source of income during your period of disability. The STD “Gap” Program **does not** replace the City’s STD plan.

Here are some highlights of the coverage you can purchase:

- Coverage is for off-the-job illnesses or injuries.
- The benefit period is three months and can begin on the first day of disability or the 14th day, depending on the waiting period you choose.
- There are four waiting periods to pick from (1st number is for accidents and the 2nd number is for illnesses): 0/7 days, 7/7 days, 0/14 days, 14/14 days.
- The program pays regardless of any other insurance or source of income.

- You may customize your coverage to better suit your needs.
- If you’re between the ages of 17 and 69, you can apply for this benefit.
- A payment of \$400 up to \$3,000 per month, tax-free, may be chosen (not to exceed 60% of your income).

Your coverage begins on the date your application is approved and your premiums must be paid via your personal banking account, not through payroll deduction. You may keep the coverage until you reach age 70 without an increase in what you pay for it. Also, if you leave the City, you can keep your coverage. **Note:** Claims are handled directly by Colonial Life and not through the City.

To obtain a free quote, call the City’s Colonial Life representative at **602-478-4776**.

LIFE EVENTS LEGAL PLAN AND IDENTITY THEFT SHIELD

This voluntary benefit is offered through Legal Shield. As a plan member, you and your family will have access to a nationwide network of law firms to assist you with your day-to-day legal needs for a special group discounted rate. Also available to you at a discounted rate is the Identity Theft Shield. Included with your plan benefits are:

- Unlimited telephone consultations
- Legal contract and document review
- Letters written on your behalf
- Preparation of a will and living will
- Help with moving traffic violations
- Assistance with debt collection/credit issues
- Help with mortgage, re-finance or short sales
- Trial defense services
- Continuous credit monitoring and identity theft restoration
- And much more

You can enroll in these plans any time throughout the year. To enroll, simply contact the City’s Legal Shield representative at **602-617-3209** or enroll online at <http://www.legalshield.com/info/chandleraz>. Your payments for these plans are made directly to Legal Shield.



TEAM TIPS

Make sure the STD “Gap” Program makes sense for your situation before you enroll. It is designed to be the most useful for employees who have no leave balance. An example is someone who only recently started working for the City and has not built up a paid leave balance.

ASK THE EXPERTS

Need answers to your questions? Below is a list of our insurance carriers and their contact information.

BENEFIT	PROVIDER NAME	POLICY NO.	PHONE	WEBSITE
City of Chandler Human Resources		N/A	Ext. 2350	Chanweb Click on Divisions » Human Resources » Benefits
Medical	Blue Cross Blue Shield of Arizona (BCBSAZ)	28399	866-595-5993	www.azblue.com
Care Management	BCBSAZ	28399	877-694-2583	www.azblue.com
ESolutions (password help)	BCBSAZ	28399	602-864-4844	www.azblue.com
Nurse On Call	BCBSAZ	28399	866-422-2729	www.azblue.com
Disease Management	BCBSAZ	28399	866-422-2729	www.azblue.com
Health Coaching	BCBSAZ	28399	866-422-2729	www.azblue.com
HealthyBlue Beginnings	BCBSAZ	28399	855-466-2229	www.azblue.com
Mail Order Pharmacy Service	Walgreens Mail Service	28399	800-345-1985	www.walgreenshealth.com
Dental	Delta Dental	1193	602-938-3131 or 800-352-6132	www.deltadentalaz.com
Vision	Vision Service Plan (VSP)	12-138410	800-877-7195	www.vsp.com
Voluntary Term Life Insurance	ING	67475-3	Customer Service: 800-537-5024 Life Claims: 888-238-4840	www.ingemployeebenefit-us.com
Deferred Compensation	ICMA Retirement Corporation	301601	800-669-7400 (if you don't know your PIN, press 0)	www.icmarc.org
Retirement Health Savings Plan (RHSP)	ICMA Retirement Corporation	801217	Local representatives: 888-883-8578, option 4	
Flexible Spending Accounts (FSAs)	PayFlex	114157	800-284-4885	www.healthhub.com
Family and Medical Leave Act (FMLA)	Matrix Absence Management	N/A	866-533-3438	www.matrixservices.com
Pension Plan	Arizona State Retirement System	Account #: 420120	602-240-2000	www.azasrs.gov
Pension Plan	Public Safety Personnel Retirement System	Account #: For Fire: 004 For Police: 005	602-255-5575	www.psprs.com
Employee Assistance Plan (EAP)	APS Healthcare	Company code: Chandler	800-327-2384	www.apshealthlink.com
Employee Discount Program	The Employee Network	N/A	N/A	www.employeenetwork.com
Auto and Homeowners Insurance	Liberty Mutual	N/A	480-483-8467 Ext. 55955	www.libertymutual.com/tinakawar
Legal Shield	Legal Shield	N/A	602-617-3209	http://www.legalshield.com/info/chandleraz
Short-Term Disability	Matrix Absence Management	N/A	866-533-3438	N/A
STD "Gap" Program	Colonial Life	N/A	602-478-4776	www.coloniallife.com
Child Care	Child Care Resource and Referral	N/A	800-308-9000	www.arizonachildcare.org
Eldercare Services	Work/Life Eldercare Services – ElderOP	N/A	623-566-3578	www.elderop.com
Pet Insurance	VPI Pet Insurance	N/A	877-738-7874	www.petsvpi.com
Workers Compensation	Corvel 24/7 To report injury/accident	N/A	877-764-3574	N/A