



maximus

# ARE YOU IN?

YOUR 2024 BENEFITS GUIDE

NON-SCA

At Maximus, we thrive on teamwork. We are all in and we hope you are too! We know that joining forces gives us all the best chance for success.

Your benefits reflect this philosophy – we provide you with options and information to help support you along your life journey.

By investing in your **physical health, financial wellbeing,** and **work/life balance,** we aim to give you the support you need for all the moments that matter. When you thrive, we all win.

This guide outlines the benefits available to you in 2024 along with information to help you choose what options are best for you and your family. Are you in? Then, take the time to review your options carefully, think about your needs, and make the selections that best suit you.



**ARE  
YOU  
IN?**

# Your benefits at Maximus



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# Welcome

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Maximus is dedicated to the health and financial wellbeing of our employees. We know that our benefits program is an important part of the total compensation package that helps us attract and retain a talented group of team members.

Our benefits program:

- Gives you choice, flexibility, and comprehensive coverage.
- Is competitive and generous with many benefits covered at 100% by Maximus.
- Provides you with high-quality provider networks so you and your family have access to the best available care.

**INFORM YOURSELF.** To make the best decisions about your benefits coverage:

- Carefully review this guide and our online materials on the [Maximus Benefits Center](#).
- Understand and evaluate your options.
- Think about your needs and goals as well as those of your family.
- Use the many available materials and tools to help you get the most out of your benefits.

This guide is intended as a summary of plans and coverages offered as part of your benefits package. In the event of disputed plan information, the plan documents govern.



# What's new for 2024

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- **New enrollment portal.** Enroll for benefits in our new enrollment portal for 2024.
- **Enhanced eligibility.** All employees are now able to enroll same- and opposite-sex domestic partners as well as their eligible dependents for all plans that offer spousal coverage.
- **Free LiveHealth Online telehealth visits in the Anthem medical plans.** Copays, coinsurance, and deductibles will not apply.
- **New health savings account (HSA) and health reimbursement account (HRA) administrator.** Anthem/HealthEquity will administer Health Savings Accounts instead of Anthem/Alegeus.
- **New administrator for flexible spending accounts (FSAs) and commuter benefits.** These will be administered by HealthEquity instead of TRI-AD.
- **Two vision plan options.** The Base vision plan will feature an enhanced network, added KidsCare and Computer Vision features, and increased materials discounts. In addition, we will be offering an Enhanced vision plan option.
- **Increased short-term disability benefits.** The maximum weekly short-term disability benefit will increase for all employees from \$1,500 to \$2,000.
- **Tuition reimbursement.** Annual reimbursement of up to \$2,500 for eligible programs and certificates. Full-time, regular employees with a minimum of one year of service are eligible to apply.



## GET YOUR HEAD **IN** THE GAME using this enrollment checklist:

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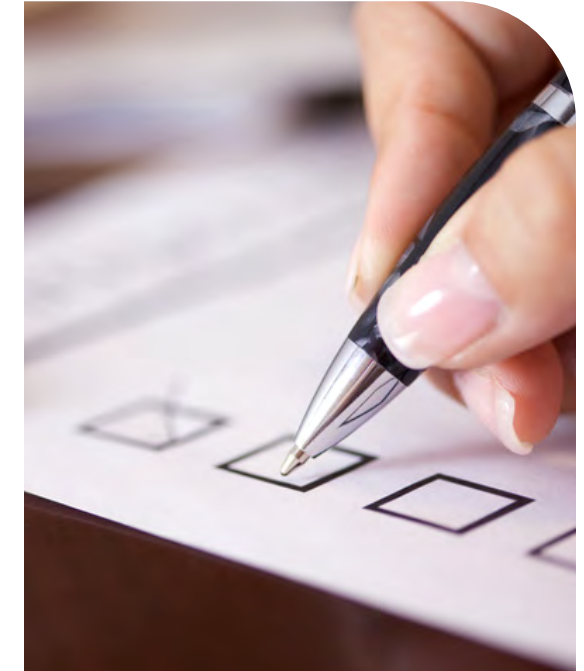
Read about your benefits in this benefits guide.

In October, visit the [Maximus Benefits Center](#) to learn about your 2024 benefits and visit the various vendors.

Enroll in your benefits on the [Maximus Benefits Center](#) during open enrollment or within 30 days of your hire or transfer date.

If enrolling new dependents, provide verification documents to the [Maximus Benefits Center](#) during open enrollment or within 30 days of your date of hire or new date of eligibility for dependents.

If you want to participate in the 401(k) retirement savings plan, visit [401k.com](#).



## New to Maximus

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As a new employee, you will be given 30 days from your date of hire to select your benefits package. You will receive an email on or around your first day of employment with a link to the [Maximus Benefits Center](#).

### GET INSURED! To enroll in (or view) your benefits:

1. Navigate to [MyApps](#) and select the Benefits Portal app. Or, visit the [Maximus Benefits Center](#).
  - The first time you log in, you will be required to create a new username and password.
  - For subsequent logins, you can access the site through the [MyApps](#) single sign on.
2. Compare the plans and select your benefits.
3. Review your selections to ensure that they are right for you and your family.
4. Upload any required dependent verification documents to the [Maximus Benefits Center](#).

### Save as you go

Your elections are saved as you enroll, so you can always come back later to finish. If you don't finish, your elections will be automatically completed for you.

Your healthcare (medical, dental, vision), disability, life insurance, and spending account benefits will become effective on the first of the month following date of hire. If you are hired on the first of the month, your benefits will start that day.

All full-time employees or part-time employees working 30 hours or more are eligible for benefits under the Maximus plans.

All part-time employees working less than 30 hours may still be eligible for some benefits, such as the 401(k) retirement plan and the Employee Assistance Program (EAP).

### Changes made October - December, 2023.

**Any elections or changes made to your 2023 benefits after October 21, 2023, won't roll over into 2024.**

**You must re-enroll for benefits during open enrollment for 2024 coverage.**





# Mid-year changes and enrolling dependents

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## Qualifying life events for benefits changes

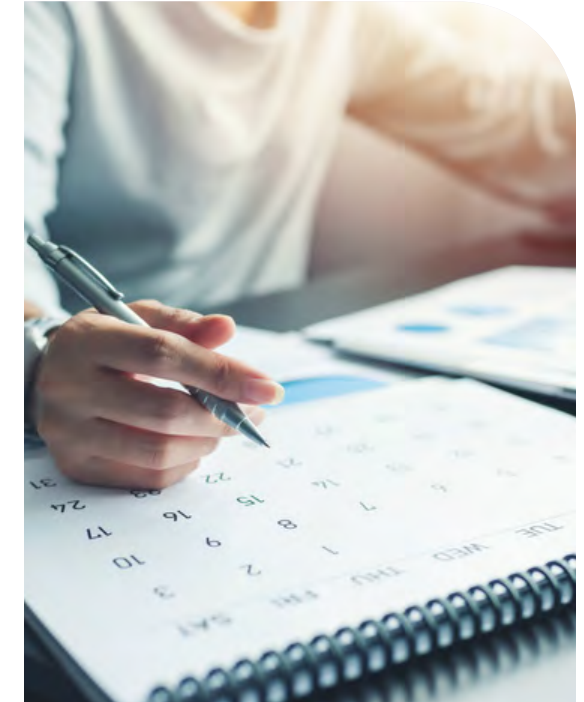
You may be able to update your benefit selections if you have certain changes in your circumstances, also known as a qualifying life event (QLE), as defined by the IRS.

Approved benefits changes typically become effective on the first day of the month following the QLE date, except for a birth where coverage is effective on the date of birth. Please be aware that the changes you can make are limited by IRS guidelines and will vary depending on your situation.

You can visit the [Maximus Benefits Center](#) for more information on life events.

**You must request changes to your benefits within 31 days of a QLE by:**

1. Visiting the [Maximus Benefits Center](#).
2. Selecting "Life Event" to request a change and submit supporting documentation.
3. Contacting the [Maximus Benefit Center](#) or calling 877.385.0710.



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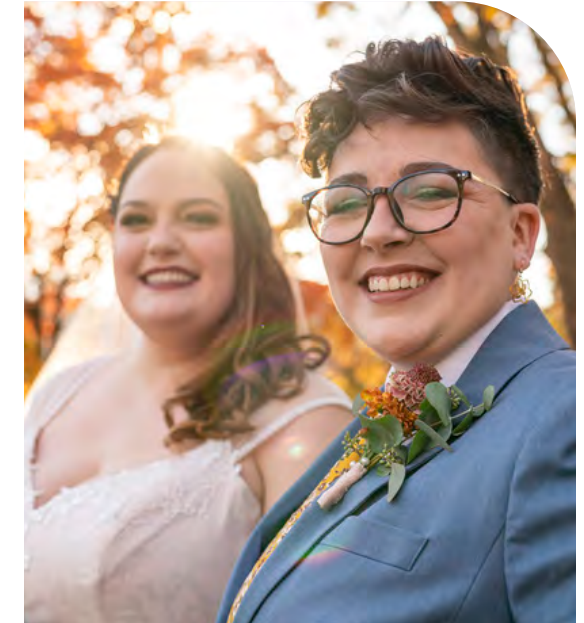
## Domestic partners

Maximus extends domestic partners and their dependent children the same benefits and privileges afforded to spouses and dependent children of benefits-eligible employees.

A domestic partner is a person with whom the member shares a committed relationship, provided the partner and the member are jointly responsible for each other's welfare and financial obligations; the partner is at least 18 years of age and mentally competent to consent to a contract; the partner and the member are not related by blood to a degree that could prohibit marriage in the state where they legally reside; the partner and the member share the same residence; the partner is not covered under this plan as a member; and neither the partner nor the member is married to or legally separated from anyone else.

To be eligible for domestic partner coverage, the employee and the domestic partner must meet the conditions outlined in the "Affidavit of Domestic Partnership." The Affidavit of Domestic Partnership further requires a declaration of domestic partnership along with certain acknowledgments and affirmations before eligibility is determined.

Under federal tax law, if your domestic partner does not qualify as a tax dependent, then the portion of the premiums the state pays for the coverage of the domestic partner will be included in the employee's gross income, subject to federal income tax withholding and employment taxes.



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## Supporting documentation for dependent enrollment

If you wish to enroll new dependents in our benefit programs, you will need to provide the following documents to the [Maximus Benefits Center](#):

- **For your legal spouse:** marriage certificate or last year's tax return verifying your marital status (financial data can be redacted).
- **For your domestic partner:** an attestation and proof of cohabitation will be required.
- **For child(ren) under 26 years of age:** birth certificate, adoption paperwork, or proof of legal guardianship.

**Note:** Dependent child(ren) can be covered on the medical, dental, vision, and life insurance plans up to the end of the month they turn 26 (regardless of marital status).

Dependent verification documentation can be uploaded during (or following) your enrollment to the [Maximus Benefits Center](#).

## Don't forget

You will need to submit your benefit elections within your eligibility window. You must also provide any necessary dependent documentation (such as birth or marriage certificates) within the eligibility window. Not completing the above will result in your dependents not being covered in any Maximus insurance plans. Outside of an eligible election window, the only time you may make changes is during the next open enrollment period, unless you experience a QLE. Legal spouses/domestic partners with access to employer-sponsored medical benefits are not eligible for coverage under the Maximus medical plans.





# Physical health & wellbeing

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Maximus partners with Anthem Blue Cross Blue Shield to provide our medical insurance coverage.

**Employees may choose from two Anthem medical plans:**

 **HSA plan**

 **PPO plan**


California employees have the option to choose either an Anthem plan or Kaiser coverage. Reach out to the [Maximus Benefits Center](#) for further plan details and rate information.

Both Anthem plans cover the same services and use the same provider network. The main differences between the plans are:


1. What you pay out of pocket for your medical services through your deductible and coinsurance (if applicable).
2. The funding method used to pay for your out-of-pocket expenses, including the deductible.
3. What you pay each pay period in premiums.

Maximus medical plans provide the coverage, tools, and resources to help you take control of your health and spending by offering:

- Preventive care covered at 100% under both health plans for eligible services when using in-network providers.
- Real-time health support from a nurse advocate, when you call the Anthem Nurseline, available 24/7/365.
- Support from an Anthem Health Guide by phone or chat, Monday - Friday, 8:00 a.m. to 8:00 p.m. ET.
- Cost savings when using in-network providers.
- Access to 24/7 virtual care through LiveHealth Online telemedicine and virtual second opinion through My Medical Ally.
- Access to various health and wellbeing support programs.
- **NEW!** Wellbeing Coach Total: Support for lifestyle behavior changes, specifically weight loss and tobacco cessation (at no cost)!



[Video: Types of health plans at Maximus](#)



[Video: Understanding key terms](#)

**Check out more ways to *INVIGORATE YOUR LIFE* with the [Maximus wellbeing program](#).**

# Compare your medical plans

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	HSA plan		PPO plan	
	IN-NETWORK	Out-of-network	IN-NETWORK	Out-of-network
<b>Annual company contribution*</b>			N/A	
<ul style="list-style-type: none"> <li>• Individual \$250</li> <li>• Family \$500</li> </ul>				
	<b>You pay:</b>			
<b>Annual deductible</b>	Aggregate deductible	Aggregate deductible	Embedded deductible	Embedded deductible
<ul style="list-style-type: none"> <li>• Individual \$1,800</li> <li>• Family \$3,600</li> </ul>			\$700	\$2,000
			\$1,400	\$4,000
<b>Coinsurance</b>	0% after deductible	40% after deductible	20% after deductible	40% after deductible
<b>Annual out-of-pocket (OOP) limit</b> (Includes deductible)				
<ul style="list-style-type: none"> <li>• Individual \$6,000</li> <li>• Family \$12,000</li> </ul>		\$10,000	\$3,000	\$7,000
		\$20,000	\$6,000	\$14,000
<b>Preventive care services</b>	\$0	40% after deductible	\$0	40% after deductible
<b>Office visit or non-LiveHealth Online telehealth</b> (PCP, non-preventive)	0% after deductible	40% after deductible	\$30 copay; regardless of whether deductible is met	40% after deductible
<b>Office visit or non-LiveHealth Online telehealth</b> (Specialist)	0% after deductible	40% after deductible	\$60 copay; regardless of whether deductible is met	40% after deductible
<b>LiveHealth Online</b>	0%	Not covered	\$0	Not covered
<b>Urgent care</b>	0% after deductible	40% after deductible	\$75 copay; regardless of whether deductible is met	40% after deductible
<b>Emergency care</b>	Deductible; then \$500 copay		\$500 copay	
<b>Inpatient hospital/ outpatient surgical facility</b>	0% after deductible	40% after deductible	20% after deductible	40% after deductible
<b>Lab work &amp; X-rays</b>	0% after deductible	40% after deductible	20% after deductible	40% after deductible

**Terms to know**

**Aggregate deductible and OOP limit:** With an aggregate deductible or OOP limit, one family amount applies to everyone. When one or a combination of family members has expenses that meet the family deductible or out-of-pocket limit, it is considered to be met for all of you. Then, the plan will begin paying its share of eligible expenses for the whole family for the rest of the year.

**Embedded deductible and OOP limit:** With an embedded deductible or OOP limit, each person only needs to meet the individual deductible and out-of-pocket limit before the plan begins paying its share for that individual. (And, once two or more family members meet the family amounts, the plan begins paying its share for all covered family members.)

**Out-of-network:** Most providers are in-network. While most out-of-network services are covered, you will pay substantially more when you see a provider who is not in the Anthem network.

**Out-of-pocket maximum:** The most you will pay for covered services during the plan year before the plan begins to pay 100% of the allowed amount. Once you reach the out-of-pocket maximum, the plan will pay for 100% of your healthcare services for the rest of the year.

Employees who live in California have an additional medical plan under Kaiser and can reach out to the [Maximus Benefits Center](#) for further plan details and rates.

\*Pro-rated based on benefit start date.

# When and where to get care

**IN THIS SECTION:**



**Primary care physician**



**Virtual care**



**Retail health clinic**



**Urgent care center**



**Emergency room**

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	Primary care physician		24/7 Nurseline		Anthem LiveHealth Online		Telehealth with a doctor		Retail health clinic		Urgent care center		Emergency room		
Usually available during normal business hours and may also provide medical advice by phone after hours.	24/7/365 access to a nurse to triage health issues and answer health concerns		<b>MEDICAL</b> Access to LiveHealth Online doctors from the comfort of your home		<b>BEHAVIORAL HEALTH</b> Access to LiveHealth Online behavioral health therapists from the comfort of your home		Virtual visits with your provider using visual and audio (computer, smart phone, tablet)		Walk-in care clinics located in certain drugstores and major retailers		Urgent care centers are for serious but non-life-threatening issues. Many are open 7 days a week with extended hours, and they usually offer X-ray and lab services.		ERs are open 24/7/365 and are for life-threatening emergencies only. Using the ER for non-life-threatening issues can cost you a lot in time and money.		
<b>COST</b> \$\$	<b>AVG WAIT</b> 20 min	<b>COST</b> FREE	<b>AVG WAIT</b> 0 min	<b>COST</b> FREE*	<b>AVG WAIT</b> 10 min	<b>COST</b> FREE*	<b>AVG WAIT</b> psychology: 7 days psychiatry: 28 days	<b>COST</b> \$\$	<b>AVG WAIT</b> 20 min	<b>COST</b> \$	<b>AVG WAIT</b> 30 min	<b>COST</b> \$\$\$	<b>AVG WAIT</b> 30 min	<b>COST</b> \$\$\$\$	<b>AVG WAIT</b> 90 min
<ul style="list-style-type: none"> <li>Allergies</li> <li>Cold, flu and COVID-19 symptoms</li> <li>Sinus issues</li> <li>Ear and eye infections</li> <li>Headaches or migraines</li> <li>Sore or strep throat</li> <li>Urinary tract infections</li> <li>Preventive exams and vaccination</li> <li>Ongoing care support</li> </ul>	Questions about: <ul style="list-style-type: none"> <li>Medical conditions</li> <li>Pre- or post-op care</li> <li>Symptoms you're experiencing</li> <li>Where to get care</li> </ul>		<ul style="list-style-type: none"> <li>Allergies</li> <li>Cold, flu and COVID-19 symptoms</li> <li>Sinus issues</li> <li>Ear and eye infections</li> <li>Sore or strep throat</li> </ul>	<ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> <li>ADD/ADHD</li> </ul>	<ul style="list-style-type: none"> <li>Allergies</li> <li>Cold, flu and COVID-19 symptoms</li> <li>Sinus issues</li> <li>Ear and eye infections</li> <li>Sore or strep throat</li> <li>Behavioral health visits</li> </ul>	<ul style="list-style-type: none"> <li>Allergies</li> <li>Cold, flu and COVID-19 symptoms</li> <li>Sinus issues</li> <li>Ear and eye infections</li> <li>Headaches or migraines</li> <li>Sore or strep throat</li> <li>Urinary tract infections</li> </ul>	<ul style="list-style-type: none"> <li>Back and neck pain</li> <li>Sprains and fractures</li> <li>Minor allergic reactions</li> <li>Cuts, scrapes, and minor burns</li> <li>Respiratory issues</li> <li>Infections</li> </ul>	<ul style="list-style-type: none"> <li>Chest pain or trouble breathing</li> <li>Severe abdominal pain</li> <li>Uncontrollable bleeding</li> <li>Symptoms you think may put your life at risk</li> </ul>							

\* All LiveHealth Online services \$0 cost share for 2024 on all Anthem health plans

# Prescription drug coverage

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Maximus partners with Express Scripts Inc. (ESI) to provide your prescription drug benefit. Express Scripts ensures that you have access to high-quality, cost-effective medicines through a network of retail pharmacies. Your copayments are based on the type of prescription you have filled, where you have it filled, and the medical plan you are enrolled in. After your plan deductible has been satisfied, prescription drug coverage is as follows.

	HSA plan	PPO plan
	<i>IN-NETWORK</i>	<i>IN-NETWORK</i>
<b>Deductible:</b> • Individual • Family	Aggregate deductible (combined medical/Rx) \$1,800 \$3,600	None
<b>Generic</b>		\$10
<b>Formulary</b>		\$30
<b>Non-formulary</b>		\$60
<b>Mail order - generic</b>		\$20
<b>Mail order - formulary</b>		\$60
<b>Mail order - non-formulary</b>		\$120

You can enjoy additional savings by using ESI’s medication home delivery service. To find an in-network pharmacy, visit [express-scripts.com/maximus](https://express-scripts.com/maximus). In most cases, your prescriptions are covered only if they are filled at a participating retail pharmacy or through our home delivery pharmacy service.

Express Scripts has developed a list of drugs covered under your plan referred to as your “formulary.” Your formulary offers a wide selection of generic and brand-name prescription drugs chosen to help keep prescription drug costs down. You can find the complete formulary at [express-scripts.com](https://express-scripts.com).

A prior authorization may be needed for some of the medication prescribed by your physician. To find out if your medicine requires a prior authorization, log in to [express-scripts.com](https://express-scripts.com) and select “Price a Medication” from the drop-down menu under “Manage Prescriptions.”

Specialty medications will be covered under the appropriate plan copay for preferred or non-preferred drugs.



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## Maintenance medication – Smart90 Program

Smart90 Program members are allowed 2 maintenance medication fills from a 30-day retail pharmacy (for example, drugs used to treat high-blood pressure or diabetes). With Smart90, a member can choose to fill a 90-day supply at a CVS pharmacy or through the Express Scripts mail order pharmacy. Members continuing to use 30-day supplies of maintenance medication, or filling out-of-network, pay 100% of prescription cost.

## Preventive pharmacy program

Members receive free or discounted preventive medications for many conditions including diabetes, heart disease, and high blood pressure. This program helps you adhere to your medication regimen and stay healthy. Be sure to speak with your doctor about this benefit and discuss choosing the most cost-effective option for you. Sign in at [express-scripts.com](https://express-scripts.com) to see all of the medications included in the preventive medication list that are not subject to your deductible. All preventive generic drugs are available at no cost to you.

## Specialty pharmacy – Accredo

Accredo, the full-service Express Scripts specialty pharmacy, provides personalized care to patients with chronic, complex health conditions. Accredo offers several comprehensive disease-specific patient care management programs:

- **Patient counseling and education:** convenient access to highly trained specialty experts, including pharmacists, nurses, and patient care coordinators who provide support to manage your condition
- **Convenient medication delivery:** coordinated delivery to your home, doctor's office, or any other approved location
- **Refill reminders:** ongoing refill reminders from a patient care coordinator
- **Language assistance:** translation services for non-English speaking patients
- **Mobile app:** makes it easy for your to refill medications

For additional information about the services available to you through Accredo, please call [800.987.5254](tel:800.987.5254).



## Contact Express Scripts

Register today at [express-scripts.com](https://express-scripts.com) or call [800.224.5513](tel:800.224.5513). To access TTY service for hearing-impaired members, call [800.899.2114](tel:800.899.2114).

All services listed are available 24 hours a day, 7 days a week.

Your doctor may fax your prescriptions to the Express Scripts Pharmacy at [800.837.0959](tel:800.837.0959).

# Your medical and prescription drug plan contributions

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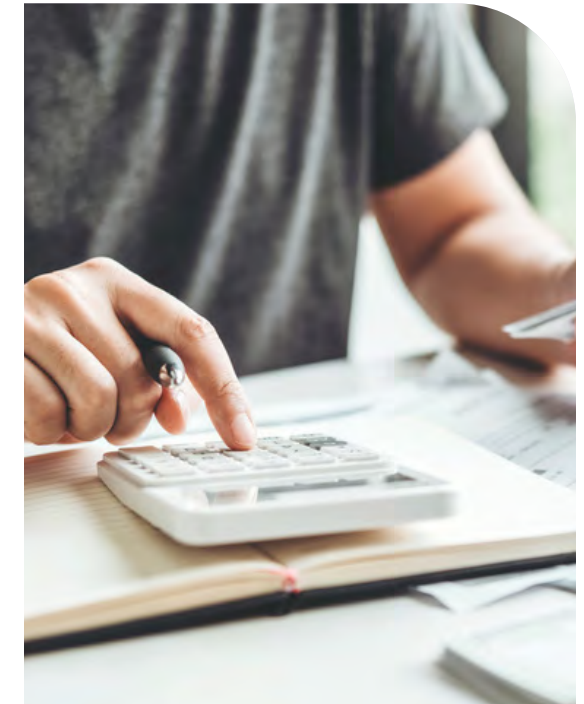
		Bi-weekly payroll deductions			
		HSA plan		PPO plan	
		Non-tobacco user	Tobacco user	Non-tobacco user	Tobacco user
<\$55k Salary band	Employee	\$57.00	\$114.69	\$119.00	\$176.69
	Employee + spouse/ domestic partner*	\$151.00	\$208.69	\$288.00	\$345.69
	Employee + child(ren)	\$133.00	\$190.69	\$254.00	\$311.69
	Employee + family	\$213.00	\$270.69	\$412.00	\$469.69
\$55k+ Salary band	Employee	\$85.00	\$142.69	\$172.00	\$229.69
	Employee + spouse/ domestic partner*	\$215.00	\$272.69	\$409.00	\$466.69
	Employee + child(ren)	\$189.00	\$246.69	\$361.00	\$418.69
	Employee + family	\$298.00	\$355.69	\$574.00	\$631.69

**Tobacco user declaration**

When enrolling in an Anthem medical plan, you will be required to self-attest or declare whether you are a tobacco user during the benefit enrollment period.

- **If you are not a tobacco user**, you will receive an annual discount of \$1,500 on your medical premiums, applied in your bi-weekly rates.
- **Employees who are currently tobacco users** may enroll in and complete a tobacco cessation program in order to receive the healthcare premium discount.

\*Working spouses/domestic partners who have access to medical/prescription drug insurance through their employer are not eligible for coverage under the Maximus medical/prescription plans. They remain eligible for dental, vision, and other benefits available to spouses.



**Note**

If you go out-of-network, your expenses may exceed the coinsurance amount because the doctor may bill you for the charges not covered under the plan.

# Health savings account

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A health savings account (HSA) is a powerful tool that allows you to pay for qualified health expenses (as determined by the IRS) during the year. The money in your HSA is yours to keep and use forever, even if you leave the company or are no longer enrolled in the HSA medical plan.

**You must enroll in the HSA medical plan to contribute to an HSA**, but once you have an HSA account, the money is yours and you can continue to use the funds, even if you leave the plan. You are not eligible to contribute or receive employer funds if you are enrolled in Medicare or TRICARE.

### Maximus' HSA contributions

- **Maximus contributes \$250/individual and \$500/family annually.**

This amount is pro-rated and added to your HSA on a per-pay-period basis. This means each pay period you will see a deposit into your HSA from Maximus, in addition to any contributions you elect to make into the account.

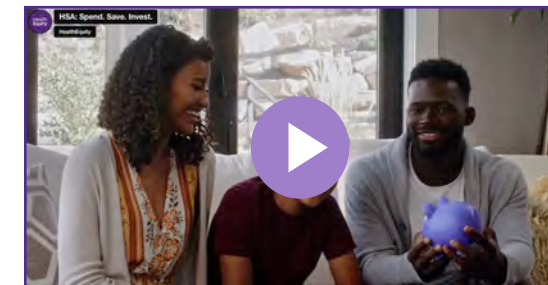
You can also earn up to \$500 in your HSA for completing wellbeing activities.

### Your HSA contributions

You must be enrolled in the HSA medical plan in order to receive the employer contributions and/or contribute to the HSA. Contributions to your HSA (up to the 2024 IRS maximum, minus the Maximus contribution) can be made via pre-tax payroll deductions and can be changed at any time.

**INVEST!** For 2024, you can contribute:

- **\$4,150 per year for single coverage** (inclusive of employer contribution).
- **\$8,300 per year for family coverage** (inclusive of employer contribution). Dependents must be approved via dependent verification process in order to elect the family HSA contribution.
- **\$1,000 per year catch-up contribution** option for employees age 55+.



[Video: HSA: Spend. Save. Invest.](#)

### How your HSA works

1. Enroll in the HSA plan.
2. Elect payroll contribution amount.
3. Get tax breaks.
4. Pay for qualified health expenses with your HSA debit card or online payment options.
5. Let your money grow.
6. Roll contributions over year to year.
7. Retire with more.

# Health savings account

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## Transferring your 2023 HSA to HealthEquity

The following actions are required by you to initiate the transfer:

- Complete eConsent: You must authorize the transfer of your HSA to HealthEquity when you are enrolling online for your 2024 benefits.
- If you've made investments through your current HSA account, you'll need to liquidate those investments and turn off any automatic reinvestment options before your account can successfully transfer.
- If you do not complete the eConsent, liquidate your investments or turn off any automatic reinvestment options, your existing HSA will NOT be transferred.
- If you elect to transfer your account, all funds will be transferred and available in your new HealthEquity account by February 19, 2024.

## Note about the transfer period:

The transfer period begins the process of closing your HSA with the current provider, which includes freezing the existing account until the transfer date. The transfer period for your account will be from February 4, 2024, through February 16, 2024. You will have access to the funds in your HealthEquity HSA to pay for any qualified medical expenses you may have during this time. You may also reimburse yourself from your HealthEquity HSA after the transfer period ends if you pay out of pocket for any expenses incurred during this time.

For information about your HealthEquity account or to confirm your balance transfer after February 19, 2024, log into your HealthEquity member portal at [myhealthequity.com](https://myhealthequity.com) or call HealthEquity Member Services at 866.346.5800.

## Key Dates

- **October 23 - December 31, 2023:** Complete the eConsent online via Alight.
- **January 19, 2024:** Take action to liquidate any investments by this date. Investment balances must be \$0 by January 24, 2024 in order to transfer funds and the transfer can take up to 48 hours to liquidate investments.
- **February 4, 2024:** Last day to access funds in your current HSA prior to the balance transfer.
- **February 19, 2024:** Funds transfer complete and available in your HealthEquity HSA.

<sup>1</sup> Invested HSA funds will not be auto-liquidated and any members who do not liquidate their HSA funds will not be transferred to the HealthEquity platform.

<sup>2</sup> The blackout period begins the process of closing your HSA with your prior HSA administrator, which includes freezing the existing account until the transfer date. Please make other arrangements to pay for any qualified expenses you may have in the interim.

<sup>3</sup> Investments are subject to risk, including the possible loss of the principal invested, and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. Investing through the HealthEquity investment platform is subject to the terms and conditions of the Health Savings Account Custodial Agreement and any applicable investment supplement. Investing may not be suitable for everyone and before making any investments, you should carefully consider the investment objectives, risks, charges, and expenses of any mutual fund before investing. A prospectus and, if available, a summary prospectus containing this and other important information can be obtained by visiting the fund sponsor's website. Please read the prospectus carefully before investing.

# Health reimbursement account

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If you are enrolled in the PPO plan, you will automatically be enrolled in a health reimbursement account (HRA).





Maximus funds your HRA by providing financial incentives for your healthy habits as identified by our [wellbeing program](#).

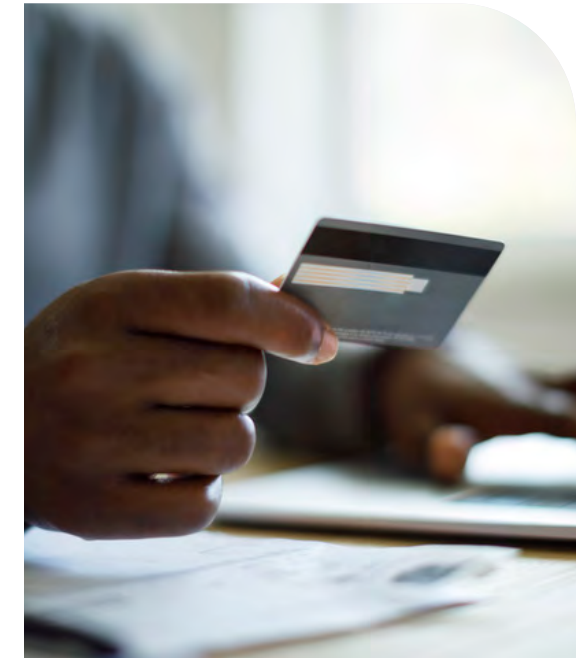
You will receive a debit card with this plan that allows flexibility in the way your earned HRA dollars are used. You may use the debit card to pay your cost share at the point of service at a doctor’s office or the pharmacy. You may also pay up front using another source of payment and then request reimbursement through the [anthem.com](#) portal or Engage.



The funds up to your out-of-pocket maximum are yours to keep the following year if you re-enroll in the PPO plan.

## How your HRA works

-  1. Enroll in the PPO plan.
-  2. Maximus makes contributions to the account when you complete wellbeing activities.
-  3. Pay for qualified medical or prescription expenses by using your HRA debit card or through a reimbursement request.
-  4. Get reimbursed.



# Flexible spending accounts

**IN THIS SECTION:**

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- Compare your medical plans
- When and where to get care
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- Your contributions
- Spending & savings accounts**
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If you enroll in the PPO plan or do not elect medical coverage through Maximus, you can enroll in a flexible spending account (FSA).

A healthcare flexible spending accounts (FSA) allows you to set aside pre-tax funds from your paycheck to pay for eligible expenses (as determined by the IRS) during the year. You can change your pre-tax payroll contributions at open enrollment or if you experience a qualifying life event. FSAs also reduce your taxable income since your contributions are subtracted from your gross pay.





A dependent care flexible spending account (DCFSA) enables you to use pre-tax dollars for qualified dependent care expenses. Note: employees enrolled in both the HSA and PPO plan are eligible to enroll in a DCFSA.



Any unused money remaining in your account at the end of the year will be forfeited, so plan your contributions carefully. This is known as the “use-it-or-lose-it” rule and it is governed by IRS regulations.

**INVEST!** For 2024, you can contribute up to \$3,200 to your healthcare FSA and up to \$5,000 to your dependent care FSA on a pre-tax basis.

### How your FSAs work

-  1. Enroll in the PPO plan or elect no medical coverage (applies to healthcare FSA only).
-  2. Elect your payroll contribution amount (the full amount is available on day 1).
-  3. Save on taxes.
-  4. Pay for eligible expenses.

**Important:** dependent care FSA funds cannot be used for healthcare expenses for dependents and funds cannot be transferred between the two accounts.



[Video: FSA: Surprising tax savings](#)



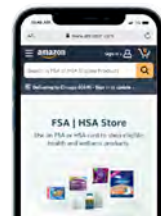
[Video: FSA: Dependent care, pre-tax](#)

# HSA, HRA, & FSA compared

**IN THIS SECTION:**

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		Health savings account (HSA)	Health reimbursement account (HRA)	Flexible spending account (FSA)
	<b>Purpose</b>	<b>Long-term</b> savings account for healthcare	Maximus-funded savings account that <b>reimburses you</b> for healthcare expenses	<b>Short-term</b> savings account for healthcare
	<b>Eligibility</b>	Must be enrolled in the <b>HSA health plan</b>	Must be enrolled in the <b>PPO health plan</b>	Must be enrolled in the <b>PPO health plan</b> or have waived coverage
	<b>Ownership</b>	<b>You</b> own the account	<b>Maximus</b> owns the account	<b>Maximus</b> owns the account
	<b>Opening the account</b>	Automatic opening when enrolling in the Core Plan.	Maximus opens the account for you	Enroll during Open Enrollment
	<b>Funding the account</b>	Both <b>you and Maximus</b> fund this account	Funded by <b>Maximus</b>	<b>You</b> fund the account
	<b>Using the account</b>	<b>HSA debit card</b> or reimbursement	<b>HRA debit card</b> or reimbursement	<b>FSA debit card</b> or reimbursement
	<b>Eligible expenses</b>	Eligible healthcare expenses such as doctor visits, prescriptions, dental cleanings, eye exams, and much more	Eligible healthcare expenses such as doctor visits, prescriptions, and much more	Eligible healthcare expenses such as doctor visits, prescriptions, dental cleanings, eye exams, and much more
	<b>Rollover of funds</b>	Unused funds <b>roll over year to year</b>	<b>Unused funds roll over</b> (up to your out-of-pocket maximum) <b>if you re-enroll in the HRA</b>	Unused funds <b>do not roll over</b>
	<b>Portability</b>	<b>You keep the account</b> and the funds if you change employers or health plans	<b>You lose any funds in the account</b> if you leave your job	<b>You lose any unused funds in the account</b> (use-it-or-lose-it)



Use your HSA/FSA card to shop on Amazon! [Click here](#) to shop for eligible products!

## Other ways to save on healthcare expenses

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Regardless of the plan you choose, here are a few easy ways you can save on out-of-pocket healthcare expenses, if you enroll in a health plan.

- 1. STICK WITH THE *IN* CROWD.** Save big when you use a doctor, hospital, or facility that is part of your plan's network. Chances are there is a network doctor or facility right in your neighborhood. It's easy to find high-quality, cost-effective care right where you need it.
- 2. Use telehealth for 24/7 care.** Anthem LiveHealth Online lets you get the care you need – including most prescriptions (if appropriate) – for a wide range of minor medical conditions at no cost. You can connect with a board-certified provider via video chat or phone.
- 3. Consider using an urgent care center.** If you need immediate medical attention, but it's not serious or life-threatening, you may not have to go to an emergency room (ER). An urgent care center provides care like you would receive in the ER, but offers lower costs, shorter wait times, and extended hours. An urgent care center can treat things like minor cuts, burns and sprains, fever and flu symptoms, or lower back pain.
- 4. Consider using a convenience care clinic such as CVS MinuteClinics.** When you need face-to-face routine medical care but can't wait for an appointment, consider using a convenience care clinic. You will get quick access to quality and affordable medical care. A convenience care clinician can treat you for a range of routine medical conditions such as sinus infections, earaches, and rashes and can provide immunizations. You can find convenience care clinics in grocery stores, pharmacies, and other retail stores.





# Wellbeing program

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**INVIGORATE YOUR LIFE WITH WELLNESS.** The **physical, financial, emotional,** and **social** wellbeing of you and your family are significant parts of what allow you to be successful at work and at home.

**Employee Assistance Program (EAP)**

The EAP, provided through TELUS Health, can help employees with everyday challenges both large and small, including personal, work, and family issues. **It is a free and confidential service provided to all employees and everyone who lives in their household.** Services include help with daily work and life challenges, free counseling sessions with a licensed counselor, webcasts, and online resources.

Employees have **unlimited access** to the EAP by phone or by visiting [maximus.com/eap](https://maximus.com/eap) (Username: maximuseap, password: maximus).

Our wellbeing program has even more resources for all employees regardless of whether you are enrolled in a Maximus medical plan, such as:

- **Engage:** A wellbeing platform that is your single stop to access all of your Maximus wellbeing benefits. Earn points by completing healthy activities to win prizes.
- **Expert education and advice** on issues that affect everyday life with short, easy-to-access content and a live monthly chat with wellbeing professionals.
- **Blood pressure, weight management, or tobacco cessation coaching** via phone.
- **Free wellbeing apps**, such as Headspace and Wellbeats.
- Fairs and on-site activities.
- Employee perks and discounts.

Visit [mywellness-maximus.com](https://mywellness-maximus.com) or [engage-wellbeing.com](https://engage-wellbeing.com) to access these resources to maintain healthy habits that lead to healthier, more fulfilling lives.

**Employees and covered dependents enrolled in an Anthem medical plan have access to other wellbeing support programs such as:**

- Chronic condition support (pre-diabetes, diabetes, hypertension, joint/back pain).
- Health coaching.
- Maternity management with incentive.
- Free biometric screening.
- Wellbeing Rewards (up to \$500).



# Wellbeing rewards

**10 points earned = \$1**  
**Total points you can earn = 5,000\***

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Employees enrolled in a Maximus medical plan can earn up to \$500 for taking healthy actions, such as completing an annual physical or getting routine screenings. Incentives will be paid directly into your HSA or HRA.

Employees not enrolled in a Maximus medical plan can also earn points for completing healthy activities and can use the points to be entered into quarterly sweepstakes for a chance to win prizes.

Visit [engage-wellbeing.com](https://engage-wellbeing.com) to learn more about your wellbeing rewards.

Program name	Program activities	Frequency	Points earned for Anthem medical plan participants	Maximum incentive allowed	Points earned for non-Anthem medical plan participants**
<b>Explore and earn</b>	Understand your plan	Once annually	25	\$2.50	N/A
	See your claims	Once annually	25	\$2.50	N/A
	Search for care	Once annually	25	\$2.50	N/A
	Rate a doctor	Once annually	25	\$2.50	N/A
	Build a care team	Once annually	25	\$2.50	N/A
	Take health assessment	Once annually	50	\$5.00	250
<b>Get active</b>	Walk 5,000 steps	Once daily	5	\$182.50	1
	Walk 7,000 steps	Once daily	7	\$255.50	2
	Walk 10,000 steps	Once daily	10	\$365.00	3
<b>Eat smart</b>	Track 800+ Calories	Once daily	2	\$73.00	2
<b>Engage with an Anthem Case Manager</b>	Engage with an Anthem Case Manager telephonically	Once monthly	250	\$300.00	N/A
<b>Anthem preventive care &amp; cancer screenings</b> <small>Not all services under the Preventive Care incentive category are fully covered under the health plan. Please consult your provider prior to service to understand your potential cost share.</small>	Breast cancer screening	Once annually	2000	\$200.00	N/A
	Prostate cancer screening	Once annually	2000	\$200.00	N/A
	Skin cancer screening	Once annually	2000	\$200.00	N/A
	Well-woman visit	Once annually	2000	\$200.00	N/A
	Colon cancer screening	Once annually	2000	\$200.00	N/A
	Annual physical	Once annually	2000	\$200.00	N/A
	Bone density	Once annually	2000	\$200.00	N/A
<b>Anthem Wellbeing Coach Total</b>	Complete 30 digital daily check-ins	Once annually	1000	\$100.00	N/A
	Complete 3 health coaching calls	Once annually	1000	\$100.00	N/A
<b>LiveHealth Online Healthy Back and Joints</b>	Complete 9 digital physical therapy sessions	Once annually	2000	\$200.00	N/A
<b>LiveHealth Online Healthy Blood Pressure</b>	Complete 3 sessions with the coach	Once annually	2000	\$200.00	50
<b>LiveHealth Online Healthy Weight</b> <small>Employees enrolled in an Anthem medical plan may access a weight management program through Anthem Wellbeing Coach Total.</small>	Complete 3 sessions with the coach	Once annually	N/A	N/A	50
<b>Omada Health</b>	Build healthy habits	Varies	Varies	\$200.00	N/A
<b>Quest Diagnostics</b>	Complete screening	Once annually	1000	\$100.00	N/A
<b>Quest Diagnostics</b>	View results	Once annually	100	\$5.00	N/A
<b>Dental cleaning</b>	Self report dental cleaning	Once every 6 months	250	\$50.00	250
<b>Healthy Habits</b>	Complete a Healthy Habit challenge	Once daily	2	\$73.00	2

\*Anthem medical plan participants who earn over 5,000 points may use additional points to enter quarterly sweepstakes for prizes in Engage.

\*\*Points earned for non-Anthem participants do not translate to dollar amounts. These points are used for entry into quarterly sweepstakes for prizes in Engage.

# Dental

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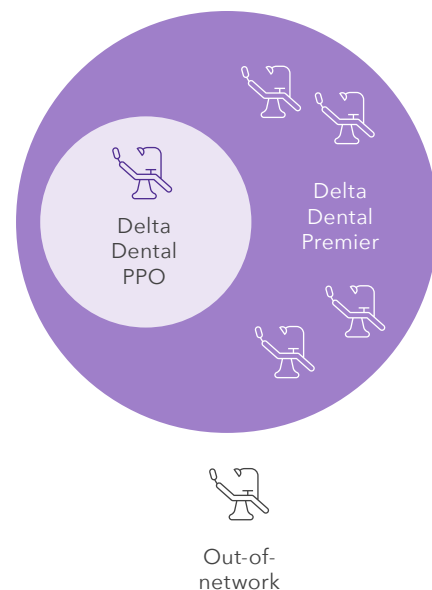
Dental

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Maximus offers dental insurance through Delta Dental at a small cost to you and your dependents. Our plan focuses on prevention by providing full coverage for routine dental visits and cleanings, as well as coinsurance benefits for more complex care such as fillings, root canals, and crowns.

To get the full advantage of your Delta Dental coverage, we recommend that you choose a dentist who participates in the Delta Dental network(s) covered by your plan.

- **Delta Dental PPO:** offers the deepest discounts and lowest out-of-pocket costs.
- **Delta Dental Premier:** offers expanded access to care.
- **Out-of-network:** offers dental services, but may have higher out-of-pocket costs.



## Delta Dental programs and services

**Prevention first:** Visits to the dentist for diagnostic and preventive services will not count against the annual maximum.

**Healthy Smile, Healthy You Program<sup>®</sup>:** Your plan provides additional cleanings and/or application of topical fluoride to enrollees with specific health conditions such as pregnancy, diabetes, or high-risk cardiac conditions, or who are undergoing cancer treatment via chemotherapy and/or radiation. Enrollment in the Healthy Smile, Healthy You Program is simple. Log in to [deltadentalva.com](https://deltadentalva.com) to print an enrollment form.

**Orthodontic services:** Your plan offers coverage for adult and child orthodontic services up to a \$2,000 lifetime maximum per covered individual.

### Learn more

Contact Delta Dental by calling [800.237.6060](tel:800.237.6060) or visit [deltadentalva.com](https://deltadentalva.com). You can also download the mobile app to obtain information about dental coverage benefits, coverage levels, claims status, find a participating dentist in your area, and more.

# Dental

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	Delta Dental PPO/Premier (IN-NETWORK)	Out-of-network*	Frequency of benefit
<b>Annual deductible</b> • Individual • Family	\$100 \$200	\$100 \$200	Per calendar year
<b>Annual benefit maximum</b> (Per person)	\$2,000	\$2,000	Per calendar year
	The plan pays:		
<b>Orthodontic lifetime maximum</b> (Per person)	\$2,000	\$2,000	Lifetime
<b>Diagnostic and preventive services</b>	100%		N/A
<b>Basic services</b>	80%		N/A
<b>Major services</b>	50%		N/A
<b>Orthodontic services</b> (For subscribers and covered dependents)	50%		N/A

\*Out-of-network care may result in higher out-of-pocket costs.

## Your contributions

Bi-weekly payroll deductions	
<b>Employee only</b>	\$8.48
<b>Employee + spouse/domestic partner*</b>	\$15.86
<b>Employee + child(ren)</b>	\$15.73
<b>Family</b>	\$23.35



## Vision

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Vision insurance is provided through VSP, which gives you access to the largest provider network in the industry. You have two vision plan options – **the Base plan and the Enhanced plan (VSP EasyOptions)** – that cover a wide range of services including exams, lenses, frames, contact lenses and more.

### The Base plan covers:

- **KidsCare:** Children have two fully covered WellVision exams per year, if needed. Frames for children are covered every 12 months.
- **Computer VisionCare:** (\$100 allowance) This enhancement allows you to obtain corrective eyewear that is designed to meet the specific health and vision needs of computer users. Lenses and frames for those supplemental glasses are available at the same service frequency as your core plan.
- **Value and savings:** Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of exclusive member extras for additional savings.
- **Vast network of providers to you choose from:** With an average of five VSP network doctors within six miles of you, it's easy to find a nearby in-network doctor or retail chain. Maximize your coverage with bonus offers and additional savings that are exclusive to Premier Program locations.

**The Enhanced plan (VSP EasyOptions) covers everything in the Base plan** plus an additional level of personalization that gives every family member the ability to personalize their benefits by choosing one of these at the time of service:

- + \$100 additional frame allowance **OR**
- + \$100 additional contact lens allowance **OR**
- + Anti-glare coating **OR** progressive lenses **OR** light-reactive lenses

Each member can wait until they've met with their doctor to decide which upgrade is best for them (instead of having to guess when they enroll).

### Learn more

Create an account on [vsp.com](https://vsp.com) to view your in-network coverage, find the VSP network doctor who's right for you, and discover savings with exclusive member extras.

**Note:** VSP does not mail insurance ID cards. You can print an ID card on the VSP website or you may simply tell your provider that you have coverage through VSP.

# Vision

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	Base plan		Enhanced plan	
	Copay	Frequency of benefit	Copay	Frequency of benefit
<b>Annual exam</b>	\$10	Per calendar year	\$10	Per calendar year
<b>Prescription glasses</b>	\$25	Per calendar year	\$25	Per calendar year
<b>Lenses</b>	Included in prescription glasses	Per calendar year	Included in prescription glasses	Per calendar year
<b>Frames</b>	\$200 allowance; \$220 featured frame allowance 20% discount off any amount above the allowance	<b>Every other calendar year</b>	\$250 allowance; \$270 featured frame allowance 20% discount off any amount above the allowance	<b>Per calendar year</b>
<b>Lens enhancements</b> Standard progressive lenses Premium progressive lenses Custom progressive lenses	\$0 \$80-\$90 \$120-\$160	Per calendar year	\$0 \$80-\$90 \$120-\$160	Per calendar year
<b>Contacts*</b> (Instead of glasses)	Up to \$60 contact fitting fee \$200 allowance for contacts; copay does not apply to contact lens exam (fitting and evaluation)	Per calendar year	Up to \$60 contact fitting fee \$250 allowance for contacts; copay does not apply to contact lens exam (fitting and evaluation)	Per calendar year
<b>Diabetic Eyecare Plus</b>	\$20	As needed	\$20	As needed

\*You can have either glasses or contacts during the 12-month plan year.

**Enhanced plan upgrades!**

- Choose one of these at time of service:
- + Additional \$100 frame allowance **OR**
  - + Fully-covered premium or custom progressive lenses **OR**
  - + Fully-covered light-reactive lenses **OR**
  - + Fully covered anti-glare coating **OR**
  - + An additional \$100 contact lens allowance

**Your contributions**

Bi-weekly payroll deductions	Base plan	Enhanced plan
<b>Employee only</b>	\$4.20	\$6.40
<b>Employee + spouse/domestic partner*</b>	\$6.14	\$9.34
<b>Employee + child(ren)</b>	\$6.54	\$9.95
<b>Family</b>	\$10.06	\$15.32

TruHearing® makes hearing aids affordable by providing exclusive savings to all VSP Vision Care members. You and your family can save up to 60% on a pair of hearing aids. Other program benefits include:

- Access to a national network of more than 6,000 hearing healthcare providers.
- Discounted pricing on a wide selection of the latest brand name hearing aids.
- Three provider visits for fitting and adjustments.
- Three-year manufacturer warranty for repairs and one-time loss and damage replacement.
- 48 free batteries per hearing aid for non-rechargeable models.



# Financial security

## IN THIS SECTION:

- [Maximus 401\(k\) Plan](#)
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# Maximus 401(k) Plan

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Maximus 401(k) Plan

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**MAXIMIZE YOUR INCOME.** It's never too early to start thinking about and planning for your retirement. The Maximus 401(k) Plan helps you build a solid foundation for your financial future.

### How do I enroll?

Employees can enroll by calling Fidelity at [800.890.4015](tel:800.890.4015) or visiting [401k.com](https://401k.com).

### What is the maximum annual contribution I can make?

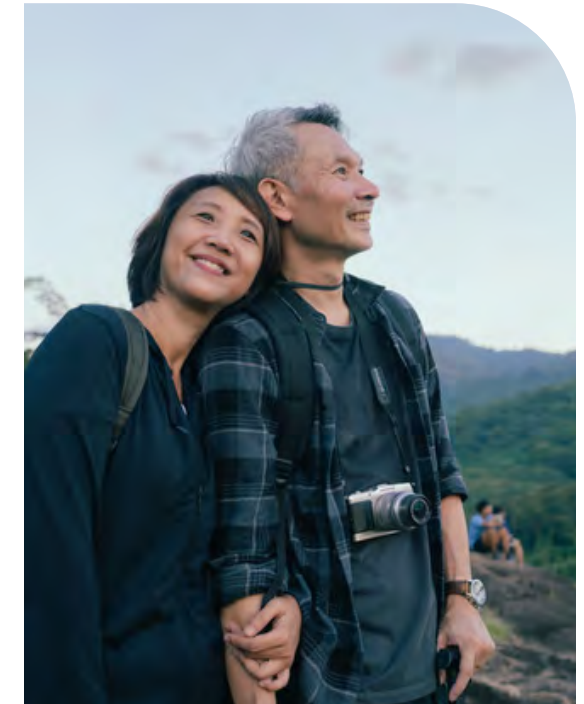
- IRS annual contribution limit: \$23,000
- Catch-up contribution limit (over age 50): \$7,500

### What is the company match?

You can choose to contribute 1%-75% of your salary (subject to IRS limitations), which Maximus will match 100% up to the first 3% of your eligible compensation and 50% for the next 2%. The total maximum match is 4% of your eligible compensation. Matching funds will vest immediately.

### Additional information

Loans and withdrawals are available in accordance with IRS regulations. Rollovers from other eligible retirement plans are accepted. The Maximus 401(k) Plan is a profit sharing plan for employees age 21 or older. Non-resident aliens (with no U.S. source income), leased employees, and employees covered by a union that has not negotiated for participation in the plan are not eligible to participate in the Maximus 401(k) Plan at any time.





## Disability plans

### IN THIS SECTION:

Maximus 401(k) Plan

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**INSURE YOURSELF.** Disability insurance is an important coverage for financial protection and peace of mind. These plans offer salary continuation if you are absent from work due to a covered illness or disability.

Disability insurance is available to regular full-time employees scheduled to work at least 30 hours per week and begins on the first day of the month.

### Short-term disability (STD)

- **FOR 2024, THE MAX AMOUNT YOU WILL RECEIVE IS INCREASING FROM \$1,500/WEEK TO \$2,000/WEEK!** This premium is paid by Maximus.
- The plan pays 60% of your pre-disability weekly earnings (subject to the plan's maximum weekly benefit of \$2,000).
- 14-day elimination period which may be paid using available paid time off (PTO) or taken as unpaid leave of absence.
- Maximum duration of 12 weeks.
- Pre-existing condition review applies when you have been covered for less than 12 consecutive months from the date of disability.

### Long-term disability (LTD)

- The premium is paid by Maximus and pays a monthly benefit.
- The plan pays 60% of your pre-disability monthly earnings (subject to the plan's maximum monthly benefit of \$10,000).
- Elimination period for long-term disability is the greater of 90 days or the end of the STD maximum period.
- Pre-existing condition review applies when you have been covered for less than 12 consecutive months from the date of disability.

### Pre-existing condition exclusion period

The pre-existing condition exclusion period is a benefit eligibility provision that may exclude you from becoming eligible for benefits for a period of time, due to a medical condition that you had or for which you received treatment prior to filing a disability claim.

A pre-existing condition review will take place when a disability claim is filed before your coverage has been in effect for 12 consecutive months from your benefit eligibility date.

This review will take into consideration any conditions believed to exist three months prior to the effective date of disability coverage. When the review determines that the disability is a result of a pre-existing condition, benefits will not be paid.

For further information on what is considered a pre-existing condition or how it applies to disability coverage, please review the plan document or call MetLife.

# Supplemental insurance

## IN THIS SECTION:

Maximus 401(k) Plan

Disability plans

Supplemental  
Insurance

Financial benefits for  
the unexpected

Tuition  
reimbursement

## Critical illness insurance

In the event that you or a covered family member has a verified diagnosis, you receive a lump-sum benefit paid directly to you by MetLife. Payment(s) that you receive will be made in addition to any other insurance you may have, and may be spent as you see fit. They can be used to help pay for medical plan deductibles and copays, for out-of-network stays, for your family's everyday living expenses, or for whatever else you need while recovering.

## Hospital indemnity insurance

This coverage provides you with a payment when you are admitted or confined to a hospital due to a covered accident or illness. Typically, a flat amount is paid for admission and a daily amount is paid for each day of a hospital stay. It also pays extra benefits for admission to, or confinement in, an intensive care unit and for other benefits and services. Payments are made directly to you to use as you see fit.

## Accident insurance

This coverage provides you with payment for any care related to a covered accident. This care may include diagnostic testing, medical treatment, and hospitalization. Payments are made directly to you to use as you see fit.

Enroll for these benefits\* on the [Maximus Benefits Center](#) at any time of the year.

Learn more at [metlife.com/mybenefits](https://www.metlife.com/mybenefits).

\*Critical illness insurance is subject to proof of insurability if you enroll outside of initial eligibility period.



# Financial benefits for the unexpected

## IN THIS SECTION:

Maximus 401(k) Plan

Disability plans

Supplemental Insurance

Financial benefits for the unexpected

Tuition reimbursement

## Basic term life and accidental death & dismemberment (AD&D)

Maximus provides all eligible employees with basic term life and basic term AD&D coverage at no cost to you in the amount of 1x your annual salary (up to a maximum of \$350,000) for each coverage. Benefits end upon termination or retirement.

## Voluntary life insurance

For many employees, the basic life coverage will help provide financial support for elected beneficiaries but may not be enough to cover all of your expenses after you pass away. For that reason, Maximus offers voluntary life insurance coverages.

- **Coverage for you:** You can request voluntary coverage in \$10,000 increments up to 8x your salary rounded to the next higher \$10,000 or \$1,000,000, whichever is less. You will need to provide evidence of insurability if you want to elect more than the lesser of 3x your salary rounded to the next higher \$10,000 or \$200,000, during your initial enrollment (this is called a Guaranteed Issue amount).
- **Coverage for your spouse/domestic partner:** You can request voluntary coverage for your spouse or domestic partner in increments of \$10,000, up to the lesser of 100% of your supplemental life benefit or \$150,000 of coverage. You will need to provide evidence of insurability if you want to elect more than \$50,000, during your initial enrollment.
- **Coverage for your child(ren):** You can request voluntary coverage for your child(ren) in either a \$10,000 or \$20,000 policy for each child. Children under 6 months of age are eligible for a maximum of \$500. You pay one rate for all covered children. Children are eligible up to the age of 26.

## Note

You cannot elect coverage for your spouse or child(ren) if you do not elect coverage for yourself. You also cannot elect more coverage for your spouse than you carry for yourself.

## Evidence of insurability (EOI)

Anytime you enroll in coverage or increase your coverage amount outside of the initial enrollment window, EOI will be required. In cases where EOI is required, your new coverage and contributions will not begin until you receive written approval from the insurance company.

# Tuition reimbursement

## IN THIS SECTION:

Maximus 401(k) Plan

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Tuition reimbursement

**INVESTING IN YOU.** At Maximus, we value your growth and development. We want to support you as you pursue further education, obtain certifications that are related to your current or potential future roles at Maximus, and contribute to our collective success. One of the ways we do this is through our Tuition Reimbursement program which offers an **annual reimbursement of up to \$2,500.**

## Eligibility requirements

Full-time, regular employees with a minimum of one year of service are eligible to apply.

## Eligible classes and certifications

The courses or certifications pursued should be related to the employee's current position or aligned with potential future roles within Maximus. They include:

- **Degree programs:** Courses leading to an associate, bachelor's, master's, or PhD degrees from accredited educational institutions.
- **Non-degree-seeking courses:** College level courses from accredited educational institutions related to a Maximus career path, but not taken in pursuit of a degree.
- **Professional certifications:** Relevant professional certifications that will enhance skills and expertise in your current or potential future roles.

## Reimbursement requirements

- **Academic performance:** For college courses, you must achieve a passing grade of C or better. For certifications, you must provide proof of passing the certification exam, or attaining the certification.
- **Timely submission:** You must submit the reimbursement requests within 45 days of completing the course or obtaining the certification.

## Where to start

- **Talk with your manager:** Have a conversation with your manager about your career development and how this benefit can be a critical component of your future at maximus.
- **Visit the portal:** To learn more and apply for this benefit, visit [maximus.tuition.io](https://maximus.tuition.io).



# Financial benefits for the unexpected

## IN THIS SECTION:

Maximus 401(k) Plan

Disability plans

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Financial benefits for the unexpected

## Voluntary accidental death & dismemberment (AD&D) insurance

Accidental death & dismemberment covers you in the event that your death is an accident or if you suffer a covered loss such as loss of limb, paralysis, or loss of sight or hearing due to an accident.

- **Coverage for you:** You can request voluntary coverage in \$10,000 increments up to 5x your salary rounded to the next higher \$10,000 or \$500,000, whichever is less. AD&D coverage does not require evidence of insurability.
- **Coverage for your family:** Your family's coverage, if elected, is a percentage of your own coverage as outlined below:
  - **Spouse coverage/domestic partner:** 50% of employee coverage
  - **Child(ren) coverage:** 15% of employee coverage
  - **Family coverage:** 40% spouse, 10% child(ren) of employee coverage

## Protect your family's future – make sure you name a beneficiary

It is very important that you complete beneficiary information at the time of enrollment and keep this information updated on an annual basis. You can complete this information online at [benefits.maximus.com](https://benefits.maximus.com).





# Work/life balance

## IN THIS SECTION:

- [MetLife legal plan](#)
- [Transit/parking commuter benefits](#)
- [Auto, home, and renter's insurance discounts](#)
- [Paid time off \(PTO\)](#)
- [Corporate holidays](#)
- [Pet insurance discount](#)

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## BE **INTENTIONAL**. Benefits for better work/life balance

### IN THIS SECTION:

MetLife legal plan

Transit/parking  
commuter benefits

Auto, home, and  
renter's insurance  
discounts

Paid time off (PTO)

Corporate holidays

Pet insurance  
discount

### MetLife legal plan

Maximus has partnered with MetLife to offer assistance with legal matters such as wills and codicils, powers of attorney, protection from domestic violence, deeds, mortgages and notes, document preparation, eviction/tenant problems, small claims, bankruptcy, and adoption/guardianship. The MetLife legal plan now includes four hours of attorney work for non-covered matters not expressly excluded. To use the legal plan, visit [legalplans.com](https://legalplans.com) or call MetLife's Client Service Center at 800.821.6400.

### Transit/parking commuter benefits

Maximus partners with HealthEquity to give you an opportunity to purchase transit or parking passes at work directly from your paycheck, on a pre-tax basis. This is a great way to make your dollars work harder for you, by reducing your taxable income while paying for commuting expenses. To learn more, visit [healthequity.com/learn/commuter](https://healthequity.com/learn/commuter) call HealthEquity at 877-924-3967.

### Auto, home, and renter's discounts

MetLife/Farmers GroupSelect<sup>SM</sup> home, auto and renter's coverage is available to eligible employees and offers special savings and a wide range of policies to suit your needs. For more information, call 800.GET.MET8 (800.438.6388) or visit [mybenefits.metlife.com](https://mybenefits.metlife.com). You can enroll or cancel coverage at any time during the year.

### Paid time off

Whether you're relaxing at home, nursing a cold, or spending time with family or friends, we all need time to refresh and recharge. Time off may vary depending on your tenure and position title. For further details, please refer to the paid time off policy.

### Corporate holidays

We realize the importance of having a good work/life balance. Therefore, each year employees receive the nine paid company holidays listed in the Employee Handbook. Please note that if you work at a project site, then your holiday schedule may vary slightly. Check with your supervisor or local human resources representative for the holiday schedule for your project.

### Pet insurance discount

MetLife pet insurance is available to eligible employees and helps to cover the costs of vet visits, accidents, illness and more. For more information, call 800.GET.MET8 (800.438.6388) or visit [mybenefits.metlife.com](https://mybenefits.metlife.com). You can enroll or cancel coverage at any time during the year.



# Maximus Foundation

## **IN THIS SECTION:**

- [Maximus Foundation](#)
- [Employee Assistance Fund \(EAF\)](#)

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## GET **INVOLVED!** Maximus Foundation

### IN THIS SECTION:

Maximus Foundation

Employee Assistance Fund (EAF)

### Giving back to the communities we serve

Maximus has a responsibility to create a positive impact in the communities we serve. The Maximus Foundation is one of the ways we make a difference in communities where our employees live and work. The Foundation is an independent, employee-led, 501(c)(3) nonprofit organization. Since its founding in 2000, we have supported nonprofits across the country that share our mission.

### Employees giving people a hand

We are led by our caring employees – people just like you who are committed to doing something greater together. This inspired giving and participation help accelerate the missions of nonprofits on the frontlines of the communities we serve. Though we primarily focus our giving strategy on awarding cash grants, we also support key community response initiatives and the volunteerism of our employees.

### Double your impact on our communities

In line with our commitment to moving people forward, Maximus will match every dollar you donate to the Foundation's grantmaking program to award-eligible nonprofits. Not only will you double the impact of every dollar you give, but by donating as little as \$1 you can make your voice heard. We invite you to nominate and vote for future Maximus grantee partners for up to a year of your donation. Visit [maximus.com/foundation](https://maximus.com/foundation) to learn more.

Our mission is to support organizations and programs that promote personal growth and self-sufficiency through improved health, augmented child and family development, and community development.



## Employee Assistance Fund (EAF)

### IN THIS SECTION:

Maximus Foundation

Employee Assistance Fund (EAF)

Your financial health and wellbeing are a priority for Maximus. We partner with America's Charities to provide financial support to employees\* impacted by disasters, personal emergencies, and other hardships. To apply, visit [maximus.com/EAF](https://maximus.com/EAF).

To ensure confidentiality and impartial decision-making, America's Charities manages the grant processing and all administrative aspects of the EAF on behalf of Maximus, including final determinations on the amount of funding relief to be granted.

If you need application assistance, contact the Maximus EAF support team at [maximus@charities.org](mailto:maximus@charities.org). For other questions or more information, email [maximuscharitablefoundation@maximus.com](mailto:maximuscharitablefoundation@maximus.com).

\*Subject to fund availability



## Contacts

Benefit	Provider	Group/policy number	Phone	Website
Maximus Benefits Center	Maximus	N/A	877.385.0710	<a href="#">Maximus Benefits Center</a>
Medical	Anthem	201080	833.371.1223	<a href="#">anthem.com</a>
Medical (Northern California only)	Kaiser	32230	800.390.3510	<a href="#">kp.org</a>
Medical (Southern California only)	Kaiser	105475	800.390.3510	<a href="#">kp.org</a>
Medical (Hawaii only)	Kaiser	18113	800.390.3510	<a href="#">kp.org</a>
Health savings account (HSA)	HealthEquity	N/A	866.346.5800	<a href="#">my.healthequity.com</a>
Health reimbursement account (HRA)	HealthEquity	N/A	866.346.5800	<a href="#">my.healthequity.com</a>
Healthcare flexible spending account (FSA)	HealthEquity	N/A	866.346.5800	<a href="#">my.healthequity.com</a>
Dependent care flexible spending account (FSA)	HealthEquity	N/A	866.346.5800	<a href="#">my.healthequity.com</a>
Prescription drug coverage	Express Scripts (ESI)	KK8A	800.224.5513	<a href="#">express-scripts.com</a>
Employee Assistance Program (EAP)	TELUS Health	N/A	855.522.1310	<a href="#">maximus.com/eap</a> Username: maximuseap Password: maximus
Dental	Delta Dental	700015	800.237.6060 (option 1)	<a href="#">deltadentalva.com</a>
Vision	VSP	12098598	800.877.7195	<a href="#">vsp.com</a>
Maximus 401(k) Plan	Fidelity	Use your SSN	800.890.4015	<a href="#">401k.com</a>
Disability	MetLife	Use your SSN	866.729.9201	<a href="#">metlife.com</a>
Life and AD&D	MetLife	Use your SSN	800.638.6420	<a href="#">metlife.com</a>
Critical illness, hospital indemnity, accident insurance	MetLife	118608	Information: 800.GET.MET8 Claims: 866.626.3705	<a href="#">metlife.com/mybenefits</a>
Legal plan	MetLife	118608	800.821.6400	<a href="#">legalplans.com</a>
Transit/parking commuter benefits	HealthEquity	N/A	877.924.3967	<a href="#">healthequity.com/learn/commuter</a>
Auto, home, and renter's insurance discounts	Farmers	118608	800.GET.MET8 (800.438.6388)	<a href="#">metlife.com/mybenefits</a>
Pet insurance	MetLife	118608	800.GET.MET8 (800.438.6388)	<a href="#">metlife.com/mybenefits</a>
Accommodations and Leave team	Maximus	N/A	833.255.6258	<a href="#">Leave request application portal</a>

# Disclosure notices

## Newborn's and Mother's Health Protection Act

Group health plans and health insurance issuers generally may not, under federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under federal law, require that a provider obtain authorization from the plan or the issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

## Women's Health and Cancer Rights Act Notices

If you have had or are going to have a mastectomy, you may be entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for:

- All stages of reconstruction of the breast on which the mastectomy was performed.
- Surgery and reconstruction of the other breast to produce a symmetrical appearance.
- Prostheses.
- Treatment of physical complications of the mastectomy, including lymphedema.

These benefits will be provided subject to the same deductibles and coinsurance applicable to other medical and surgical benefits provided under this plan.

## Medicare Part D

Please read this notice carefully and keep it where you can find it. This notice has information about your current prescription drug coverage with Maximus and about your options under Medicare's prescription drug coverage. This information can help you decide whether or not you want to join a Medicare drug plan. If you are considering joining, you should compare your current coverage, including which drugs are covered at what cost, with the coverage and costs of the plans offering Medicare prescription drug coverage in your area. Information about where you can get help to make decisions about your prescription drug coverage is at the end of this notice.

There are two important things you need to know about your current coverage and Medicare's prescription drug coverage:

1. Medicare prescription drug coverage became available in 2006 to everyone with Medicare. You can get this coverage if you join a Medicare Prescription Drug Plan or join a Medicare Advantage Plan (like an HMO or PPO) that offers prescription drug coverage. All Medicare drug plans provide at least a standard level of coverage set by Medicare. Some plans may also offer more coverage for a higher monthly premium.
2. Maximus has determined that the prescription drug coverage offered through the company-sponsored Medical plans is, on average for all plan participants, expected to pay out as much as standard Medicare prescription drug coverage pays and is therefore considered Creditable Coverage. Because your existing coverage is Creditable Coverage, you can keep this coverage and not pay a higher premium (a penalty) if you later decide to join a Medicare drug plan.

## When Can You Join A Medicare Drug Plan?

You can join a Medicare drug plan when you first become eligible for Medicare and each year from October 15th to December 7th. However, if you lose your current creditable prescription drug coverage, through no fault of your own, you will also be eligible for a two (2) month Special Enrollment Period (SEP) to join a Medicare drug plan.

## What Happens To Your Current Coverage If You Decide to Join A Medicare Drug Plan?

If you decide to join a Medicare drug plan, your current Maximus coverage will not be affected.

You can keep this coverage if you elect part D and this plan will coordinate with Part D coverage. See pages 7- 9 of the CMS Disclosure of Creditable Coverage To Medicare Part D Eligible Individuals Guidance (available at [cms.hhs.gov/CreditableCoverage](https://www.cms.gov/CreditableCoverage)), which outlines the prescription drug plan provisions/options that Medicare-eligible individuals may have available to them when they become eligible for Medicare Part D.

If you do decide to join a Medicare drug plan and drop your current Maximus coverage, be aware that you and your dependents may or may not be able to get this coverage back.

## When Will You Pay A Higher Premium (Penalty) To Join A Medicare Drug Plan?

You should also know that if you drop or lose your current coverage with Maximus and don't join a Medicare drug plan within 63 continuous days after your current coverage ends, you may pay a higher premium (a penalty) to join a Medicare drug plan later.

If you go 63 continuous days or longer without creditable prescription drug coverage, your monthly premium may go up by at least 1% of the Medicare base beneficiary premium per month for every month that you did not have that coverage. For example, if you go nineteen months without creditable coverage, your premium may consistently be at least 19% higher than the Medicare base beneficiary premium. You may have to pay this higher premium (a penalty) as long as you have Medicare prescription drug coverage. In addition, you may have to wait until the following October to join.

## For More Information About This Notice Or Your Current Prescription Drug Coverage...

Note: You'll get this notice each year. You will also get it before the next period you can join a Medicare drug plan, and if this coverage through Maximus changes. You also may request a copy of this notice at any time.

## GINA Warning against Providing Genetic Information

The Genetic Information Nondiscrimination Act (GINA) prohibits collection of genetic information by both employers and health plans and defines genetic information very broadly. Asking an individual to provide family medical history is considered collection of genetic information, even if there is no reward for responding (or penalty for failure to respond). In addition, a question about an individual's current health status is considered to be a request for genetic information if it is made in a way likely to result in obtaining genetic information (e.g., family medical history). Wellbeing programs that require completion of health risk assessments or other forms that request health information may violate the collection prohibition unless they fit within an exception to the prohibition for inadvertent acquisition of such information. This exception applies if the request does not violate any laws, does not ask for genetic information, and includes a warning against providing genetic information in any responses.

# Notice of Privacy Practices for Maximus Employee Health and Welfare Benefit Plan

EFFECTIVE DATE: APRIL 4, 2024

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

You are receiving this Notice of Privacy Practices ("Notice") because you participate in a Maximus Employee Health and Welfare Benefit Plan. This Notice applies to the Maximus Group Health Plans subject to HIPAA (collectively referred to in this Notice as the "Plan"). For a full and current list of participating health plans to which this Notice applies, please contact the Privacy Officer using the contact information at the end of this Notice. This Notice applies only to the Plan, and does not apply to health information that Maximus creates, receives, uses, discloses, maintains, or requests in its capacity as an employer or plan sponsor in accordance with applicable law and the Plan documents.

## Summary

This Notice provides a short summary of some of the key parts of the Notice up front. More specific detail about the information included in the summary follows.

## Your Rights

Subject to certain limitations and requirements, you may have the right to:

- Request a copy of your health and claims records
- Request that we correct your health and claims records
- Request communication with you through certain means or locations
- Ask us to limit the information we share
- Get a list of certain disclosures of your information that we have made
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

## Your Choices

You may have some choices in the way that we use and share information as we:

- Answer coverage questions from your family and friends
- Provide disaster relief

## Our Uses and Disclosures

Subject to certain requirements, we may use and share your information as we:

- Help manage the health care treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

## Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you. If you would like to exercise any of the rights discussed, you may contact us using the information at the end of this notice.

## Request a copy of health and claims records

- You can ask to see or get a copy of your health and claims records and other health information we have about you that may be used to make decisions about you or your benefits. You must submit your request in writing.
- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

## Request that we correct health and claims records

You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Your request must be submitted in writing and describe the reason(s) for your proposed correction. In certain cases, we may deny your request. For example, we may deny your request if the information you want to amend is accurate and complete or was not created by us. If we deny your request, you have the right to file a statement of disagreement. Your statement of disagreement may be linked with the disputed information.

## Request communication with you through certain means or locations

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. Your request must be in writing and specify how you'd like us to contact you. It also must state whether the disclosure of all or part of the health information in a manner inconsistent with your instructions could put you in danger. We will accommodate a request for confidential communications that is reasonable and where the disclosure of all or part of your health information could endanger you.

## Ask us to limit what we use or share

You can ask us to restrict our uses and disclosures of your health information for treatment, payment, or our operations. You can ask us to limit our disclosures of your health information to family members or friends who are involved in your care or the payment for your care. In most circumstances, we are not required to agree to a requested restriction. If we agree to the restriction, we can stop complying with the restriction upon providing notice to you. Your request must describe the health information you wish to limit, whether you want to limit our use, disclosure, or both, and (if applicable) to whom you want the limitations to apply (for example, disclosures to your spouse). If we have agreed to a requested restriction, but you are in need of emergency treatment and the restricted health information is needed to provide the emergency treatment, we may disclose such information to a health care provider to provide such treatment to you.

## Get a list of certain disclosures of your information that we have made

You can ask for a list (accounting) of certain disclosures we've made of your health information for six years prior to the date of your request. We are not required to include information about disclosures made for treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within the same 12-month period. We will notify you of the cost involved, and you may choose to withdraw or modify your request before any costs are incurred.

## Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.

## Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will request documentation or verification that the person has this authority and can act for you before we take any action.
- File a complaint if you feel your rights are violated
- You can complain if you feel we have violated your privacy rights by contacting us using the information at the end of this notice.
- You can also file a complaint with the Office for Civil Rights.
- We will not retaliate against you for filing a complaint.

## Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, let us know by using the contact information at the end of this Notice, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care or payment for your care
- Share information in a disaster relief situation
- If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information in certain cases, for example, if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

# Notice of Privacy Practices for Maximus Employee Health and Welfare Benefit Plan

## Our Uses and Disclosures

### How do we typically use or share your health information?

In certain circumstances, we are permitted or required to use or disclose your health information without obtaining your authorization. These circumstances include each of the circumstances listed below. This Notice does not describe in detail every permitted use or disclosure that we may make. However, all uses or disclosures of health information without your authorization will fall within one of the categories below. State laws and regulations may impose further limits or requirements on our ability to use or disclose your PHI or certain categories of your PHI. We will follow more stringent state laws and regulations that apply to the Plan.

### Help manage the health care treatment you receive

We may use your health information to help manage and coordinate your care and share it with professionals who are treating you.

Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

### Run our organization

- We may use and disclose your information to run our organization and contact you when necessary, and for certain other health care operations. Health care operations may include: underwriting, premium rating and other activities related to plan coverage; conducting quality assessment and improvement activities; placing contracts for insurance benefits; conducting or arranging for medical review, legal services, audit services, and fraud and abuse detection programs; and business planning, management and general administration of the Plan.
- We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

Example: We may use health information about you to develop better services for you, such as responding to a customer service inquiry from you. The Plan also may use and disclose information about your claims to refer you to a disease management program, project future benefit costs, or audit the accuracy of its claims processing functions.

## Pay for your health services

We may use and disclose your health information as we pay for your health services and for other payment activities, such as, determining eligibility for coverage and plan benefits, obtaining premiums, facilitating payment for the treatment and services you receive from health care providers, determining plan responsibility for benefit payments, and coordinating benefits with other benefit plans.

Example: We share information about you with your dental plan to coordinate payment for your dental work.

## Administer your plan

We may use and disclose your health information to Maximus as health plan sponsor for plan administration activities. The Plan may also disclose enrollment and disenrollment information to Maximus as plan sponsor and may disclose certain "Summary Health information" for the purpose of obtaining premium bids or modifying or terminating the Plan.

Example: We may provide Maximus with certain statistics to explain the premiums we charge. Additionally, we may disclose your health information to certain individuals at Maximus to handle high-level claims appeals and to assist with the Plan's HIPAA compliance.

## How else can we use or share your health information?

We are allowed or required to share your information in other ways - usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

## Help with public health and safety issues

We may use and share health information about you with public health authorities or certain regulated entities for certain public health and safety situations such as:

- Preventing or controlling disease, injury or disability
- Reporting disease or infection exposure
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence to a government authority that is authorized by law to receive such information
- Preventing or reducing a serious and imminent threat to someone's health or safety as consistent with applicable laws and if disclosure is necessary to prevent or lessen such threat

## Do research

We may use and share your information for research purposes subject to certain requirements, including pursuant to a waiver of authorization by an institutional review board or privacy board, or through the removal of direct identifiers from the research data.

## Comply with the law

We will use and share information about you if applicable state or federal laws require it, including with the Secretary of the Department of Health and Human Services when the Secretary is investigating or determining our compliance with the HIPAA Privacy Rule.

Organ and tissue donation and procurement organizations, medical examiners, and funeral directors

- We may use and share health information about you with organizations that handle organ, eye or tissue donation, procurement, and transplantation.
- We may use and share health information with a coroner or medical examiner when necessary for identifying a deceased person or determining a cause of death, or with a funeral director as necessary to carry out their duties.

For purposes of workers' compensation, law enforcement, and other government activities

## We may use and share health information about you:

- For workers' compensation and similar programs
- For law enforcement purposes or with a law enforcement official under certain circumstances, for example in response to a request from law enforcement personnel to identify or locate a suspect, fugitive, material witness or missing person; about the victim of a crime under certain circumstances; about a death the Plan believes may be the result of criminal conduct; about criminal conduct on our premises; and in response to a court order, subpoena, warrant, summons or similar process permitted by law
- With health oversight agencies for activities authorized by law. For example, these oversight activities may include audits; investigations; inspections; licensure or disciplinary actions; or civil, administrative, or criminal proceedings or actions. Oversight agencies seeking information include government agencies that ensure compliance with civil rights laws and that oversee the health care system, government benefit programs, and other government regulatory programs.
- For special government functions such as military, national security, and presidential protective services. For example, under certain conditions, the Plan may use and disclose your health information if you are, or were, Armed Forces personnel for activities deemed necessary by appropriate military command authorities. If you are a member of foreign military service, the Plan may disclose your health information to the foreign military authority in certain circumstances. The Plan also may use and disclose your health information to authorized federal officials for conducting national security and intelligence activities and for the protection of the President, other authorized persons, or heads of state.

## Respond to lawsuits and legal actions

If certain conditions are met, we may use and share health information about you in response to a court or administrative order, or in response to a subpoena.

## To correctional institutions

If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may disclose your health information to the correctional institution or to a law enforcement official for: (1) the institution to provide health care to you; (2) your health and safety, and the health and safety of others; or (3) the safety and security of the correctional institution.

# Notice of Privacy Practices for Maximus Employee Health and Welfare Benefit Plan

## To individuals involved in your care or payment

In certain circumstances, we may use and disclose to your family member, other relative, or close personal friend, or any other person identified by you, your health information that is directly relevant to such person's involvement with your health care or payment related to your health care. In addition, we may use or disclose your health information to notify (or assist in the notification of) your family member, personal representative, or another person responsible for your care of your location, general condition, or death. In both cases, when you are present, we will obtain your agreement to the disclosure, provide you with an opportunity to object to the disclosure, or exercise our professional judgment to infer that you do not object to the disclosure. If you are not present, we will disclose your health information only if we determine that such disclosure is in your best interests in the exercise of our professional judgment.

## Other Uses and Disclosures

Generally, other uses and disclosures of your health information that are not described above will be made only with your written authorization or that of your legal representative. You may revoke such authorization in writing at any time. However, the revocation will not be effective for information that we have used or disclosed in reliance on the authorization and prior to receiving your written revocation. Most uses and disclosures of psychotherapy notes, and of health information for marketing purposes, or that constitute a sale of health information require your authorization.

## Our Responsibilities

- We are required by law to maintain the privacy of your protected health information.
- We will let you know if a breach occurs of your unsecured protected health information, as required under HIPAA.
- We are required to provide you with a copy of this Notice setting forth our legal duties and our privacy practices with respect to your protected health information.

## Changes to the Terms of this Notice

We are required to abide by the terms of the current Notice in effect. We reserve the right to change the terms of this Notice, and to make the changes apply to all information we have about you, even information obtained prior to the effective date of the changes. If we revise this Notice, the new Notice will be available upon request and on our web site.

## If You Have Questions

If you have any questions about this Notice or its contents, or would like to exercise any of the rights discussed in this Notice, you may reach the Maximus Privacy Officer at:

Phone: 1-833-953-3696

Email: [privacy@maximus.com](mailto:privacy@maximus.com)

**Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)**

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from your employer, your state may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit [healthcare.gov](https://healthcare.gov).

If you or your dependents are already enrolled in Medicaid or CHIP and you live in a State listed below, contact your State Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact your State Medicaid or CHIP office or dial 1-877-KIDS NOW or [insurekidsnow.gov](https://insurekidsnow.gov) to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, **and you must request coverage within 60 days of being determined eligible for premium assistance.** If you have questions about enrolling in your employer plan, contact the Department of Labor at [askebsa.dol.gov](https://askebsa.dol.gov) or call 1-866-444-EBSA (3272).

**If you live in one of the following states, you may be eligible for assistance paying your employer health plan premiums. The following list of states is current as of July 31, 2023. Contact your State for more information on eligibility.**

**ALABAMA - Medicaid**

Website: [myalhipp.com](https://myalhipp.com)  
Phone: 1-855-692-5447

**ALASKA - Medicaid**

The AK Health Insurance Premium Payment Program  
Website: [myakhipp.com](https://myakhipp.com)  
Phone: 1-866-251-4861  
Email: [CustomerService@MyAKHIPP.com](mailto:CustomerService@MyAKHIPP.com)  
Medicaid Eligibility: [health.alaska.gov/dpa/Pages/default.aspx](https://health.alaska.gov/dpa/Pages/default.aspx)

**ARKANSAS - Medicaid**

Website: [myarhipp.com](https://myarhipp.com)  
Phone: 1-855-MyARHIPP (855-692-7447)

**CALIFORNIA - Medicaid**

Health Insurance Premium Payment (HIPP) Program Website: [dhcs.ca.gov/hipp](https://dhcs.ca.gov/hipp)  
Phone: 916-445-8322  
Fax: 916-440-5676  
Email: [hipp@dhcs.ca.gov](mailto:hipp@dhcs.ca.gov)

**COLORADO - Health First Colorado (Colorado's Medicaid Program) & Child Health Plan Plus (CHP+)**

Health First Colorado Website: [healthfirstcolorado.com](https://healthfirstcolorado.com)  
Health First Colorado Member Contact Center: 1-800-221-3943/  
State Relay 711  
CHP+: [hcpf.colorado.gov/child-health-plan-plus](https://hcpf.colorado.gov/child-health-plan-plus)  
CHP+ Customer Service: 1-800-359-1991/State Relay 711  
Health Insurance Buy-In Program (HIBI): [mycohibi.com](https://mycohibi.com)  
HIBI Customer Service: 1-855-692-6442

**FLORIDA - Medicaid**

Website: [flmedicaidprecovery.com/flmedicaidprecovery.com/hipp/index.html](https://flmedicaidprecovery.com/flmedicaidprecovery.com/hipp/index.html)  
Phone: 1-877-357-3268

**GEORGIA - Medicaid**

GA HIPP Website: [medicaid.georgia.gov/health-insurance-premium-payment-program-hipp](https://medicaid.georgia.gov/health-insurance-premium-payment-program-hipp)  
Phone: 678-564-1162, Press 1  
GA CHIPRA Website: [medicaid.georgia.gov/programs/third-party-liability/childrens-health-insurance-program-reauthorization-act-2009-chipra](https://medicaid.georgia.gov/programs/third-party-liability/childrens-health-insurance-program-reauthorization-act-2009-chipra)  
Phone: 678-564-1162, Press 2

**INDIANA - Medicaid**

Healthy Indiana Plan for low-income adults 19-64  
Website: [in.gov/fssa/hip](https://in.gov/fssa/hip)  
Phone: 1-877-438-4479  
All other Medicaid  
Website: [in.gov/medicaid](https://in.gov/medicaid)  
Phone: 1-800-457-4584

**IOWA - Medicaid and CHIP (Hawki)**

Medicaid Website: [dhs.iowa.gov/ime/members](https://dhs.iowa.gov/ime/members)  
Medicaid Phone: 1-800-338-8366  
Hawki Website: [dhs.iowa.gov/Hawki](https://dhs.iowa.gov/Hawki)  
Hawki Phone: 1-800-257-8563  
HIPP Website: [dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp](https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp)  
HIPP Phone: 1-888-346-9562

**KANSAS - Medicaid**

Website: [kancare.ks.gov](https://kancare.ks.gov)  
Phone: 1-800-792-4884  
HIPP Phone: 1-800-967-4660

**KENTUCKY - Medicaid**

Kentucky Integrated Health Insurance Premium Payment Program (KI-HIPP) Website: [chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx](https://chfs.ky.gov/agencies/dms/member/Pages/kihipp.aspx)  
Phone: 1-855-459-6328  
Email: [KIHIPPPROGRAM@ky.gov](mailto:KIHIPPPROGRAM@ky.gov)  
KCHIP Website: [kidshealth.ky.gov/Pages/index.aspx](https://kidshealth.ky.gov/Pages/index.aspx)  
Phone: 1-877-524-4718  
Kentucky Medicaid Website: [chfs.ky.gov/agencies/dms](https://chfs.ky.gov/agencies/dms)

**LOUISIANA - Medicaid**

Website: [medicaid.la.gov](https://medicaid.la.gov) or [dh.la.gov/lahipp](https://dh.la.gov/lahipp)  
Phone: 1-888-342-6207 (Medicaid hotline) or 1-855-618-5488 (LaHIPP)

**MAINE - Medicaid**

Enrollment Website: [mymaineconnection.gov/benefits/s/?language=en\\_US](https://mymaineconnection.gov/benefits/s/?language=en_US)  
Phone: 1-800-442-6003  
TTY: Maine relay 711  
Private Health Insurance Premium Webpage: [maine.gov/dhhs/ofi/applications-forms](https://maine.gov/dhhs/ofi/applications-forms)  
Phone: 1-800-977-6740  
TTY: Maine relay 711

**MASSACHUSETTS - Medicaid and CHIP**

Website: [mass.gov/masshealth/pa](https://mass.gov/masshealth/pa)  
Phone: 1-800-862-4840  
TTY: 711  
Email: [masspreassistance@accenture.com](mailto:masspreassistance@accenture.com)

**MINNESOTA - Medicaid**

Website: [mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp](https://mn.gov/dhs/people-we-serve/children-and-families/health-care/health-care-programs/programs-and-services/other-insurance.jsp)  
Phone: 1-800-657-3739

**MISSOURI - Medicaid**

Website: [dss.mo.gov/mhd/participants/pages/hipp.htm](https://dss.mo.gov/mhd/participants/pages/hipp.htm)  
Phone: 573-751-2005

**MONTANA - Medicaid**

Website: [dphhs.mt.gov/MontanaHealthcarePrograms/HIPP](https://dphhs.mt.gov/MontanaHealthcarePrograms/HIPP)  
Phone: 1-800-694-3084  
Email: [HSHIPPProgram@mt.gov](mailto:HSHIPPProgram@mt.gov)

**NEBRASKA - Medicaid**

Website: [ACCESSNebraska.ne.gov](https://ACCESSNebraska.ne.gov)  
Phone: 1-855-632-7633  
Lincoln: 402-473-7000  
Omaha: 402-595-1178

**NEVADA - Medicaid**

Medicaid Website: [dhcfcv.nv.gov](https://dhcfcv.nv.gov)  
Medicaid Phone: 1-800-992-0900

**NEW HAMPSHIRE - Medicaid**

Website: [dhhs.nh.gov/programs-services/medicaid/health-insurance-premium-program](https://dhhs.nh.gov/programs-services/medicaid/health-insurance-premium-program)  
Phone: 603-271-5218  
Toll free number for the HIPP program: 1-800-852-3345, ext. 5218

**NEW JERSEY - Medicaid and CHIP**

Medicaid Website: [state.nj.us/humanservices/dmahs/clients/medicaid](https://state.nj.us/humanservices/dmahs/clients/medicaid)  
Medicaid Phone: 609-631-2392  
CHIP Website: [njfamilycare.org/index.html](https://njfamilycare.org/index.html)  
CHIP Phone: 1-800-701-0710

**NEW YORK - Medicaid**

Website: [health.ny.gov/health\\_care/medicaid](https://health.ny.gov/health_care/medicaid)  
Phone: 1-800-541-2831

**NORTH CAROLINA - Medicaid**

Website: [medicaid.ncdhhs.gov](https://medicaid.ncdhhs.gov)  
Phone: 919-855-4100

**NORTH DAKOTA - Medicaid**

Website: [hhs.nd.gov/healthcare](https://hhs.nd.gov/healthcare)  
Phone: 1-844-854-4825

**OKLAHOMA - Medicaid and CHIP**

Website: [insureoklahoma.org](https://insureoklahoma.org)  
Phone: 1-888-365-3742

**OREGON - Medicaid**

Website: [healthcare.oregon.gov/Pages/index.aspx](https://healthcare.oregon.gov/Pages/index.aspx)  
Phone: 1-800-699-9075

**PENNSYLVANIA - Medicaid and CHIP**

Website: [dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx](https://dhs.pa.gov/Services/Assistance/Pages/HIPP-Program.aspx)  
Phone: 1-800-692-7462  
CHIP Website: Children's Health Insurance Program (CHIP) ([pa.gov](https://pa.gov))  
CHIP Phone: 1-800-986-KIDS (5437)

**RHODE ISLAND - Medicaid and CHIP**

Website: [eohhs.ri.gov](https://eohhs.ri.gov)  
Phone: 1-855-697-4347, or  
401-462-0311 (Direct Ritte Share Line)

**SOUTH CAROLINA - Medicaid**

Website: [scdhhs.gov](https://scdhhs.gov)  
Phone: 1-888-549-0820

**SOUTH DAKOTA - Medicaid**

Website: [dss.sd.gov](https://dss.sd.gov)  
Phone: 1-888-828-0059

**TEXAS - Medicaid**

Website: [hhs.texas.gov/services/financial/health-insurance-premium-payment-hipp-program](https://hhs.texas.gov/services/financial/health-insurance-premium-payment-hipp-program)  
Phone: 1-800-440-0493

**UTAH - Medicaid and CHIP**

Medicaid Website: [medicaid.utah.gov](https://medicaid.utah.gov)  
CHIP Website: [health.utah.gov/chip](https://health.utah.gov/chip)  
Phone: 1-877-543-7669

**VERMONT - Medicaid**

Website: [dvh.vermont.gov/members/medicaid/hipp-program](https://dvh.vermont.gov/members/medicaid/hipp-program)  
Phone: 1-800-250-8427

**VIRGINIA - Medicaid and CHIP**

Website: [coverva.dmas.virginia.gov/learn/premium-assistance/famis-select](https://coverva.dmas.virginia.gov/learn/premium-assistance/famis-select) or [coverva.dmas.virginia.gov/learn/premium-assistance/health-insurance-premium-payment-hipp-programs](https://coverva.dmas.virginia.gov/learn/premium-assistance/health-insurance-premium-payment-hipp-programs)  
Medicaid/CHIP Phone: 1-800-432-5924

**WASHINGTON - Medicaid**

Website: [hca.wa.gov](https://hca.wa.gov)  
Phone: 1-800-562-3022

**WEST VIRGINIA - Medicaid and CHIP**

Website: [dhhr.wv.gov/bms](https://dhhr.wv.gov/bms) or [mywvhipp.com](https://mywvhipp.com)  
Medicaid Phone: 304-558-1700  
CHIP Toll-free phone: 1-855-MyWVHIPP (1-855-699-8447)

**WISCONSIN - Medicaid and CHIP**

Website: [dhs.wisconsin.gov/badgercareplus/p-10095.htm](https://dhs.wisconsin.gov/badgercareplus/p-10095.htm)  
Phone: 1-800-362-3002

**WYOMING - Medicaid**

Website: [health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility](https://health.wyo.gov/healthcarefin/medicaid/programs-and-eligibility)  
Phone: 1-800-251-1269 To see if any other states have added a premium assistance program since July 31, 2022, or for more information on special enrollment rights, contact either:

U.S. Department of Labor  
Employee Benefits Security Administration  
[www.dol.gov/agencies/ebsa](https://www.dol.gov/agencies/ebsa)  
1-866-444-EBSA (3272)

U.S. Department of Health and Human Services  
Centers for Medicare & Medicaid Services  
[www.cms.hhs.gov](https://www.cms.hhs.gov)  
1-877-267-2323, Menu Option 4, Ext. 61565

**Paperwork Reduction Act Statement**

According to the Paperwork Reduction Act of 1995 (Pub. L. 104-13) (PRA), no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. The Department notes that a Federal agency cannot conduct or sponsor a collection of information unless it is approved by OMB under the PRA, and displays a currently valid OMB control number, and the public is not required to respond to a collection of information unless it displays a currently valid OMB control number. See 44 U.S.C. 3507. Also, notwithstanding any other provisions of law, no person shall be subject to penalty for failing to comply with a collection of information if the collection of information does not display a currently valid OMB control number. See 44 U.S.C. 3512.

The public reporting burden for this collection of information is estimated to average approximately seven minutes per respondent. Interested parties are encouraged to send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Employee Benefits Security Administration, Office of Policy and Research, Attention: PRA Clearance Officer, 200 Constitution Avenue, N.W., Room N-5718, Washington, DC 20210 or email [ebsa.opr@dol.gov](mailto:ebsa.opr@dol.gov) and reference the OMB Control Number 1210-0137.

OMB Control Number 1210-0137 (expires 1/31/2026)