

## 2021 OPEN ENROLLMENT



**For Employees that will need to complete both their New Hire 2020 and Open Enrollment 2021 Elections Simultaneously (Dual Enrollment 2020/2021)**

### Frequently Asked Questions

**1. Am I eligible for Robert Half benefits?**

If hired in 2020, you are eligible to enroll in Robert Half's benefits if you're a regular, full-time employee who works a minimum of 20 hours per week.

Robert Half or Protiviti employees are eligible for benefits on the first day of the month following or coinciding with your hire date. For example, if you're hired on November 7, 2020, you will be eligible for benefits on December 1, 2020.

Employees in the Salaried Professional Service (SPS) program become eligible for benefits on the first day of the month **following or coinciding with 30 days** of continuous, active full-time employment. For example, if you're hired on November 7, 2020, you will be eligible for benefits on January 1, 2021.

*SPS should refer to the Benefits Effective Dates document on the SPS portal.*

**2. When do I enroll for benefits?**

You will receive an email from Mercer Marketplace within 10 business days of your hire date which will include a link to the enrollment site [mercermarketplace.com/roberthalf](https://mercermarketplace.com/roberthalf). **You must enroll within 30 days of your hire date.**

### 3. I started around Open Enrollment, what do I need to do to enroll in benefits?

If your hire date falls into the timeframe below, you are eligible to enroll in benefits for both 2020 and 2021.

- Ideally, you should enroll as soon as possible for your new hire benefits so get receive your current ID cards as soon as possible.
- If you wait until the start of open enrollment November 3, 2020, you will need to finalize your 2020 benefit elections first. After enrolling for 2020 benefits, you will be prompted to make your 2021 elections.

| Employee Type                  | Enroll in both 2020 and 2021 benefits if your hire date is between: |
|--------------------------------|---|
| <b>Regular FT</b> employee     | October 5 – December 1  |
| <b>Salaried Professionals*</b> | October 5 – November 2  |

\* Salaried Professionals who start after November 2 will still need to elect or waiver commuter benefits since you are eligible as of your hire date before you will have access to your 2021 benefit elections.

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

Enroll through the Mercer Marketplace, either online, by phone, or using the App.

**Online:** Go to the Mercer Marketplace 365 ([www.mercermarketplace.com/roberthalf](http://www.mercermarketplace.com/roberthalf)).

- Log in with your last name, date of birth and Social Security number.
- Create a unique username and password to use going forward.
- If you are enrolling dependents, you must provide their Social Security numbers and birth dates.

**By Phone:** Call the Mercer Marketplace at **855.879.6739**. Benefits counselors can answer questions or help you enroll by phone

**Mobile Ap:** Download the Mercer Marketplace Benefits app from your app store (Company ID: ROBhaf)

### 5. When does coverage begin?

If you enroll for 2020 benefits, coverage begins on your eligibility date. Please see Question 1 for details. Coverage for 2021 benefits begins on January 1, 2021.

### 6. Do my 2020 benefits roll over into 2021?

Most of your 2020 benefit elections will automatically carry over to 2021. However, you must re-enroll every year in the Flexible Spending Accounts (FSAs):

- Health Care Flexible Spending Account (FSA)
- Combination Health Care FSA\*
- Dependent Care FSA

Health Savings Account (HSA) \*\* and Commuter benefits do not rollover, but you may elect or change at any time during the year, unlike the FSA plans.

Remember to consider any prior contributions you made at your previous company when making your 2020 elections since you can't exceed the IRS annual limits for the HSA or FSA plans.

\* The Combination Health Care FSA is only available if you're enrolled in a high-deductible medical plan and elected an HSA.

\*\* The HSA is only available if you're enrolled in a high-deductible medical plan (\$1,500 or \$2,500 deductible plans).

**7. Are there any changes from 2020 to 2021 that would impact my enrollment?**

Each year, Robert Half makes changes to the benefit plans and we encourage employees to review these changes to ensure their elections meet their needs. You will find information about the 2021 OE changes in your 2021 Benefits Guide, online at <https://roberthalfbenefits.com/Open-Enrollment> or at [www.mercermarketplace/roberthalf](http://www.mercermarketplace/roberthalf) under the Resource Center section.

**8. What if I don't enroll for 2020 or 2021 benefits?**

If you do not elect 2020 or 2021 benefits, you will only have company-provided benefits coverage, including short-term disability, basic life and AD&D insurance, Health Advocate, and the employee assistance program.

Your next opportunity to enroll will be in the fall of 2021, when Robert Half holds its Open Enrollment period for 2022 benefits. However, if you experience a qualified life event (such as getting married or having a baby) during the year, you may enroll for benefits within 30 days of the event.

**9. Whom do I contact if I have questions about Robert Half benefits or the enrollment process?**

Mercer Marketplace benefits counselors are available to answer questions by phone at 855.879.6739 or online chat at [mercermarketplace/roberthalf](http://mercermarketplace/roberthalf):

| During Open Enrollment   | After Open Enrollment   |
|--|---|
| <b>October 1 – November 30, 2020</b>   | <b>After November 30, 2020</b>  |
| <b>Monday – Friday:</b><br>4 a.m. – 7 p.m. Pacific time<br><br><b>Saturday:</b><br>7 a.m. – 11 a.m. Pacific time | <b>Monday – Friday:</b><br>4 a.m. – 6 p.m. Pacific time<br><br><b>No Saturday Hours</b> |