

OPEN ENROLLMENT for retirees & their families

You and your family can access the latest benefits information and resources anytime on ChanLife. To create your ChanLife account, go to digital.alight.com/chandler and click on "New User". Additional instructions inside.

November 1-17

This is your opportunity to review your City of Chandler benefit options for the coming plan year. During open enrollment you can:

- Update and/or change benefits for 2025
- Update beneficiaries
- Add or remove dependents

This year's open enrollment is passive - meaning all your elections from 2024 will roll over automatically if you do not make any changes.

In 2025, all bill payments will occur through ChanLife. Learn more about ChanLife on the other side of this mailer.

Summary of Changes



Medical Coverage

- 8% premium increase for medical plans
- New LOWER life insurance rates from 10.5 cents/1000 to 7 cents/1000 of coverage amount



Dental & Vision Benefits

- No rate changes
- 3 dental cleanings per year continue
- Vision discounts at Costco/Sam's/Walmart continue

IMPORTANT!

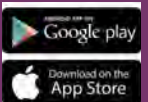
Mid-Year Enrollment Changes

If you need to make a mid-year change to your benefits, you have 31 calendar days from the date of event to elect your change in ChanLife - this includes any Medicare enrollment changes. You can now upload any required documentation directly in ChanLife when you receive it. Otherwise you must wait until next year's open enrollment.

Social Security Number (SSN) is **required** when adding a new beneficiary/dependent.

NOTE: Retirees must contact their retirement system (ASRS or PSPRS) and Nationwide to make address and/or beneficiary changes with them.

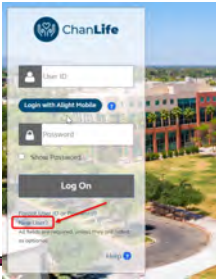
ChanLife App is called Alight Mobile



COC RETIREES

Setting up a ChanLife Account

1



Go to digital.alight.com/chandler

Click on "New User". This is just for the first time you log in.

2



Create a Username and Password

3



Answer Security Questions

These questions will assist you if you ever become locked out or need help getting into your account.

4



Verify Account & Download App

You will be asked to verify your account via email or your security questions. You can then go straight to ChanLife on -line or download the app called "Alight Mobile" (pictured left) in GooglePlay or the Apple Store.

5



Review Benefits & Personal Information

You can now access & review your benefits information. Open Enrollment is November 1-17. Bill payment in ChanLife begins January 1, 2025.

COC RETIREES

Information on ChanLife

ASRS & PSPRS Subsidies

During benefit enrollment, your ASRS or PSPRS subsidy amount may not show. Subsidy amounts will be finalized after enrollment is complete (November 17). In late November, a final confirmation of your enrollment choices, along with the subsidy amount, will be sent to you via email or regular mail.

ChanLife Transition Billing Payment FAQ's

If I am currently enrolled in SurePay (automatic deductions from my bank account) for my retiree benefits, will that carry over?

No. ChanLife (powered by Alight) offers automatic bill pay options, but for security reasons, your payment information will not transfer to the new vendor.

I have an automatic payment set up from my bank account, what do I need to do?

Any automatic payments to the City of Chandler need to be canceled/ended after your December 2024 premium payment. Once you access ChanLife and receive your first statement for January 2025, you will be able to set up automatic payments again and send them directly to ChanLife.

When can I set up my payment method?

If you want automatic payments set up for your January bill, you need to do this in ChanLife between December 5, 2024 and December 10, 2024 (6pm EST). Any automatic payments set up after that will take effect starting with your February bill.

I am a PSPRS retiree and my premiums are deducted from my pension, will this be affected?

No. In 2025, all PSPRS retirees enrolled in medical and/or dental retiree benefits will have premiums deducted from their pension. If you have automatic PEHP premium reimbursements set up, this change will not affect them. However, retirees may want to update their reimbursement amounts to account for the increased medical rates.

Can I bring my premium payments to City Hall?

No. All your payments need to be sent directly to ChanLife. You can submit your payments to ChanLife via check (they will send you a statement and return envelope), set up automatic deductions on ChanLife, or schedule payments from your bank account. The City of Chandler will not be able to accept and process any payments starting January for the 2025 plan year.

I need to add a new dependent during annual enrollment. Can I do this in ChanLife?

No. Only for this year's open enrollment, if you need to add any dependents to your coverage, you will need to call *Chandler Benefits & Wellness Center* at **866-307-1751** or email retiree.benefits@chandleraz.gov.

Can I pay for my benefits in advance?

Yes. You are able to make additional payments at any time. You will continue to receive a statement, but it will have a zero balance.





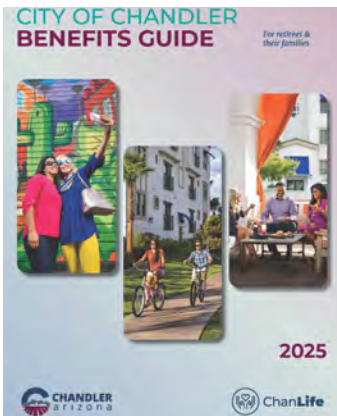
Human Resources Division

Mail Stop 703

P.O. Box 4008

Chandler, AZ, 85224-4008

Check out our **NEW**
portal **ChanLife**.
Information inside!



IMPORTANT UPDATES FOR 2025

This year, benefit elections will be done via **ChanLife**, our new benefits system. This will be fully electronic and replace all paper enrollments.

- Check out the instructions inside to set up your **ChanLife** account and review your current benefits, dependents, beneficiaries and personal information.
- **November 1-17** login to your account to make any benefit changes for 2025.
- If you need assistance completing your open enrollment, there will be in-person and/or virtual open enrollment sessions. Register at chandleraz.gov/benefits under the retiree benefits section.
- Have questions or need to update your information? The best way to reach us is to email retiree.benefits@chandleraz.gov or call **866-307-1751**.