



# 2021 Open Enrollment October 8 – October 29, 2020

## Benefits to Support Your Well-being

This guide is here to help make Open Enrollment 2021 as simple and efficient as possible. Use it to get to know your benefit options, coverage costs, what's new for 2021, and tips to help you choose the benefits that are best for you and your family. Please note, this is not a comprehensive list of all the benefits offered. If you would like learn more about the changes for 2021 and all your Capital One benefits, visit [mybewellbenefits.com](https://mybewellbenefits.com).



# Welcome to 2021 Open Enrollment

This past year has come with new and unexpected challenges for us all. Please know that no matter what 2021 has in store, our priority is the health and well-being of you and your family. We are fully committed to making sure you feel supported and cared for every day.

**It's time to enroll in benefits for 2021 – Open Enrollment begins October 8 and ends October 29, 2020.**

Our benefit plans for 2021 should look largely familiar, but we have made some enhancements and added a few new programs to ensure we are providing you, and your families, the support and care you need. Take a look inside this guide to find information about your benefit options for 2021 and what you need to do during Open Enrollment, so you have the benefits you want for the upcoming year.

If 2020 has taught us anything, it's the importance of our emotional health and well-being. As we look ahead to 2021, please remember to take time off to recharge, work self-care into your regular routine, and take advantage of all the benefits and resources available to you. By prioritizing your emotional well-being, you'll be able to build resilience and feel stronger and healthier in the years to come.

Thank you for all you've done for Capital One, your communities, and each other this year. Please continue to let us know how to best support you and your loved ones as we navigate these challenging times.

Be Well -

Your Capital One Benefits Team





## WHAT'S NEW FOR 2021

In 2021, we are enhancing some of our benefits to better support you and your family. Below is an overview of those changes. For more details, visit [mybewellbenefits.com](https://mybewellbenefits.com).

### Medical and Prescription Drug Changes

In 2021, you will see:

- **Changes to deductibles and out-of-pocket maximums in the Basic and Premium medical plan options.** Please be sure to review the Medical Plan Comparison Chart on page 6 to see the specific details, highlighted in blue.
- **Updates to our prescription drug benefits.** Oral immunotherapy drugs will now be covered with prior authorization. Seasonal and non-seasonal vaccines from in-network pharmacies will be available at no cost, and HIV PrEP medications will now be covered at 100% for high-risk individuals.
- **Extended telehealth coverage** to give you more flexibility and choice in your care.
  - Telehealth visits through your regular providers will now be covered under our medical plans, at the same cost to you as an in-person office visit.
  - Telehealth visits through LiveHealth Online and onsite health center providers will still be offered at no cost to you!
- **Expanded family planning benefits** so that starting a family is more affordable and accessible for all.
  - You will now pay your plan's regular co-insurance for family planning-related services, instead of a 50% co-insurance.
  - We are removing eligibility requirements to make it easier to access these treatments, regardless of family make up or marital status.
  - You and your family members will also have access to **FertilityIQ.com**, a comprehensive resource to help with family planning.
- **Enhanced transgender benefits** will now include breast augmentation and male chest reconstruction.
- **New cancer support services** through Anthem's Cancer Concierge Program will give those with a cancer diagnosis access to extra support services, available clinical trials, and top cancer treatment centers to help you get the best care possible.
- **Virtual Second Opinion (VSO)** through Anthem will replace Advance Medical as our medical second opinion service provider effective October 1, 2020. VSO will be available to all associates and family members, regardless of enrollment in a Capital One medical plan.



## Health Care and Dependent Care Flexible Spending Account Changes

In 2021, we are adjusting how we match contributions to your Flexible Spending Accounts. We will continue to match \$0.50 per \$1.00 you contribute; however, instead of having a combined match, we will match up to \$500 to your Health Care FSA and up to \$500 to your Dependent Care FSA.

## Be Well Program Changes

In 2021, our Be Well Rewards Program will be updated to offer even more ways for you to earn incentives for taking healthy actions, through an interactive platform that is tailored right to your needs. Information about this new program will be provided in early 2021. Until then, know that:

- You can keep using Redbrick's wellness services through the end of 2020, but you need to finish up earning your 2020 rewards by **November 30, 2020**.
- **You need to redeem your earned rewards from the Redbrick platform by December 31, 2020.** Don't worry – you'll be getting reminders about this as the time gets closer.



### IMPORTANT REMINDERS ABOUT YOUR FSAs

- The Health Care FSA contribution limit for associates is increasing to \$2,750 for 2021.
- If you have unused funds in your 2020 Health Care FSA you can carry over up to \$550 to your 2021 Health Care FSA, which will be added to your available 2021 balance. To be eligible to carry over funds, you must enroll in a Health Care FSA for 2021 during Open Enrollment.





## Health Care Costs

As you think about which health plan is right for you, it's important to look at the full picture – both what you pay from each paycheck and what you will pay when getting care. Together those amounts can help you determine which plan will offer you and your family the best coverage for your individual health care needs. Depending on which plan you choose and who you cover, your paycheck contributions for 2021 may be increasing or decreasing.



### **BEFORE YOU CHOOSE, CHECK OUT THE MEDICAL PLAN SELECTOR TOOL.**

The Medical Plan Selector Tool uses your past claims and your expected medical and pharmacy needs to help you estimate and compare costs for each medical plan option. This tool will also help you consider when and how you pay for care by helping you balance per-paycheck deductions with how much you will pay when you go to the doctor, health care provider, or hospital. Visit **[mybewellbenefits.com](https://mybewellbenefits.com)** to access the tool to figure out which option will best meet your needs and the needs of your family.



# YOUR HEALTH CARE OPTIONS

## Medical

For 2021, you will have access to the same medical plan options administered through Anthem Blue Cross and Blue Shield: the Basic Plan, Enhanced Plan, and Premium Plan. All three options cover the same services, provide access to the same great network of providers and include the same prescription drug coverage and medical resources.

The chart below provides a side-by-side comparison of the plans, including how much each plan pays for various services.

**Important changes for 2021 are highlighted in blue.** For more information, please refer to the Summary Plan Descriptions (SPDs) on Pulse, or view the Summary of Benefits and Coverage (SBC) for each plan, available at [anthem.com/capitalone](https://www.anthem.com/capitalone).

	Basic		Enhanced		Premium	
	In-Network	Out-of-Network	In-Network	Out-of-Network	In-Network	Out-of-Network
<b>Annual Deductible</b> (individual/family)	\$1,000/\$2,000	\$3,000/\$6,000	\$600/\$1,200	\$2,000/\$4,000	\$500/\$1,000	\$1,500/\$3,000
<b>Annual Out-of-Pocket Maximum</b> (individual/family)	\$4,000/\$8,000	\$10,000/\$20,000	\$3,100/\$6,200	\$7,000/\$14,000	\$2,500/\$5,000	\$5,000/\$10,000
<b>Coinsurance</b>	30%	50%	20%	40%	10%	30%
<b>Preventive Care</b>	100%	100%	100%	100%	100%	100%
<b>Office Visits</b> • Primary Care • OBGYN/ Psychiatrist/ Psychologist • Specialist	- No Charge - \$30 co-pay  - \$60 co-pay	50% coinsurance after deductible	- No Charge - \$25 co-pay  - \$50 co-pay	40% coinsurance after deductible	- No Charge - \$25 co-pay  - \$40 co-pay	30% coinsurance after deductible
Associate Paycheck Deductions						
<b>Associate</b>	\$24.68		\$42.66		\$58.75	
<b>Associate + Spouse/ Domestic Partner</b>	\$109.56		\$147.33		\$181.12	
<b>Associate + Child(ren)</b>	\$69.91		\$104.09		\$134.66	
<b>Associate + Spouse/ Domestic Partner + Child(ren)</b>	\$155.47		\$211.22		\$261.11	



### PRIMARY CARE PHYSICIANS – HELPING YOU MANAGE YOUR HEALTH

Finding a primary care physician (PCP) you can relate to, feel comfortable with, and trust with private matters can make a big difference in your overall health and well-being. A PCP gets to know the “whole you,” and will have a more complete picture of your health needs. They’ll know your medical history and habits, and they’ll recognize changes and be able to recommend action to avoid any serious problems later. If you’re healthy, a PCP helps you stay that way. And if you’re managing an ongoing health problem, they can make sure you have the support you need. Having this kind of care can mean lower health care costs, fewer sick days, and better access to specialized care when you do need it. **To support you in establishing a relationship, all visits to in-network PCPs are covered at 100% under our medical plans.**

## PRESCRIPTION DRUG COVERAGE

When you enroll in a Capital One medical plan, you automatically receive prescription drug coverage administered by CVS Caremark. Benefits are the same for all three medical plans. You can find your CVS Caremark information on your Anthem ID card.

The chart below details prescription costs for 2021, which are remaining the same as 2020. What you pay for prescription drugs depends on the type of medication and where your prescription is filled. You'll pay less for prescriptions that are included on CVS Caremark's preferred drug list. You can view CVS Caremark's complete preferred drug list at [caremark.com](https://www.caremark.com).

## PARTICIPATING PHARMACIES

In addition to CVS pharmacies, CVS Caremark provides a variety of participating retail chains, including Giant, Walgreens, Walmart and independent pharmacies. These pharmacies are available for all short-term medications, which are generally those taken for less than 60 days or that require only two fills at retail.

For maintenance medications (those taken ongoing—generally longer than 60 days or require more than two fills at retail), you must have those filled as a 90-day supply at a local CVS or via CVS Caremark's mail-order program. Find a network pharmacy at [caremark.com](https://www.caremark.com) or call **1-877-210-3556**.

Type of Drug	Cost You Pay	
	Retail – up to 30-day supply	Mail order or CVS – 90-day supply
<b>Generic</b>	\$10 co-pay	\$20 co-pay
<b>Preferred Brand</b>	\$50 co-pay	\$100 co-pay
<b>Non-Preferred Brand</b>	\$100 co-pay	\$200 co-pay
<b>Specialty*</b>	<b>30-day supply purchased through CVS Caremark Specialty Pharmacy</b>	
Generic	\$40 co-pay	
Preferred Brand	\$100 co-pay	
Non-Preferred Brand	\$200 co-pay	

*\*Specialty medications must be purchased through the CVS Caremark Specialty Pharmacy and will not be covered if filled at a regular retail pharmacy.*

**Remember, prescription drug costs count toward the out-of-pocket maximum of your medical plan.**

## BE WELL PHARMACY DISCOUNT PROGRAM

The Be Well Pharmacy Discount Program is available for those who have chronic conditions and engage with Anthem nurses. If you are managing a chronic condition, such as diabetes, hypertension, high cholesterol, COPD/asthma or congestive heart failure, contact the Anthem Nurse Line to see if you qualify for the discount. To reach the Anthem Nurse Line, call **1-844-465-1277**; and ask to speak to a nurse when prompted.





## Dental

You have a choice between two dental plans – the Basic Plan or Enhanced Plan – both administered by Delta Dental. Both options pay the full cost of preventive care and provide coverage for basic services. The Enhanced Dental option also covers major care services and orthodontia for children and adults.

You have the flexibility to receive care from any licensed dental provider, but your out-of-pocket costs will be lower when you use an in-network or participating dentist. Find an in-network dentist by going to [www.deltadentalva.com](http://www.deltadentalva.com).

Here is an overview of how the plans compare.

Benefits and Covered Services	Basic Plan	Enhanced Plan
<b>Deductible</b>	None	\$50/person, \$100/family
<b>Annual Maximum</b>	\$500/person	\$2,000/person
<b>Preventive Care</b> (routine exams, cleanings, x-rays)	Plan pays 100%	Plan pays 100%
<b>Basic Care</b> (fillings, root canals, periodontal therapy, oral surgery)	Plan pays 80%, subject to the annual maximum	Plan pays 80% after the deductible, subject to the annual maximum
<b>Major Care</b> (bridges, crown, dentures, dental implants)	Not covered	Plan pays 50% after the deductible, subject to the annual maximum
<b>Orthodontia* for covered children and adults</b> (braces, mouth guards, temporomandibular joint (TMJ) disorders)	Not covered	Plan pays 50% coinsurance The lifetime orthodontia benefit maximum is \$2,500 per person.
Associate Paycheck Deductions		
<b>Associate</b>	\$6.17	\$11.12
<b>Associate + Spouse/Domestic Partner</b>	\$12.35	\$22.23
<b>Associate + Child(ren)</b>	\$11.12	\$19.76
<b>Associate + Spouse/Domestic Partner + Child(ren)</b>	\$17.29	\$30.87

\*You must be enrolled in the Enhanced Plan for the entire course of orthodontia treatment to get full benefits. At-home orthodontia treatment is not covered.





## Vision

The vision plan is administered by Anthem Blue View Vision. This benefit includes routine eye exams, frames, and either eyeglass lenses or contact lenses. Here is an overview of the plan benefits. Find more information on the vision plan and in-network providers by visiting [anthem.com/capitalone](https://www.anthem.com/capitalone).

Benefits and Covered Services	In-Network	Out-of-Network
<b>Routine Eye Exam</b> (once per calendar year)	\$0 co-pay	Up to \$35 co-pay
<b>Eyeglass Frames</b> (one pair of frames every two calendar years for adults and one pair of frames every calendar year for children under 19)	\$130 allowance, then 20% off any remaining balance	Up to \$45 co-pay
<b>Eyeglass Lenses</b> <ul style="list-style-type: none"> <li>• Single vision lenses</li> <li>• Bi-focal lenses</li> <li>• Tri-focal lenses</li> </ul>	100% after \$20 co-pay	<ul style="list-style-type: none"> <li>- Up to \$45 co-pay</li> <li>- Up to \$55 co-pay</li> <li>- Up to \$65 co-pay</li> </ul>
<b>Contact Lenses</b> <ul style="list-style-type: none"> <li>• Elective conventional lenses</li> <li>• Elective disposable lenses</li> <li>• Non-elective contact lenses</li> </ul>	<ul style="list-style-type: none"> <li>- \$130 allowance, then 25% off any remaining balance</li> <li>- \$130 allowance (no additional discount)</li> <li>- Covered in full</li> </ul>	<ul style="list-style-type: none"> <li>- Up to \$75 co-pay</li> <li>- Up to \$75 co-pay</li> <li>- Up to \$90 co-pay</li> </ul>

Additional benefits are available for lens enhancements, lens upgrades and progressive lenses. See the Summary Plan Description for details.

Associate Paycheck Deductions	
<b>Associate</b>	\$1.35
<b>Associate + Spouse/Domestic Partner</b>	\$2.71
<b>Associate + Child(ren)</b>	\$3.27
<b>Associate + Spouse/Domestic Partner + Child(ren)</b>	\$4.85

## Flexible Spending Accounts (FSAs)

We offer two FSAs—a Health Care FSA and a Dependent Care FSA. Both allow you to save money by using pre-tax dollars to pay for qualified expenses. We will match your contributions, up to \$500, for both your Health Care FSA and Dependent Care FSA.

The table below provides an overview of the two FSAs available to you. For more information and to view a list of eligible expenses, visit [mybewellbenefits.com](https://mybewellbenefits.com).

	2021 Health Care FSA (HCFSA)	2021 Dependent Care FSA (DCFSA)
<b>Contribution Limits</b> (includes your contribution + Capital One's matching contribution)	Minimum: \$50 Maximum: \$3,250	Minimum: \$50 Maximum: \$5,000*
<b>Capital One Matching Contribution</b>	\$0.50 for every \$1.00 you contribute, up to \$500	\$0.50 for every \$1.00 you contribute, up to \$500
<b>Covered Expenses</b>	You and your family members' eligible medical, prescription drug, dental, and vision expenses incurred January 1, 2021 to December 31, 2021	Eligible child and/or adult day care expenses incurred January 1, 2021 to March 15, 2022
<b>Unused Funds</b>	You may carry over \$550 to 2022	Forfeited
<b>Claim Submission Deadline</b>	April 30, 2022	April 30, 2022

*\*If you are single or married filing jointly. The contribution limit is \$2,500 if you are married and file a separate tax return. For spouses who both contribute to a DCFSA, the maximum amount that can be contributed between both accounts is \$5,000.*

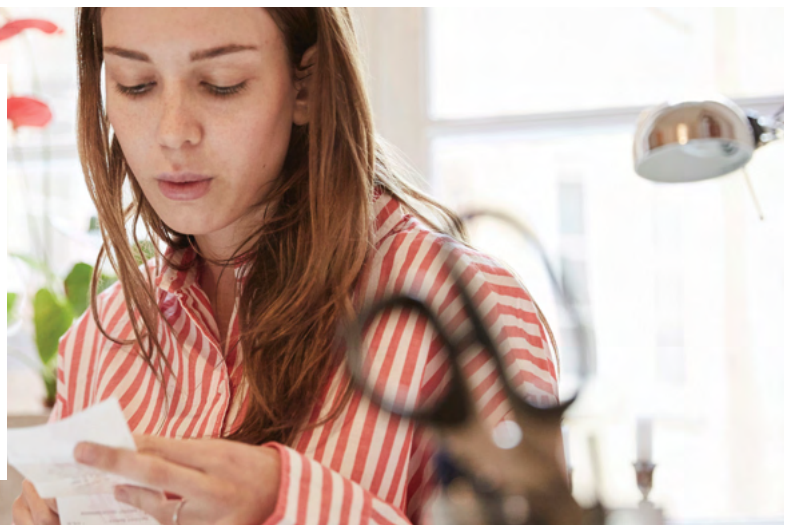
To find more information and access a complete list of eligible expenses, visit [qme.anthem.com](https://qme.anthem.com).



### Important Reminders

- You can carry over up to \$550 in unused funds from your 2020 Health Care FSA balance to the next calendar year as long as you enroll in a 2021 Health Care FSA, so be sure to consider this when you are deciding how much to contribute for the upcoming year. Please note, claims must be incurred by December 31, 2020.
- You must actively elect to contribute to the Health Care and/or Dependent Care FSA each year. Your current elections **do not** carry over.
- The Dependent Care FSA has a grace period that allows you to use your 2020 Dependent Care FSA funds for expenses incurred through March 15, 2021. Be sure to submit your claims for reimbursement by April 30, 2021. There is no carryover of unused Dependent Care FSA funds beyond the grace period.

When you use your FSA debit card, be sure to keep all of your receipts (or statements). Many transactions will approve automatically. If a match is not found, Anthem will ask you up to three times to provide back-up documentation for a charge. If you do not respond, your debit card will be deactivated until you provide documentation or repay the claim. Additionally, unsubstantiated amounts spent will be reported as taxable income on your IRS W-2 Form.





# ADDITIONAL BENEFITS

## Life and Accidental Death & Personal Loss (AD&PL)

To ensure protection for your loved ones, we provide full-time and eligible part-time associates with Basic Life, and Accidental Death and Personal Loss (AD&PL) Insurance at no cost, with the option to purchase additional Life and AD&PL Insurance as well as supplemental coverage for dependents. Here is a summary of your coverage options.

	Capital One Provided Coverage	Voluntary Coverage
<b>Life Insurance</b>	<b>Basic Employee Life</b> – 1x Annual Benefits Salary, rounded to next \$1,000*	<ul style="list-style-type: none"> <li>• <b>Supplemental Employee Life</b> – 1–8x Annual Benefits Salary <ul style="list-style-type: none"> <li>- Combined with Basic Life, you can have coverage up to 9x your Annual Benefits Salary or up to \$2.5 million, whichever is less</li> </ul> </li> <li>• <b>Supplemental Spouse/Domestic Partner Life</b> – up to \$250,000 in multiples of \$25,000</li> <li>• <b>Supplemental Child Life</b> – \$10,000 or \$20,000 per child</li> </ul>
<b>AD&amp;PL Insurance</b>	<b>Basic Employee AD&amp;PL</b> – 1x Annual Benefits Salary, rounded to next \$1,000	<b>Supplemental Employee AD&amp;PL</b> – 1–8x Annual Benefits Salary, up to \$2.5 million You automatically receive the same amount of Supplemental Employee AD&PL when you elect Supplemental Employee Life Insurance

\*For VP+ executives, your Executive Life Insurance Program (ELIP) is calculated separately.

**For VPs and above:** For those enrolled in the Executive Life Insurance Program (ELIP), you can purchase Supplemental Life Insurance for up to 8 times your pay. Combined with ELIP, your Life Insurance coverage can be up to \$5 million.

2021 Associate Voluntary Supplemental Life/AD&PL Insurance Costs	
Associate's Age as of January 1, 2021	Bi-weekly Cost per \$1,000 of Coverage (post-tax)
<30	\$0.02
30-34	\$0.03
35-39	\$0.03
40-44	\$0.04
45-49	\$0.06
50-54	\$0.08
55-59	\$0.12
60-64	\$0.16
65-69	\$0.23
70-74	\$0.47
75-79	\$0.75
80+	\$0.75

**Note:** Please refer to the SPD for a definition of Annual Benefits Salary.

2021 Coverage Options Available for Dependent Life/AD&PL – Spouse/Domestic Partner	
Coverage Option	Bi-weekly Cost (post-tax)
\$25,000	\$1.08
\$50,000	\$2.15
\$75,000	\$3.22
\$100,000	\$4.29
\$125,000	\$5.37
\$150,000	\$6.44
\$175,000	\$7.51
\$200,000	\$8.58
\$225,000	\$9.66
\$250,000	\$10.73

2021 Coverage Options Available for Dependent Life – Children	
Coverage Option	Bi-weekly Cost (post-tax)
\$10,000 child only	\$0.51
\$20,000 child only	\$1.02

### EVIDENCE OF INSURABILITY (EOI)

When electing or increasing voluntary coverage, you may have to show Evidence of Insurability (EOI) or proof of good health. Please note, if you are required to provide EOI, you will be covered at the highest level of coverage you are allowed without EOI until it is approved. Once approved, you will be covered at your elected coverage level.

## Disability Insurance

In the event you are unable to work due to an illness or injury, we automatically provide full-time associates with Short-Term Disability (STD) and Basic Long-Term Disability (LTD) coverage at no cost. You have the option to purchase Supplemental Long-Term Disability for added income protection.

### Short-Term Disability (STD)

STD benefits replace all or part of your income for up to six months if you are unable to perform your job due to a non-work-related injury, illness, or condition, including pregnancy.

### Long-Term Disability (LTD)

Capital One provides you with LTD benefits that replace 50% of your Annual Benefits Salary after you've been disabled for six months.

You may purchase Supplemental LTD coverage, on an after-tax basis, which replaces an additional 20% of your Annual Benefits Salary, to receive a total of 70% income replacement.

2021 Coverage Options Available for Supplemental LTD	
Coverage Option	Bi-weekly Cost (post-tax)
Additional 20% of Annual Benefits Salary to provide 70% of total income replacement	\$0.277 per \$100 of your monthly benefits salary

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## Purchase Additional PTO/Vacation

During Open Enrollment, full-time and eligible part-time associates may purchase up to one week of PTO/Vacation time for the coming year, in one-hour increments.

While we hope you have been able to take time off this year, we know many vacations were cancelled. As a reminder, you will have a one-time option this fall to elect a cash out of unused purchased time off in 2020. You will also be able to carry over up to 80 hours of granted but unused PTO or Vacation into 2021. Keep this in mind when deciding if you want to purchase time off in 2021. Unused Purchased Time Off in 2021 will not be paid out.





# HEALTH AND WELL-BEING RESOURCES

Now more than ever, it is so important to prioritize your emotional health and well-being. In response to the additional stress we've all been facing, we've created a Pulse page (search "Caring for you and your family") and are continuously updating it to inform you of the well-being resources available to you as we navigate these unprecedented times. Some of those resources include:

## Employee Assistance Program

Capital One's Employee Assistance Program (EAP) can help you find the support you need from the comfort of your own home. Through the EAP, you can access a robust set of services, including telephonic support, face-to-face/virtual counseling, information on health and well-being, and access to the MyStrength app.

The use of EAP services is completely confidential and free of charge to all Capital One associates and their household members. Remember, all of us are facing new and unique challenges every day. It is okay to ask for help if you are having trouble adjusting to new demands. Assistance is available 24/7, so reach out for help whenever you may need it.

To access the Anthem EAP, call **1-855-383-7222** or visit the Anthem EAP online at **anthemeap.com** for more information. When you go to the site, enter "Capital One" as the login.

## LiveHealth Online

LiveHealth Online helps you access high-quality care quickly from the comfort of your own home, at no cost to you. Through LiveHealth Online, you have 24/7 access to a network of licensed doctors, pediatricians, psychologists, and therapists, who can diagnose, treat, and prescribe medication (when necessary) for a wide range of medical and behavioral health conditions. LiveHealth Online is a great resource if you or a family member need extra behavioral health support for anxiety, depression, family issues, and more. **All visits are available at no cost to associates and family members covered under a Capital One medical plan.**

Call **1-888-LiveHealth (548-3432)** or email **help@livehealthonline.com** to get started.

## Be Well Health Centers

Taking care of your mental and physical health can help you successfully navigate these difficult times. If you are struggling to find the care you need, or you don't have access to your usual health care providers, we can help.

We offer comprehensive health care and wellness resources at no cost for all associates and their eligible dependents (over the age of 2) at our Be Well Health Centers. You do not have to be enrolled in a Capital One medical plan to receive these services. Visit a Be Well Center if you need preventive care, urgent care, minor injury treatment, allergy shots, chronic condition management, or healthy living management services. Our Be Well Health Centers also offer mental health services both virtually and in-person, so contact a center if you need extra support for anxiety, depression, and more.

**Note:** Available services provided at the Be Well Health Centers are dependent on office closures and local rules and regulations. Many of the services provided by the Be Well Health Centers are being offered virtually through a telephonic or video visit. Visit Pulse and search "Health Centers" to find out more.

## Back-Up Child and Family Care

If your child or elder care plans have changed recently, Bright Horizons can help you find alternative care provider options. Whether you need extra support at home or help locating care, Bright Horizons can help arrange back-up resources that match the care you need, when you need it.

Please note, Bright Horizons is provided free of charge to associates but has a 15-day annual limit. If you need additional help with ongoing care, Sittercity can help you find the right caretakers for any situation (babysitting, elder care and pet sitting) with their free, online caregiver database. And the best part? Sittercity's annual membership fee has been covered by Capital One if accessed through **mybewellbenefits.com**.

For more information, check out Pulse, contact Bright Horizons at **1-877-242-2737**, or go to **careadvantage.com/capitalone**. Enter "Capital One" as the username and "Bewell" as the password.



# GET THE MOST VALUE FROM YOUR HEALTH CARE

Being a good health care consumer can help you live well and save more. To do this, you need to take an active role in your health care, educating yourself about the options that best fit your needs, so that you can make informed decisions about all aspects of your well-being.

## Tips for Being a Good Health Care Consumer

Consider the following tips as you think about how you will use your Capital One medical plan in 2021.

- **Use In-Network Providers:** Using in-network providers can save you money because they have agreed to charge a negotiated, discounted fee. If you use out-of-network providers, you may be charged more than your plan allows. If that happens, you'll have to pay your coinsurance, as well as the difference between what your plan pays and what the provider charges. Anthem offers a broad network of providers, so before seeking care, visit [anthem.com/capitalone](https://www.anthem.com/capitalone) to make sure your provider is in-network.
- **Keep Up with Preventive Care:** Be sure to attend routine appointments, such as annual physicals, well-woman visits, and age-appropriate screenings. When you see an in-network provider, there is no cost to you!
- **Use Telemedicine for Non-Urgent Care:** Visits through LiveHealth Online, the Be Well Health Centers, or virtual visits with your regular doctors are either low or no cost options.
- **Be Proactive with your Health:** When you have a health need, don't delay seeking care. Schedule a visit with your Primary Care Physician to discuss your health concerns.
- **Shop Smart for Prescription Drugs:** Ask your doctor or pharmacist about generic medications and be sure to check CVS Caremark's preferred drug list at [caremark.com](https://www.caremark.com) when you are prescribed a brand-name medication. If you take a maintenance medication, you will save money by filling your prescription for 90 days through mail order or CVS pharmacies.
- **Set Aside Tax-Free Dollars:** Contributing to a Health Care FSA is easy and helps you save money on medical expenses for you and your family. The money you and the company contribute to your Health Care FSA will be available on January 1.





# ENROLLING FOR YOUR 2021 BENEFITS

## Open Enrollment begins Thursday, October 8 and ends Thursday, October 29.

Open Enrollment is your once-a-year opportunity to make changes to your benefits. Your elections will be in effect January 1 – December 31, 2021.

Remember, if you do not enroll during Open Enrollment, your 2020 benefit elections will roll over to 2021 at the new rates, **with a few exceptions:**

- You must make an election during Open Enrollment each year to contribute to Flexible Spending Accounts and to elect Vacation/Paid Time Off (PTO) Buy-Up benefits.
- Any 2020 benefits elections or changes you make after October 7, 2020 will not be automatically be applied to your 2021 benefits. If you are a new hire or experience a life event between October 8, 2020 and December 31, 2020, please review the New Hire/Life Event page on [mybewellbenefits.com](https://mybewellbenefits.com) before enrolling.

### Eligibility for Benefits

Your eligibility for Capital One's Health and Welfare plans is based on your employment status:

- Full-time associates scheduled to work 33-40 hours per week are eligible for Capital One benefits on their date of hire.
- Part-time associates scheduled to work at least 20 hours per week are eligible for Capital One benefits (except Short Term Disability) after 90 days of employment.

You may also cover your eligible dependents (spouse/domestic partner and/or children) for medical, dental, and vision coverage. Go to [mybewellbenefits.com](https://mybewellbenefits.com) to learn more about who you can cover. You may be asked to verify your dependents' eligibility.

### Before You Enroll

- Visit [mybewellbenefits.com](https://mybewellbenefits.com) for quick access to your benefit details.
- Use the **Medical Plan Selector Tool** on [mybewellbenefits.com](https://mybewellbenefits.com) to compare your options and figure out which medical plan is right for you and your family.

### When You Are Ready to Enroll

- Log in to [capitalonebenefitsite.com](https://capitalonebenefitsite.com) (access via SSO through either [mybewellbenefits.com](https://mybewellbenefits.com) or the Pulse home page) and make your benefit elections from October 8 – 29, 2020. If you are a new user, go directly to the site and register.
- Once you have checked out, print a **copy of your confirmation page** for your records and be on the lookout for a confirmation email. You should check both for accuracy. Remember, you can edit your elections until October 29, 2020, even if you have already checked out. A **confirmation statement** will also be mailed to your home.
- Your benefits will go into effect on **January 1, 2021**.



### CHANGING COVERAGE DURING THE YEAR

You cannot make changes to your benefits during the year unless you experience a qualifying life event (birth, adoption, marriage, etc.). Otherwise, you must wait until the next Open Enrollment period to make a change effective January 1, 2022. If you experience a qualifying life event, be sure to act quickly. Most require the benefits changes to be made within 31 days of the event date.

*The information included in this guide provides a brief overview of the Capital One benefit changes effective January 1, 2021. You can find more detailed information on **mybewellbenefits.com**, or the Summary Plan Descriptions, and/or plan documents. If there is a discrepancy between the information provided in this newsletter and the official plan documents, the official plan documents will always govern. Capital One reserves the right to amend, modify or terminate the benefit plans and programs at any time and for any reason.*