

TD SYNnex 2025 Open Enrollment

Frequently Asked Questions

- When is Open Enrollment?
 - The enrollment for 2025 benefits will take place from November 1st through November 15th, 2024, for benefits effective January 1, 2025.
- Why are we doing an open enrollment now when we just had one back in May?
 - TD SYNnex is moving to a calendar plan year. The plan year will run from January 1st to December 31st annually. All deductible/out-of-pocket maximums will reset on January 1st.
- Is this an Active or Passive Enrollment?
 - Open Enrollment this year will be an **active** enrollment. You are selecting benefits for January 1, 2025 - December 31, 2025, and your current benefits will not rollover into next year (except for any supplemental life and MetLife plans you are currently enrolled in, these will remain). **If you do not elect benefits, you will not have coverage in 2025.** After Open Enrollment ends you will not be allowed to change your benefit elections until the next Open Enrollment in late 2025, unless you experience a “qualified status change” such as a change in your marital status or eligible dependents.
- How do I enroll in coverage during this open enrollment period?
 - Please log-in to Workday and click on the Open Enrollment event in your inbox beginning Nov. 1.
 - For a step-by-step instruction guide, visit TDSYNnex.Quantum-Health.com
- Who is eligible for TD SYNnex benefits?
 - You are eligible for benefits if you are a full-time regular coworker working 30 or more hours per week. Under the Affordable Care Act (ACA), full-time eligibility is defined as 130 hours per month (30 hours per week). Additionally, a coworker’s legal spouse, domestic partner, biological and adopted children, stepchildren and children of covered domestic partner may be added to the plan. Coworkers who have guardianship of child(ren) may also elect coverage with supporting documentation. A dependent child will lose eligibility for most benefits at the end of the month of their 26th birthday.
- How do I access information on the 2025 benefit plans?
 - Please be sure to visit www.TDSYNnex.Quantum-Health.com to review the 2025 benefits guide (to be posted soon), as well as details on plan changes! Look for more communications to come on Current.

- Who is Quantum?
 - We know that benefits can be confusing and hard to navigate. Quantum is a team of experts that will be available to help with all your healthcare questions and needs at no additional cost. They provide:
 - One website for self-service help at www.TDSYNNEX.Quantum-health.com (available now!)
 - One number to call with any questions (beginning Nov. 1)
 - One app for self-service help (beginning Jan. 1)
 - When your new benefits are effective in January, think of Quantum Health as your dedicated team of nurses, claims specialists and benefits experts ready to save you time and:
 - Get answers to claims, billing and benefits questions
 - Find in-network providers
 - Verify coverage and get prior approval if needed
 - Contact providers to coordinate your treatment
 - Review your care options
 - Replace ID cards
 - **Contact your Quantum Health Care Coordinators for healthcare and benefits help starting November 1, 2024, at 866-871-0675 or by visiting TDSYNNEX.Quantum-Health.com.**

- Are there any changes to my medical plan?
 - Yes, plans will be changing away from Cigna. Effective January 1, 2025, you will have access to the Anthem BCBS provider network.. but Quantum will offer enhanced customer service and advocacy for you and your family. You will contact Quantum when you have questions instead of the provider at **866-871-0675**. Please see the question below on how to confirm if your provider is in-network.

- How do I confirm if my provider is in the new Anthem network?
 - Visit <https://www.anthem.com/find-care/>. The network will vary depending on which state you are in:
 - For members residing in **Florida**, the network to choose will be "NetworkBlue (Select Network)"
 - For members residing in **Georgia**, the network to choose will be "Blue Open Access POS (Select Network)"
 - For members residing in **New Jersey**, the network to choose will be "Horizon Managed Care Network (Select Network)"
 - For **all other members**, the network to choose will be "National PPO (BlueCard PPO)"
 - Keep in mind to look at the correct network for any dependents not living in the same state as you are.
 - Don't forget that beginning Nov. 1, Quantum can also help you with finding a provider or to confirm your current provider is in-network. Just call **866-871-0675**.

- If I had Anthem previously, can I use the same member information? Account, phone number, etc.?
 - No. This is a new plan with TD SYNEX. For any live support, contact Quantum at **866-871-0675. Do not contact Anthem directly for any service needs.**

- Are there any changes to the pharmacy plan?
 - There are no changes to the pharmacy plan/benefit for 2025. This will remain through OptumRx.
 - Formulary lists are routinely updated by the pharmacy benefit manager. To review the latest formulary list and/or to find an in-network pharmacy, visit [OptumRx](#).

- Will there be a deductible credit offered for 2025?
 - There will be no deductible credit offered, **but the deductibles will be reduced** for all three medical plans that utilize the Anthem BCBS network. This is for the 2025 plan year only. The deductibles will reset for 2026, and return to \$1,000, \$2,000 and \$3,250.
 - Please plan to attend a live open enrollment meeting for more information on how this impacts you and/or your family. See question further below on meetings.

- Will there be new medical ID cards?
 - Yes, there will be new medical ID cards for 2025. If you enroll in one of the Anthem BCBS medical plans, you will receive a new member ID card that will also include your prescription coverage under OptumRx, along with the phone number for Quantum. Please be on the lookout for this in the mail in late December. The envelope may appear unmarked or look like spam – please check before tossing!
 - Please verify the address on record in Workday is accurate and complete to ensure you receive your cards timely.

- Will the dental and vision carriers be changing?
 - The dental carrier will be transitioning from Cigna to Delta Dental.
 - The vision carrier will be transitioning from Cigna to VSP.
 - Both of these carrier changes will provide broader network access nationally, with no changes to the current plan design. ID cards for both plans will not be issued.

- Will there be open enrollment presentation meetings to go through all these changes?
 - Yes! Please see dates/times below for virtual meetings you can register for. **We highly recommend that you sign up for one:**
 - Full Open Enrollment Meeting:

Open Enrollment Session 1	Tuesday, Oct 29	2:00 PM ET / 11:00 AM PT	Register
Open Enrollment Session 2	Friday, Nov 1	1:00 PM ET / 10:00 AM PT	Register
Open Enrollment Session 3	Wednesday, Nov 6	4:00 PM ET / 1:00 PM PT	Register
Open Enrollment Session 4	Thursday, Nov 7	11:00 AM ET / 8:00 AM PT	Register
Open Enrollment Session 5	Tuesday, Nov 12	12:00 PM ET / 9:00 AM PT	Register

- What other resources are available to support decision-making during Open Enrollment?
 - Attend the Learn Lux financial planning session to learn more about **HDHPs & HSAs, Decoding the Alphabet Soup**

HDHPs and HSAs, Decoding the Alphabet Soup	Tuesday, Nov 12	2:00 PM ET / 11:00 AM PT	Register
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- Learn more about the MetLife Voluntary Benefits and Maven Family Support

MetLife Voluntary Benefits Informational Session	Tuesday, Nov 5	2:00 PM ET / 11:00 AM PT	Register
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Maven Family Planning & Menopause Support Informational Session	Wednesday, Nov 13	12:00 PM ET / 9:00 AM PT	Register
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- Outside of the open enrollment presentations, there are many other resources available to help you learn more about the TD SYNnex benefits package:
 - **PLANselect** is a decision support tool to help you compare the medical benefit offerings on a side-by-side basis to identify which may work best to meet your needs. Visit the flimp website (https://flimp.live/TDSynnex_FD2025OE) to get started.

- **Benefit resource page** through Quantum, available at **TDSYNNEX.Quantum-Health.com**:
 - Included on this page is the benefit guide (coming soon), what's changing , and more!
- **Quantum Health Care Coordinators** for healthcare and benefits questions are available by phone starting November 1, 2024 at 866-871-0675.
- Are there any other changes to the benefits for 2025?
 - You will need to reassign your life insurance beneficiaries for your Basic Life and AD&D in Workday.
 - Small change to the Kaiser CA and CO HDHP annual out-of-pocket maximum limit.
 - All other benefits will be remaining the same. The Maven family planning and menopause support program will continue to be offered and you will still have access to enroll in the voluntary benefits available through MetLife.
- Will my benefits roll over if I don't take any action?
 - No. This is an active open enrollment, meaning **if you do not elect benefits, you will not have coverage in 2025** (except for any supplemental life and MetLife plans you are currently enrolled in, these will remain). **There will be no rollover, or exceptions.**

*This document is not intended to be an all-inclusive summary. Visit **TDSYNNEX.Quantum-Health.com** to learn about the benefits which become effective for all eligible TD SYNNEX coworkers on 1/1/2025.*

Complete details of the plans and programs are included in the official plan documents or program descriptions, as applicable. If the information within this presentation or other information conflicts with the plan documents or program descriptions, the plan documents or program descriptions, as applicable, will govern. TD SYNNEX reserves the right to modify, amend or make changes to its plans or programs at any time.