

## FAQs for All Great River Health Employees

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### **Q. Will I get a new EBS insurance card? What if I don't get it before my appointments in January?**

A: Yes, all employees enrolled in medical and/or dental plans will receive a new EBS insurance card with the new Great River Health logo. The insurance card contains information for both medical and dental coverage. Your member ID number will remain the same so your current EBS card may be used for appointments before receiving your new card. If your provider has any questions, they can call EBS to verify coverage. If you are a new enrollee at either campus, call EBS to get your ID number and prescription number. The telephone number for EBS is 319-752-3200.

### **Q: My existing life insurance amount is different than the schedules presented. Am I losing my coverage?**

A: Employees with existing life insurance coverage will be "grandfathered" in at their existing elections. You may also consider increasing your life insurance coverage. However, if you elect more than the open enrollment guarantee issue amounts, you will be required to complete an evidence of insurability form. This form will be reviewed by Reliance Standard, and coverage will be approved or denied based on review. The open enrollment guarantee issue amounts are \$200,000 for employees below age 70, \$100,000 for employees age 70 and above, and \$50,000 for spouses.

### **Q. When will additional retirement information be communicated from Fidelity?**

A. Additional communication will be sent at the end of November.

### **Q. Where can I find plan documents, notices, and other important information regarding my benefits?**

A. For FMCH campus employees, information can be found on Employee Navigator. For GRMC campus employees, information can be found on the HR Intranet.

## FAQs Specific to FMCH Campus

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### **Q. What are the major changes to the benefits administrators and offerings?**

A. Please review the open enrollment letter and 2021 Benefits Guide for details.

### **Q: How does the new 401(k) vesting work?**

A. With the transition of all Great River Health retirement plans to Fidelity, all employees receiving employer contributions will be immediately vested. If you were receiving employer contributions and were not previously vested, you will be fully vested when the transition is complete.

### **Q. Will I have the same 401(k) account, or will I get a new one?**

A. No, you will not have the same account. Your money will be transitioned to the new Great River Health retirement plan. Details will be communicated in a transition guide from Fidelity at the end of November.

### **Q. Will I have the same funds to invest in or will they be changing? Do I need to do anything?**

A. The funds will be changing. Your existing funds will be mapped to similar funds in the new lineup. In certain cases where there is not an equivalent investment option in the new lineup,

your existing fund will be mapped to a diversified, age-appropriate State Street Target Retirement Fund. No action is required. For those employees that wish to determine how their funds will be mapped, you will have the option to opt out of the fund mapping process and make your own investment elections prior to the transition. Details will be communicated in the transition guide from Fidelity at the end of November.

**Q. Do I use my same Net Benefits login information to access my account information?**

A. Yes, this remains the same.

**Q. Will I need to update my beneficiary information at Fidelity?**

A. You will need to update your beneficiary information online when the transition is complete in January. Details will be communicated in the transition guide from Fidelity at the end of November.

**Q. Will I need to make new contribution elections at Fidelity?**

A. No. The contribution amounts you elected on your FMCH Fidelity account will transfer to your GRH Fidelity account. No action is required.

**Q. Will 401(k) loans be available?**

A. Yes, the new 401(k) plan allows loans. More information will be available in 2021.

**Q. Where can I get answers to my retirement plan questions?**

A. You can call the Fidelity Retirement Service Center at 800-343-0860. A Fidelity representative will be available after the transition to help with financial planning. Information about dates and times will be communicated.

**Q. Can I still meet with Ameriprise (Josh Denning) to discuss my retirement plan?**

A. Technically, you can obtain retirement plan advice from anyone you choose. However, the representative designated by Great River Health is changing. Ameriprise will remain available to discuss retirement information until Dec.31. Beginning in 2021, you will need to call the Fidelity Retirement Service Center at 800-343-0860 or meet with the new Fidelity representative who will be available to help with financial planning. More information about the dates and times will be communicated.

## **FAQs Specific to GRMC Campus**

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**Q. What are the major changes to the benefit administrators and offerings?**

A. Please review the open enrollment letter and 2021 Benefits Guide for details.

**Q. Previously, there were three dental plans for GRMC campus employees. How will I know what my new plan will be?**

A. If you don't make changes in your dental coverage, your old plan will move to a new plan as follows: Employees enrolled in Plan 1 will be enrolled in Dental Plus. Employees enrolled in Plan 2 or Plan 3 will be enrolled in Dental Basic. All enrollments will be at the existing coverage levels.

**Q. Do I need to update my beneficiaries for life insurance?**

A. It is a good idea to review your beneficiary information annually. With the switch from Lincoln Financial to Reliance Standard, the beneficiaries you have named will transfer to the new plan.

**Q. I had previously purchased a voluntary Short Term Disability (STD) policy through Lincoln. Will my pre-existing condition time have to start over when the organization moves to Reliance Standard?**

A. No, the time will not have to start over. The pre-existing clause with the STD plan is called a 3/12 clause, meaning if you were treated for the illness/injury in the 3 months prior to electing coverage, you will not receive any benefit in the first 12 months of coverage. Reliance Standard will credit the pre-existing time the employee satisfied under the Lincoln plan so the employee will be in the same situation regarding pre-ex as they would if we stayed with Lincoln.

**Q. Will my retirement plan account balance automatically transfer from VOYA to Fidelity?**

A. Yes. There will be more communication from the health system and Fidelity in the next month regarding the transfer of assets.

**Q. Are all retirement plans (i.e. 401k, 403b, etc. ) moving from VOYA to Fidelity?**

A. Yes

**Q. Does “immediate vesting” mean anything has changed for GRMC employees?**

A. No, GRMC employees already have immediate vesting in their retirement plans.

**Q. Will I have the same retirement plan account (i.e. 401k, 403b, etc. ) or will I get a new one?**

A. No, you will not have the same account. You will have a new account at Fidelity. Details will be communicated in the transition guide from Fidelity at the end of November

**Q. Will I have the same funds to invest in or will they be changing? Do I need to do anything?**

A. The funds will be changing. Your existing funds will be mapped to similar funds in the new lineup. In certain cases where there is not an equivalent investment option in the new lineup, your existing fund will be mapped to a diversified, age-appropriate State Street Target Retirement Fund. No action is required. For those employees that wish to determine how their funds will be mapped, you will have the option to opt out of the fund mapping process and make your own investment elections prior to the transition. Details will be communicated in the transition guide from Fidelity at the end of November.

**Q. If I am invested in one of the Voya Fixed Accounts, will I be able to retain this investment?**

A. For the time being, yes. Your investment in the Voya Fixed Account(s) will be frozen to new contributions and will commence transferring assets to your new plan in equal installments over a five year period if you take no further action. Over this five year period, assets will be mapped to a new, fully insured stable value fund with a competitive interest rate. At any point in time, should you wish to withdraw your full balance within the Voya Fixed Account, or transfer it to the new stable value option(s), you will be able to do so.

**Q. Some employees enrolled in the 401k plan still have assets in a 403b. Can these 403b assets be transferred to the 401k?**

A. No, due to IRS rules and regulations, that is still not an option.

**Q. Where can I get more information on my personal retirement plan questions?**

A. You can call Voya at 800-584-6001, through Dec. 31. Beginning in 2021, call the Fidelity Retirement Service Center at 800-343-0860. After the transition, a Fidelity representative will be available to help with financial planning. More information about dates and times will be communicated.

**Q. Can I still meet with Two Rivers (John Hackenmiller) to discuss my retirement plan?**

A. Technically, you can obtain retirement plan advice from anyone you choose. However, the representative designated by Great River Health is changing. Two Rivers will be available to discuss retirement information through Dec. 31. After that time, you will need to call the Fidelity Retirement Service Center at 800-343-0860 or meet with the new Fidelity representative who will be available to help with financial planning. More information about the dates and times will be communicated.

**Q. While the funds are being transferred from VOYA to Fidelity, can I access my funds for a hardship withdrawal or loan?**

A. No. There will be a brief blackout period. More information about timing will be communicated soon.

**Q. I have a retirement loan. What happens to this loan?**

A. Loans will be transferred to Fidelity, and they will continue to be paid through an ACH payment. Details will be communicated in the transition guide from Fidelity at the end of November.

**Q. Will I need to update my beneficiary information at Fidelity?**

A. Yes, the beneficiary information won't be transferred from Voya. You will need to update your beneficiary information online when the transition is complete in January. Details will be communicated in the transition guide from Fidelity at the end of November.

**Q. Will I need to make new contribution elections at Fidelity?**

A. No. The contribution amounts you elected at Voya will transfer to Fidelity. No action is required. If you want to change your contributions for the new year, please do it before the blackout period. There will be details about the blackout period in the transition guide.