

# 2024 Benefits FAQs

## Why are we providing our benefits through a private health care exchange—what does this really mean?

A private health care exchange is like a purchasing coalition where employers come together for better buying power and access to discount networks of multiple insurance carriers. It is **not** the same as the government-run exchange under the Affordable Care Act (“Obamacare”).

The exchange gives all of us access to the broadest and best discount networks in every geography across the country.

## Will medical plans cost the same in all parts of the country?

No. There are differences in the price of medical plans in different parts of the country—even if you choose the same coverage level and insurance carrier. Insurance carriers charge different premiums in different parts of the country to reflect the cost of medical services by region. It’s important to compare the prices available from the different carriers in your area to find the best option for you.

## Is TRIUMPH subsidizing the cost of the health care benefit plans?

Yes. TRIUMPH provides a credit towards the cost of all medical and dental plans. On average, TRIUMPH provides subsidy credits that cover nearly 90% of the premium cost.

## What are Excess Credits?

Sometimes the medical credit that TRIUMPH provides to help pay for your medical benefits is actually larger than the full premium an insurance carrier is charging for the plan chosen. In these cases, TRIUMPH contributes the extra amount into your health savings account (HSA) as Excess Credits (up to an annual maximum of \$1,200 for EE Only Coverage and \$1,800 for EE + Dependent Coverage).

You can use your Excess Credits to pay for eligible out-of-pocket health care costs on a tax-free basis. Under government rules, HSAs are only available with the Bronze or Bronze Plus plans, however, not every Bronze or Bronze Plus plan comes with Excess Credits. Excess Credits are not available if you select the Silver or Gold plan. You can see which plan and carrier options come with Excess Credits when you enroll using the **TRIUMPH Group Benefits Center** website at <https://digital.alight.com/triumphgroup>.

## Where can I get more information about my benefits?

Visit the **Make It Yours** website at **triumphgroup.makeityoursource.com** to learn about your coverage options in order to choose the right coverage for you and your family. You can also visit each carrier’s preview site on the Your Carrier Connection page (accessible from a link on the home page) to get up to speed on provider networks, prescription drug information, and other carrier resources. The **Make It Yours** website is available year-round for practical tips to help you and your family get the most out of your benefits. Get **“The Inside Scoop”** on how to work the health care system, be a savvy shopper, and save money. Plan to visit the **Make It Yours** website before, during and after enrollment to learn more.

## Is my share of the medical premium cost \$0 if the TRIUMPH medical credit is larger than the full premium for the medical benefit I choose?

No. There is a significant administration cost for the company to be able to provide health care benefits. Those employees whose medical credit covers the full cost of their chosen medical plan will still be required to pay a minimum premium amount to help offset these costs.

## How many insurance carriers will be available to me?

The vast majority of employees will be able to pick from four national medical insurance carriers: Aetna, Cigna, Blue Cross Blue Shield, and UnitedHealthcare. In some geographies, employees will also have access to regional insurance carriers with strong local networks. In other geographies, one of the national carriers may not have a sufficiently strong discount network to offer coverage in that area. In some very rare cases, more than one of the national carriers will not be able to offer coverage in a particular geographical area.

## When will I find out how much my health care benefit premium will cost?

You'll be able to see your share of the premium cost for all of your health care options when you enroll using the **TRIUMPH Group Benefits Center** website at <https://digital.alight.com/triumphgroup>.

## What happens if I don't enroll during the 30-day enrollment window that begins on my date of hire?

**If you fail to enroll during your enrollment window, you will not have medical, dental, vision, or voluntary benefits through TRIUMPH during 2024.**

## How do I create my user ID and password for the TRIUMPH Group Benefits Center website?

If you are a new user, you will need to set up your user ID and password, which are needed to access your account through the Alight Mobile app (available through the [Apple App Store](#) or [Google Play](#)). Go to the **TRIUMPH Group Benefits Center** website and select **New User**;

- Enter the last four digits of your Social Security number and your date of birth to authenticate your account;
- Create your user ID and password; and
- Create answers to security questions to verify your identity if you forget your user ID or password in the future.

## How do I reset my password for the TRIUMPH Group Benefits Center website?

To reset your password, go to the TRIUMPH Group Benefits Center website, click **Forgot User ID or Password**, and follow the prompts to reset your password. You will need your user ID and password to access your account on the Alight Mobile app (available through the [Apple App Store](#) or [Google Play](#)).

## How do I decide which medical coverage level/plan is the right choice for me?

For a complete picture of your medical plan options, you should read the Benefits Enrollment Guide for a high-level overview of your plan options. You can find the Benefits Enrollment Guide on the [Helpful Documents](#) page of the **Make It Yours** website. You can also review more detailed information across the site to learn more about your plan options.

If you need additional help, customer service representatives at the **TRIUMPH Group Benefits Center** will also be available **Monday through Friday, from 8:00 a.m. to 5:00 p.m. CST**, to answer questions you may have. Just call **(833) 885-5653**. For additional support, you can schedule an appointment with a customer service representative through the **TRIUMPH Group Benefits Center** website at <https://digital.alight.com/triumphgroup>.

## How do I decide which medical insurance carrier is right for me?

The benefit plans are the same across the carriers. For example, the coverage provisions (deductible, out-of-pocket maximum, etc.) are the same for the Bronze Plus plan offered by Aetna and for the Bronze Plus plan offered by Cigna. The fact that one insurance carrier has lower premiums than the other carriers does not mean that it is offering a lesser policy than the other carriers. However, premiums, networks and prescription drug formularies (which drugs are covered and how much) do vary from carrier to carrier. These are the factors you should consider when choosing an insurance carrier. You can easily view all three of these factors across all of the carriers and plans by using the **Help Me Choose** tool, which you can find on the **TRIUMPH Group Benefits Center** website at <https://digital.alight.com/triumphgroup>. Click on the **How to Enroll** button when you log on to the site for a video that will show you how to use **Help Me Choose**. You can also take advantage of the tools, resources, and information offered through your

## If the plans are the same across the insurance carriers, why are some carriers less expensive than others?

A lower premium from one carrier could mean that it has more insured customers in your region and can receive better doctor and hospital discounts and, therefore, charge lower premiums. Alternatively, the low-cost carrier may be trying to increase its volume of business in your region and is willing to make less profit to win your business.

## How should I choose a medical insurance carrier if my dependents and I live in different areas?

Because you and your dependents must enroll in the same option, you may want to consider one of the national insurance carriers that offers national provider networks so that your dependents have access to in-network providers in most locations.

## **Will I receive new ID cards?**

Yes. A new ID card for your medical and prescription drug needs will be mailed to your home. You can also print ID cards for your medical, prescription drug, dental, and vision coverages on the websites of the insurance carriers you have selected.

## **Why is there a surcharge for tobacco use?**

The negative health consequences of tobacco use are well-documented. The tobacco surcharge is intended to discourage tobacco use and encourage healthier choices.

If you or your spouse choose to use tobacco, it is very likely that you will use more health care services than the average non-tobacco user. Therefore, you will be required to contribute a higher amount to the cost of your health care.

## **Why is there a spousal surcharge?**

Subsidized health care plans are a valuable and expensive employee benefit. TRIUMPH is willing to extend this valuable benefit to the families of our employees where no other coverage is available.

However, we will charge a moderate surcharge to employees who have working spouses with access to other coverage, as this coverage is a significant additional cost to the company.