

# My Benefits. My Choice.

## Frequently Asked Questions (FAQs)

### 2017 FULL-TIME ANNUAL ENROLLMENT



#### 1. When is 2017 Annual Enrollment?

Annual Enrollment begins October 17 and ends November 4, 2016.

#### 2. How do I enroll in benefits?

Like last year, you will enroll online via Lowe's enrollment system, Empowered Benefits. You can access our enrollment system through the "[Enroll Now](#)" link on the My Lowe's Benefits website.

Please review the Empowered Benefits tutorial on the My Lowe's Benefits website or ask your HR representative for assistance if you still have questions.

#### 3. If I do not want to make changes to my coverage for 2017, do I still need to enroll?

While you're encouraged to review your health plan each year to make sure it meets your needs, enrollment will once again be "passive" for 2017. If you do not have any changes to your full-time benefits, there is no action required for the 2017 Annual Enrollment. However, you must affirmatively elect to participate in any of the following accounts: health care flexible spending account (FSA), dependent care FSA and health savings account (HSA). Annual pledges from 2016 FSAs and HSAs will not carry over to 2017.

#### 4. If I make changes to my benefit elections, when will those changes be effective?

Any changes you make during the Annual Enrollment period will be effective beginning January 1, 2017. Coverage will carry through December 31, 2017 unless you change your elections during 2017 due to a qualifying event.

#### 5. Do I need to re-enroll in my flexible spending accounts or health savings account?

Yes. If you have a flexible spending account (FSA) or health savings account (HSA), you are required to re-enroll in the health care FSA, dependent care FSA, and/or HSA each year. Elections from 2016 will not carry over to 2017.

## 6. If I do not re-enroll in medical coverage, will my tobacco status carry over from 2016 to 2017?

Yes. If you do not re-enroll in coverage from 2016 to 2017, you will keep the same tobacco status you pledged in 2016.

## 7. What are my Annual Enrollment options?

- [Medical](#)
- [Dental](#)
- [Vision](#)
- Lowe's also offers voluntary benefits such as [Long-Term Disability](#), [Life Insurance](#), [Flexible Spending Accounts](#), [Pre-Paid Legal](#), [Critical Illness](#), [Accident](#), [Accidental Death and Dismemberment insurance](#), [Fixed Indemnity](#), [Commuter Benefit](#), and discounts on [Auto and Home Insurance](#).

## 8. Are the medical plans changing this year?

In addition to Option 1, Option 2 and Kaiser plan options (which will not feature plan design changes in 2017), there will be two consumer-driven health care options available in 2017: Choice Account, which was formerly known as the high-deductible health plan (HDHP), and the new Choice Account Plus plan.

The Choice Account Plus plan offers you the same preventive care covered at 100%, but with a lower deductible, better coinsurance, and an improved health savings account (HSA). The HSA will include an employer contribution up to \$260 for employee-only coverage or up to \$520 for family coverage.

Visit the My Lowe's Benefits site (via My Lowe's Life or [www.mylowesbenefits.com](http://www.mylowesbenefits.com)) to learn more about your plan offerings so you can choose the right plan for you and your family.

## 9. What is the required second opinion service?

Beginning in 2017, we are launching a required second opinion service when an employee or eligible dependent is recommended for a hip or knee replacement, or lumbar spinal surgery. Lowe's has partnered with Grand Rounds to provide eligible employees and their dependents with the ability to check an initial diagnosis, confirm treatment or learn more about a current condition at no cost and from the comfort of your own home. For more information, contact your healthcare navigator (Accolade, Quantum, or Optum). Also beginning in 2017, if any member does not utilize a Center of Excellence or obtain the required second opinion service through Grand Rounds prior to obtaining a hip or knee replacement, or lumbar spinal surgery, the member will be assessed a \$1,000 penalty.

## 10. Are there changes to the Dental or Vision plans?

Lowe's will continue to offer two vision and dental plans in 2017. If you're currently enrolled in vision and/or dental coverage for 2016, you will maintain your election(s) unless you select another plan during Annual Enrollment.

## 11. What do I need to do if I have a flexible spending account (FSA) or health savings account (HSA)?

If you want to continue your current FSA or HSA contributions, you'll need to re-enroll for an FSA or HSA online during Annual Enrollment. Any changes you make will be effective beginning January 1, 2017, and will carry through December 31, 2017 unless you change your election due to a qualifying life event. The FSA and HSA enrollment elections from 2016 will not carry over to 2017.

## 12. What are the pledge maximums for the healthcare FSA, dependent care FSA and health savings account (HSA) in 2017?

The annual maximum you can contribute to a healthcare FSA will remain at \$2,500. You can contribute up to \$5,000 to the dependent care FSA. The Health Savings Account (HSA) maximum will increase to \$3,400 for individuals, and will remain at \$6,750 for families. The newly added Choice Account Plus plan HSA will include a \$10 or \$20 biweekly employer contribution for participants up to \$260 per year for employee-only coverage or up to \$520 for family coverage.

### 13. Will unused funds in the 2017 healthcare FSA carry over for 2018?

Employees should carefully select their pledge for 2017 since unused funds will not be eligible to roll over into 2018. In previous years up to \$500 of unused funds would roll over into the following year, but this will not continue into 2018. Unused funds from 2016 FSAs will continue to roll over into 2017 only.

### 14. What is the Fixed Indemnity plan?

The Fixed Indemnity plan provides protection by giving cash benefits to help you and your family cover the cost of hospital admission, confinement, and intensive care unit (ICU). The Fixed Indemnity plan does not meet the minimum essential coverage standard for health coverage through the Affordable Care Act (ACA). If employees only enroll in the Fixed Indemnity Plan and not medical coverage through Lowe's, they would need to get health coverage from an outside provider in order to meet the requirements of the ACA.

### 15. What is the Commuter Benefit?

The Commuter Spending Account, administered by [WageWorks](#), allows you to set aside a portion of your annual earnings on a before-tax basis to pay for eligible commuter expenses. The Commuter Spending Account offers flexibility and convenience by allowing you to enroll or change your plan elections via the WageWorks portal as often as once a month throughout the year.

For 2017, the maximum contribution is \$130 per month. Visit the [Commuter Benefit](#) page for more information.

### 16. Are there additional benefit changes?

In 2017, Accidental Death & Dismemberment (AD&D), and full-time life insurance, (including basic life, employee term life, supplemental life, and dependent life) will be administered by MetLife instead of CIGNA. Employee's current 2016 enrollments will carry over to the new vendor for 2017 if they do not make any changes during 2017 Annual Enrollment.

Also in 2017, the Critical Illness plan will have enhancements including the waiver of pre-existing conditions, removal of lifetime maximum benefit caps, and more. Please visit the My Lowe's Benefit site for more information about these changes.

### 17. Where can I learn more about all benefit options?

The My Lowe's Benefits site contains a "[What's New](#)" document outlining key changes, a [tutorial](#), plan designs, [rates](#), and contact information for benefit carriers.

Employees and their families can also search the site for information by clicking the box in the upper right-hand corner of each page.

When you are ready to enroll, click "[Enroll Now](#)" to see your personalized coverage options and costs.

### 18. Where can I find a list of my 2016 enrollment elections?

Click on the "[Enroll Now](#)" link on the My Lowe's Benefits site and review your 2016 Enrollment Summary on the left hand side of the screen.

### 19. How do I know my Annual Enrollment elections were accepted?

You will receive a confirmation statement on the Empowered Benefits enrollment system immediately after you complete your enrollment and hit the submit button. You have the option to print and/or email the confirmation statement.

### 20. What if I need to make changes to my coverage after Annual Enrollment ends?

You can generally only make changes outside of Annual Enrollment if you have a qualified change in your family or employment status. Examples include marriage, divorce, birth or adoption of a child, moving from full-time to part-time status, or moving from part-time to full-time status. All qualified changes must be consistent with the eligible life event. You must make qualified status changes within 31 days of the event. If you do not, you must wait until the next Annual Enrollment to make changes to your benefits. All qualified life event changes must be completed online through Lowe's enrollment system, Empowered Benefits, accessible on the My Lowe's Benefits site.

**21. I want to maintain and/or improve my health, but need help. What resource does Lowe's offer?**

Lowe's offers additional health support services through several no-cost benefits. Confidential counseling support for work and/or life issues is offered through the Family Assistance Program administered by Magellan. The Quit for Life smoking cessation program assists employees and their families to quit smoking. Additional information and eligibility requirements for health support services can be found on the Health Support page of the My Lowe's Benefits website.

This year, Lowe's also introduced MyEvide ([mylowesbenefits.com/myevive](http://mylowesbenefits.com/myevive)), a new personalized wellness hub that provides you and your family with health, wealth and wellness options that are most relevant for you. MyEvide will replace My Life Track, which will officially sunset on December 31, 2016.

**24. Who should I contact if I have questions about Lowe's benefits or annual enrollment?**

If you have additional questions regarding your benefits or annual enrollment, please reach out to your HR representative.