

# Your virtual open enrollment options

With the ongoing COVID-19 outbreak, it's especially important for your employees to know how to get the most from their health plan benefits – safely and conveniently. That's why we're setting up virtual open enrollment options to help make sure your employees are aware of all their care options, as well as recent coverage changes.

Any on-demand presentation can be **customized to meet your needs**, including plan details specific to your organization.<sup>1</sup> You can also get promotional flyers to share with your workforce. And your employees can access all of these virtual meeting options at **no cost, from any mobile device**.

## Which open enrollment options work best for you?

Features	On-demand presentation Your employees can watch a prerecorded presentation at their convenience	Live virtual meeting Your employees can learn about their plan benefits in this live meeting format	Virtual office hours Your employees can get plan questions answered in 1-on-1 virtual meetings
Prerecorded or live	Prerecorded	Live	Live
Live chat	No	Yes	Yes
Hosting platform	No	Yes, WebEx or Microsoft Teams	Yes, WebEx or Microsoft Teams
Attendee limit	No	Yes, 100 for WebEx and 50 for Microsoft Teams <sup>2</sup>	Yes, office hours provide scheduled 1-on-1 engagements <sup>3</sup>
Availability	24/7	TBD, recording is optional and could be available 24/7	TBD <sup>4</sup>
Turnaround time	Varies <sup>5</sup>	14-day lead time	14-day lead time

With all meeting options, you'll have access to participation reports, additional open enrollment materials, and Kaiser Permanente account managers and engagement specialists who can address any follow-up questions from your employees.

(continues)

## Topics covered

Care	Coverage	About Kaiser Permanente
<ul style="list-style-type: none"><li>• Telehealth care</li><li>• Wellness resources</li><li>• Maternity care</li><li>• Mental health care</li><li>• COVID-19: What should I do if I think I have the coronavirus?</li><li>• COVID-19: How do I talk to my children about the coronavirus?</li></ul>	<ul style="list-style-type: none"><li>• Accessing care while traveling</li><li>• Understanding your HMO</li><li>• Understanding your deductible HMO</li><li>• Understanding your health savings account (HSA)</li><li>• Understanding your HSA-qualified high deductible health plan</li><li>• Online tools for health and access</li></ul>	<ul style="list-style-type: none"><li>• The open enrollment process</li><li>• The Kaiser Permanente difference (overview)</li><li>• The value of Kaiser Permanente's connected care model</li></ul>

For more information, contact your Kaiser Permanente account manager.

1. Customized presentations may require longer turnaround times. See note 5 below. 2. These limits are recommended for meetings that Kaiser Permanente hosts. Kaiser Permanente can also participate using your preferred platform. You can discuss options with your Kaiser Permanente account manager. 3. Scheduling capacity and hours to be determined with your Kaiser Permanente account manager and engagement specialist. 4. Office hours to be determined with your Kaiser Permanente account manager. 5. Turnaround time for a standard prerecorded presentation is 2 business days. For a presentation customized with plan details specific to your organization, turnaround time is 5 business days. For presentations that include additional customization, the turnaround time will be determined based on the complexity required.